

EXHIBIT A - TECHNICAL SPECIFICATIONS FOR HIGH SECURITY CUSTODIAL SERVICES OF HOMELESS SERVICES CAMPUSES; OUR PLACE, CARES CAMPUS, SAFE CAMP

Minimum Cleaning Standards

It is the intent of the County that all premises be maintained at a high standard of cleanliness. The following standards are therefore intended to be included as the acceptable minimum level of service as directed in the cleaning specifications. Further, cleaning frequencies set forth in these specifications are meant to be working guidelines for specific areas, dependent upon type and frequency of use. These standards are not to be construed as complete, and all items not specifically included but found necessary to properly clean the building shall be included as though written into these specifications.

Frequencies

The standard frequency of services for homeless service facilities are public areas and restrooms serviced seven (7) days a week and general office areas serviced one (1) day a week unless otherwise specified in the bid sheet or site list.

Clean

The term "clean" as defined here shall be construed to mean that no film, odors, stains, dust, lint, cobwebs or spots can be detected on floors, wall, partitions, ledges, trim, doors, moldings, or fixtures within the facility.

Cleaners, solvents, and disinfectants

Cleaners and disinfectants utilized must meet the [CDC and EPA standards](#) for cleaning community facilities. EPA shall refer to the Environmental Protection Agency and CDC shall refer to the Centers for Disease Control and Prevention.

Floor Care

Floors shall be maintained in a manner to promote longevity, safety and to industry standards. The County hosts various types of hard surface flooring including but not limited to, ceramic tile, vinyl, hardwood, concrete, laminate, natural stone, and terrazzo. Contractor must have ability, equipment, and knowledge to maintain various flooring per manufacture specification and standards. County will provide contractor with manufacture cleaning technical specifications (if applicable). Upon completion of the work, all floors shall be left in a clean, orderly, and safe condition. Floors shall pass a slip resistance test by at least a 3.5-pound pull. Upon completion of daily and weekly routine work, floors shall be free of dirt, dust, film, streaks, debris and standing water, and shall present a uniform appearance when dry. Floor finish is understood to be used as a preservative and as a safety (non-slip) factor. Approved finish shall be applied only to appropriate areas free of residual dirt and buildup. Attention should be given to corners.

There will be no finish on any restroom floors. Contractor shall remove and replace furniture, as required, to perform the work, exercising necessary safety precautions and following procedures designed to prevent damage to county property.

Private Employee Restrooms

Private employee restrooms can be defined as a restroom that is intended for the use of only one staff member. Private employee restrooms shall be serviced once a week at the General Office frequency. For example, restrooms located in a private office, or a judge's chamber will be cleaned once a week.

High Reach Areas

Within the Technical Specifications the contractor will be required to reach high areas including, but not limited to, windows, window seals, shelves, light fixtures and air returns. Work relating to high areas must be done in accordance with local safety standards.

Restrooms		
Restroom cleaning is understood to have the highest priority to county building(s). Clean and service all shared employee and public restrooms as specified 7 days a week.		
Task	Description	Frequency
Hard Surface Floors	Clean with county approved disinfectant and cleaner. There will be no floor finish on restroom floors. Floors are to be streak free. Attention to be given to corners.	Daily
Urinals and Toilets	Clean and disinfect using techniques to remove and prevent any formation of encrustations or stains under lids, ledges, or rims without harming the finish. Clean polish and sanitize basin, seats, and trim	Daily
Mirrors	Wash mirrors with approved glass cleaner leaving a streak free finish.	Daily
Plumbing Fixtures	Clean and disinfect fixtures above and below sinks. Leave chrome streak free and cobweb free.	Daily
Sanitary Napkin Disposal Units	Remove contents and disinfect and polish unit leaving streak free	Daily
Wastebaskets	Empty and dispose of trash and place into on site exterior dumpster. Replace dirty liners daily. Damp wipe with county approved disinfectant leaving it streak free. Clean interior of wastebasket as needed	Daily
Partitions	Spot clean, free of debris, stains, dirt, and streaks.	Daily
Sinks	Clean and disinfect basin leaving free of debris and streaks.	Daily
Countertops	Clean and disinfect leaving streak free finish.	Daily
Switches, Door Plates, Door Handles, Rails and Commonly Touched Surfaces	Clean and disinfect. Chrome and stainless steel shall be free of streaks.	Daily
Soap Dispensers	Check daily, refill if less than 1/3 full or as needed. Batteries replaced as needed.	Daily
Paper Towel Dispensers	Check daily, refill as needed. Batteries replaced as needed	Daily
Toilet Paper Dispensers	Check daily, refill as needed.	Daily
Shampoo/Conditioner/Body Wash Dispensers	Check daily, refill as needed.	Daily
Graffiti	Remove graffiti that can be scrubbed off.	Daily
Walls	Sanitize and clean	Weekly

Partitions	Wash, clean, and sanitize	Weekly
Door Jambs, Shelves, and Seals	Damp wipe leaving surfaces free of debris	Weekly
Plumbing Fixtures	Remove lime scale build up	Weekly
Cove Base	Clean and dust	Weekly
Showers & Tubs	Sanitize and clean and remove lime scale build up	Weekly
Hard Surface Floors	Clean and mop. Spray Buff all Resilient tile/hard surfaces. Perform weekly maintenance per manufacture standards if applicable.	Weekly
Air Returns, Vents and Areas Around Vents	Brush, vacuum, damp wipe. Leaving free for dirt, stains and debris.	Monthly
High Areas	Vacuum, brush, damp wipe leaving surfaces clean and free of dust and streaks	Monthly
Light Fixtures	Clean free of debris cobwebs and streaks	Semiannually
Floors	Scrub floor with a floor scrubber to remove stains from grout and tile. There will be no finish on any restroom floors	Semiannually

Public Areas

Public areas within county facilities can be defined as any area accessible to the public. This includes common spaces that employees share on a regular basis including but not limited to entry ways, conference rooms, elevators, employee lounges, break rooms and mail rooms as specified 7 days a week.

Wastebaskets	Empty and dispose of trash, remove any debris marked trash and place into on site exterior dumpster. Replace dirty liners daily. Clean exterior and interior of wastebasket as needed.	Daily
Recycling	Empty recycling containers daily when 50% full. Remove all recycling that is marked. Dispose of contents within the onsite recycling dumpster. Recycling must be done in accordance to Waste Management's rules and regulations regarding the practices of recycling. (Provided by the county) https://www.wm.com/us/en/recycle-right/recycling-101	Daily
Furniture Tops Including Desks, Chairs, Tables, Lamps, Filing Cabinets, Computers, Copiers, Calculators, Shelves, Sills, and Ledges	Dust and clean. Fingerprints should be removed and surfaces should be streak free. A complete cleaning and polishing of the surface shall be done.	Daily
Telephones	Clean and sanitize with a damp cloth using approved disinfectant. Extreme care must be used not to spray or drip any water or cleaning	Daily

	products into or onto the telephone or other electronics	
Drinking Fountains	Clean, sanitize and polish.	Daily
Carpeted Flooring Including Rugs and Mats	Vacuum and spot clean all carpeted traffic areas including corridors, pathways within office areas, elevators, and lobby.	Daily
Hard Surface Flooring	Dust mop and spot damp mop all resilient tile/hard surface areas.	Daily
Carpeted Flooring Including Rugs and Mats	Vacuum and spot clean all carpeted traffic areas including corridors, pathways within office areas, elevators, and lobby.	Daily
Interior Glass	Spot clean all interior glass leaving streak free	Daily
Chairs	Spot vacuum or wash, depending on the type of fabric being cleaned, all conference rooms, lobby, waiting room chairs, and cushions. Spot clean to remove stains	Daily
Elevators	Clean passenger elevators interior surfaces, including hoist doors and threshold on the corridor side of the elevator and polish bright metal surfaces. Vacuum carpets. Spot clean carpets to remove stains as requested or required.	Daily
Graffiti	Remove graffiti that can be scrubbed off.	Daily
Door Glass and Display Cases Glass	Door glass cleaned exterior glass on display cases, and partitions to be cleaned and/or spot cleaned as needed.	Daily
Hard Surface Flooring	Wet mop and spray buff all resilient tile/hard surfaces to restore a "just waxed" look. Perform maintenance per manufacture standards if applicable.	Weekly
Picture Frames and Wall Ornaments	Dust and clean	Weekly
Door Jams Molding Seals and Shelves	Dust and clean	Weekly
Switches, Door Plates, Door Handles, Rails and Commonly Touched Surfaces	Cleaned and disinfected. Chrome and stainless steel will be streak free	Weekly
Interior Glass	Completely clean. Must be streak free	Weekly
Wall Surfaces and Upholstered Space Dividers	Dust, vacuum and clean	Weekly
Stairwells, Steps, Landings	Sweep, mop, vacuum. Clean and sanitize handrails	Weekly
Air returns, Vents and Areas Around Vents	Brush, vacuum, damp wipe leaving free for dirt, stains and debris.	Monthly
Draperies and Wall Hangings	Vacuum and dust	Monthly
Cove Base	Dust and clean	Monthly
Window blinds and Coverings	Dust and clean	Monthly
Chairs	Vacuum or wash, depending on the type of	Monthly

	fabric being cleaned, all conference rooms, lobby, waiting room chairs, and cushions. Spot clean to remove stains.	
Hard Surface Floors	Strip and apply three (3) coats of approved floor finish to all hard floors, except restrooms. Finish to be approved by the Contract Services Supervisor or designee. Perform maintenance per manufacture standards if applicable.	Semiannually
Walls	To be cleaned dusted and washed from top to bottom	Annually
Celling Light Fixtures	Clean and dust all ceiling light fixtures	Annually

General Office Areas		
General Office Areas can be defined as areas of the facility which are designated by the county for routine office and administrative purposes, such as individual offices, work areas, secretarial areas, and cubicles as specified 1 day a week.		
Wastebaskets	Empty and dispose of trash, remove any debris marked trash and place into on site exterior dumpster. Replace dirty liners daily. Clean exterior and interior of wastebasket as needed.	Weekly
Recycling	Empty recycling containers daily when 50% or more full. Remove all recycling that is marked. Dispose of contents within the onsite recycling dumpster. Recycling must be done in accordance to Waste Management's rules and regulations regarding the practices of recycling	Weekly
Furniture Tops Including Desks, Chairs, Tables, Lamps, Filing Cabinets, Computers, Copiers, Calculators, Shelves, Sills, and Ledges	Dust and clean. Remove fingerprints leaving surfaces streak free. A complete cleaning and polishing of the surface shall be done.	Weekly
Telephones	Clean and sanitize with damp cloth using approved disinfectant. Extreme care must be used not to spray or drip any water or cleaning products into or onto telephone or other electronics	Weekly
Drinking Fountains	Clean, sanitize and polish.	Weekly
Chairs	Spot vacuum or wash surface, all conference rooms, lobby, waiting room chairs, and cushions. Spot clean to remove stains.	Weekly
Door Glass and Display Cases Glass	Door glass cleaned exterior glass on display cases, and partitions to be cleaned and/or spot cleaned as needed.	Weekly
Carpeted Flooring Including Rugs and Mats	Vacuum and spot clean all carpeted traffic areas including corridors, pathways within office areas, elevators, and lobby.	Daily

Hard Surface Flooring	Wet mop and spray buff all resilient tile/hard surfaces to restore a "just waxed" look. Perform maintenance per manufacture specifications.	Weekly
Picture Frames and Wall Ornaments	Dust and clean	Weekly
Door Jams Molding Seals and Shelves	Dust and clean	Weekly
Switches, Door Plates, Door Handles, Rails and Commonly Touched Surfaces	Clean and disinfect, chrome and stainless steel shall be streak free.	Weekly
Interior Glass	Clean and leave streak free.	Weekly
Wall Surfaces and Upholstered Space Dividers	Dust, vacuum and clean	Weekly
Stairwells, Steps, Landings	Sweep, mop, vacuum. Clean and sanitize handrails	Weekly
Air Returns, Vents and Areas Around Vents	Brush, vacuum, damp wipe. Leaving free for dirt, stains and debris.	Monthly
Draperies and Wall Hangings	Vacuum and dust	Monthly
Cove Base	Dust and clean	Monthly
Window Blinds and Coverings	Dust and clean	Monthly
Chairs	Vacuum or wash surface all conference rooms, lobby, waiting room chairs, and cushions. Spot clean to remove stains	Quarterly
Hard Surface Floors	Strip and apply three (3) coats of approved floor finish to all hard floors, except restrooms. Perform maintenance per manufacture specifications.	Semiannually
Walls	Cleaned dust and wash from top to bottom	Annually
Celling Light Fixtures	Clean and dust all ceiling light fixtures	Annually

Employee Breakrooms and Lounges additional details

All other frequencies are the same as defined under the "Public Area" frequencies as specified 7 days a week.

Surfaces Including, but not Limited to Tabletops, Counters, and the Exterior of Appliances	Clean, dust and sanitize. Surfaces should be free of debris and streaks	Daily
Chairs	Vacuum or wash surface, all chairs, and cushions. Spot clean to remove stains	Daily
Mirrors and Glass Surfaces	Clean and dust. Mirrors and glass surfaces shall be free of debris and streaks	Daily
Hard Surface Floors	Wet mop and spray buff all resilient tile/hard surfaces to restore a "just waxed" look	Daily

Sinks	Clean and disinfect basin, left free of debris. Contractor is not responsible for cleaning or removing dishes.	Daily
Soap Dispensers	Check daily, refill as needed. Replace batteries as needed.	Daily
Paper Towel Dispensers	Check daily, refill as needed. Replace batteries as needed.	Daily
Toilet Paper Dispensers	Check daily, refill as needed.	Daily

Miscellaneous Requirements		
Mop Closets	Custodial closets kept clean and organized. Safety Data Sheets (SDS) must be maintained by contractor and displayed inside of closet. SDS must be in compliance at all times. Chemicals and other like substances must be labeled and easily identifiable.	Weekly
Custodial Supply Closets	Closets kept organized and clean.	Weekly



QUAL-ECON U.S.A.

Commercial Cleaning Technicians

1015 Telegraph St., Suite C, Reno, NV 89502 · 775-358-3655

Dear Ms. Desiree Hagens,

We hope this letter finds you well. It is with great pride and commitment that we reintroduce Qual-Econ USA, your trusted locally operated janitorial services provider. With over 30 years of experience—and as a certified Service-Disabled Veteran-Owned Small Business—we bring a legacy of excellence in performance, responsiveness, and professionalism to every contract we serve.

We are proud to submit our Technical Proposal for RFP 3275-25 – High Security Custodial and Homeless Campus Services. As the current service provider for both the Washoe County Cares/SAFE and Our Place Campuses, we offer deep, direct experience managing these environments with professionalism and care. From the Cares Campus and Our Place to libraries, court facilities, senior centers, transit stations and more, our staff are trained to operate in high-sensitivity spaces, respond to emergencies, and adapt quickly to evolving needs.

Our workforce of 100+ trained professionals includes a dedicated specialty team and experienced supervisors capable of handling everything from routine sanitation to biohazard cleanup, de-escalation support, and rapid-response situations. Our team excels in Process Cleaning for Health, using EPA Safer Choice products and best practices to promote safe, hygienic, and dignified public spaces. Our commitment to sustainability—including low-emission fleet upgrades and recycled consumables—ensures we meet the County's climate and environmental goals.

Thank you for the opportunity to continue serving Washoe County. We are grateful for the partnership we've built over the years and remain fully committed to maintaining the high standards expected of this contract. We look forward to the opportunity to keep your most critical public spaces clean, safe, and welcoming for all.

Sincerely,

Jason Shinar

Jason Shinar
President, Qual-Econ USA
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RFP 3275-25 - High Security Custodial and Homeless Campus Technical Proposal

Experience

Number and Types of Service Contracts

Qual-Econ USA currently provides janitorial services for approximately 3.0 million square feet of governmental space in Northern Nevada. This includes the ongoing servicing of Washoe County buildings in separate groupings, as well as similar contracts with the City of Reno, City of Sparks, and Douglas County. While Qual-Econ USA prides itself in taking care of its government clients, we also have many long-time customers in the commercial, educational, and industrial sectors across the region.

Public Service and Serving Vulnerable Populations

Qual-Econ USA takes pride in its commitment to the community by tackling challenging tasks that other providers may avoid, such as Homeless Encampment Cleanups for the City of Reno through the Clean and Safe program, as well as janitorial services supporting vulnerable populations at the Cares Campus, Our Place, and Kids Kottage for Washoe County Health and Human Services. Taking care of our community is at the center of what we do.

Government Building Specialists

Qual-Econ USA is highly equipped to manage any Washoe County contract due to decades of experience cleaning government facilities. From courthouses and public safety buildings to community centers, transit hubs, and facilities serving unhoused and vulnerable populations, we deliver expert cleaning and responsive service.

We understand the unique challenges contract administrators face when managing diverse facilities, tenants, and public interactions. We believe that effective communication, flexible systems, and continuous improvement are the keys to delivering reliable, high-quality service.

Specialty Cleaning Expertise

At Qual-Econ USA, we pride ourselves on our ability to go beyond standard janitorial services. In addition to flooring and carpet care, our teams are trained and equipped to handle a wide range of specialized cleaning tasks, including:

- Pressure washing for tough projects, public areas, siding, concrete structures
- High-area cleaning, including hard-to-reach corners and fixtures, high area air-ducts.
- Biohazard cleanup and proper hazardous material disposal
- Detailed sanitization for high-contact surfaces and shared spaces.
- Interior and Exterior Window Cleaning for high areas and tough to reach panes

Dedication to Customer Satisfaction

Our crews understand that many jobs require more than a single method to meet your expectations. Whether it's multiple cleaning passes, precision detailing, or emergency response, we bring a problem-solving mindset to every assignment. We are committed to exceeding client expectations and ensuring that facilities remain safe, clean, and welcoming for the public and staff alike.

Recent Testimonial: Kathleen Albright of Sierra Neurosurgery Group shared that after years of trying other vendors, our carpet cleaning delivered the best results her facility has ever seen.

In the following pages, you'll find the details of our relevant current governmental contracts, all of which have been successfully in progress over the last 3 years or more.

References, Contact Information, Reviews

NEVADA
CARES CAMPUS
WASHOE COUNTY



Cares and Our Place Campuses

- Overview: Janitorial services for the Cares and Our Place Campuses, servicing unhoused and vulnerable populations in Washoe County.
- Length of Service: For approximately 3 and 5 years respectively
- Cleaning Standards: Previous standards similar to Attachment D with a mix of 7-Day and 2-Day services for the campuses.
- Relevance to RFP: As the current service provider, we bring direct experience working with campus stakeholders, including VOA, RISE, and on-site security personnel, to effectively deconflict sensitive situations that can arise. Our team is trained in the proper use of PPE, proper cleaning tools, and disinfectants to ensure effective sanitization while minimizing waste. We are fully capable of performing semi-annual deep cleans and responding to any and all additional cleaning needs as required to maintain a safe, clean, and healthy environment.
- Testimonial: Feedback from Homeless Case Manager Torrey Muao on our working supervisor Gerardo Martinez – he's *"very thorough and takes a lot of pride in his work ... I've even caught him with our desk chairs turned over so the dirt doesn't mark up the floors"*

Verification Contact

[Sabrina Sweet](#)

Homeless Services Coordinator

775-386-5451

ssswet@washoecounty.gov



Washoe County - High Security, Low Security, and Libraries Contracts

- Overview: Includes 15 High Security buildings, 8 Public Libraries, 25 Low Security buildings. Includes courthouses, administrative offices, maintenance yard offices, healthcare clinics, Sheriff's department and emergency operations center. Includes one Full-time Porter.
- Cleaning Square Footage: Over 1,400,000 SF
- Length of Service: We have been successfully servicing Washoe County on contracts since 2004.
- Cleaning Standards: The work scope and cleaning specifications for Washoe County are generally the same as Attachment D.

- Relevance to RFP: Experienced working around unhoused and vulnerable populations at locations such as the Reno Library and Senior Centers. Skilled in handling a wide range of cleanups including biohazards, graffiti, and high-traffic sanitation. Our downtown porter maintains continuous presence and response capability, managing frequent exterior messes with professionalism. We adapt and refine our techniques with each challenge, ensuring high standards in dynamic environments.
- *Testimonial:* Two of our employees, Maria and Antonio, who clean at county facilities in Incline Village received the Washoe Star in recognition of their prompt responsiveness to prevent a flooding situation at the Library and were recognized for their dedication to taking care of their facilities. From the Washoe Star citation: *"If not for [their] alerting me to the problem, the flooding could have continued much longer and caused damage. In addition to always having our facilities dialed, we appreciate Antonio and Maria's communication and informing library staff of a potential problem."*
- *Testimonial:* Another of our staff, Karla, was the first contractor employee to be nominated for a Washoe Star for "Quality Public Service" and particularly for her constant positive attitude and excellence in maintaining clean restrooms for Washoe County Juvenile Services.

Verification Contact

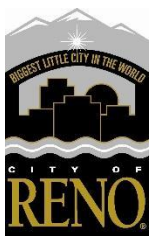
Apryl Ramage

Contract Services Supervisor

775-328-2053

775-771-6985

ARamage@washoecounty.gov



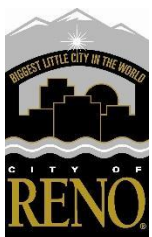
City of Reno: Clean and Safe Program

- Overview: On-call services to clean up homeless encampments throughout the city. Cleanups range from single day to multi-day events occurring every week or two. City staff gives 24 hours of notice to the individuals within the proposed cleanup area and our crews work around individuals who sometimes are allowed to remain and gather belongings while conducting a host of cleanup tasks from debris removal to hazardous material and recyclables separation and transportation to Waste Management Transfer Station.
- Length of Service: We have maintained this contract since 2020 and were recently renewed for the next interaction of the contract through up to 2030.

- **Relevance to RFP:** Our team is thoroughly trained in de-escalation techniques and coordinates closely with on-site Clean and Safe care coordinators and Reno PD to connect individuals with services when appropriate. We follow strict safety protocols, including the use of proper PPE and handling of biohazardous materials such as needles, human waste, propane tanks, and other hazardous debris. Staff receive specialized training in identifying and safely disposing of these materials in compliance with health and environmental regulations. From a sustainability perspective, we also separate and transport recyclable metals and salvageable materials directly to Waste Management facilities for proper processing.
- *Review:* Cody Dills has expressed great satisfaction at our hard working teams who are able to tackle their large scale cleanups efficiently and effectively.

Cody Dills

Clean and Safe Coordinator
775-530-4184 C
DillsC@reno.gov



City of Reno: Janitorial Services

- **Overview:** Contract contains City Administrative and Maintenance buildings, four Recreation & Community Centers, Amtrak Station, Sewer Treatment Plant, and a Fire Department Training Facility.
- **Cleaning Square Footage:** Over 250,000
- **Length of Service:** Servicing contracts since 2019. Qual-Econ USA has successfully served the City of Reno on contracts since the 1990s.
- **Cleaning Standards:** Varies by location but generally 7 days a week for public buildings such as Rec Centers and Train Station, and M-F for others.
- **Relevance to RFP:** Our work at downtown facilities such as the Amtrak Station and City Parks involves frequent interaction with homeless populations, requiring sensitivity, professionalism, and coordination with City personnel and law enforcement. In addition to routine janitorial services, we provide a wide range of specialty and high-area cleanings across multiple City facilities—including those not covered under our regular scope—due to the exceptional responsiveness and quality of our teams. We also work collaboratively with the City to sanitize high-traffic public spaces and make informed recommendations on safe, effective cleaning products to support a clean, healthy environment for both the public and City staff.

- Security verification: Background checks conducted through Reno PD.
- *Review:* Vickie Gonzales has expressed that after the previous provider was removed from this contract, we filled in and have done an outstanding job. She has also expressed satisfaction with our great responsiveness and ability to handle numerous deep cleaning special projects for the City that other vendors cannot.

Verification Contact:

Vickie Gonzales

Management Assistant, Maintenance & Operations

775-657-4607 O

775-560-4905 C

gonzalesv@reno.gov



Regional Transportation Commission (RTC)

- Overview: Reno and Sparks Transportation Bus Stations and Headquarters Office Building. The two bus stations are staffed day and night, 7 days a week with duties similar to a WC porter, cleaning up both interior and exterior areas on a continual basis.
- Cleaning Square Footage: Over 90,000
- Length of Service: We have maintained this contract since approximately 2013.
- Cleaning Standards: The cleaning specifications for the RTC Business Office / Headquarters building are similar to specifications in Attachment D, M-F while the bus stations are maintained 7 days a week 365 per year.
- Relevance to RFP: Our work at RTC's Reno and Sparks bus stations requires constant, high-visibility cleaning in environments with a significant homeless population and frequent high-traffic. Our staff are trained in de-escalation techniques and consistently maintain professionalism while closely coordinating with Allied Security on-site to address safety concerns. We routinely review and document security-related issues with RTC staff to ensure proper protocol adherence. Our team performs interior and exterior cleaning seven days a week, including regular removal of bird droppings, cigarette debris, and windblown dirt that accumulates around transit stations. We are on site to respond to rapid-response cleanups, demonstrating our ability to maintain clean, safe, and welcoming environments in public-facing facilities.
- *Review:* Mark Schlador, the facilities manager, has expressed gratitude for our communication and responsiveness, particularly working through the many challenges, particularly with the homeless population, in maintaining their bus stations. Regarding our responsiveness and carpet

cleaning, he has expressed that our recent work looked “awesome” (in all caps).

Verification Contact:

Mark Schlador

Facilities and Fleet Manager

775 332-2161 O

775 685-6504 C

MSchlador@rtcwashoe.com



Douglas County

- **Overview:** This contract includes a broad range of County facilities across Douglas County, encompassing both high-security and low-security sites. High-security locations include the Courthouse, Sheriff's Department, District Attorney's Office, Public Guardian, and 911 Call Center. Low-security sites include County administrative offices, maintenance buildings, the animal shelter, water treatment plant, and airport. This diverse portfolio reflects our ability to manage a wide range of facility types with varying security requirements and operational needs.
- **Cleaning Square Footage:** Approximately 250,000.
- **Length of Service:** Servicing this contract since 2019.
- **Cleaning Standards:** Douglas County adheres to similar specifications as in Attachment D with generally M-F service.
- **Security Measures:** Background checks and clearance implementation conducted through Douglas County Sheriff Department.
- **Relevance to RFP:** Recently performed a same-day disinfection deep clean at a South Lake Tahoe facility following a potential hantavirus exposure. Our team mobilized with full PPE and appropriate sanitizing agents, enabling a safe and prompt reopening of the facility. This demonstrates our ability to respond rapidly and effectively to urgent environmental health concerns.
- **Review:** Carl McCulloch, the longtime maintenance supervisor at Douglas County has expressed that our performance has been a complete change from the previous provider and has expressed being very appreciative for the responsiveness we provide.

Verification Contacts:

Jeff MacDonnell

Fleet & Facilities Manager

775-783-6437 O

775-790-7443 C



City of Sparks

- Overview: This contract contains 15 buildings to include City Hall, District Attorney, Municipal Court, and Sparks Police Department as well as four Recreation Centers, Water Treatment Plant, and City Administrative and Maintenance Buildings.
- Cleaning Square Footage: Approximately 150,000
- Length of service: Since approximately 2005.
- Cleaning Standards: Cleaning space in this account is completed Monday to Friday with equal to specifications in Attachment D.
- Relevance to RFP: In addition to handling special projects and semi-annual hard floor maintenance, we assist the City of Sparks in managing its custodial supply program—tracking inventory, minimizing waste, and optimizing product usage. This experience directly informs our approach at sites like the Cares Campus, where we actively work to reduce supply loss and unnecessary waste by repairing equipment when feasible and offering practical recommendations to improve long-term supply management.
- Security Verification for staffed personnel is completed through Sparks PD.
- Review: Casey Bond has expressed great satisfaction with our detail work doing floors and carpet cleaning and responsiveness for projects with the City.

Verification contact:

Casey Bond

Assistant City Manager

(775) 691-8361 C

cbond@cityofsparks.us



Nevada Department of Transportation

- Overview: Multi-faceted campus with Administrative Buildings, Shops, Crew and Team areas.
- Cleaning Square Footage: Over 100,000
- Length of Service: Servicing contract since 2024.
- Relevance to RFP: We manage a multi-faceted day and night cleaning schedule across this diverse campus, navigating administrative offices, maintenance shops, and crew areas with varying operational needs. We also follow strict hazardous waste protocols to ensure the safe handling

and disposal of materials such as oils, solvents, and other regulated substances, aligning with safety and environmental compliance standards.

- **Cleaning Standards:** Varies by building but generally 5 days a week with day or night services with similar standards to Attachment D.
- *Review:* Hyun Kim, our contract coordinator, has expressed satisfaction that our services have been a great improvement and he has expressed appreciation of our same-day responsiveness and flexibility, as well as the high quality of our quarterly floor care work.

Hyun Kim

Program Officer

775-834-8380 O

775-431-6461 C

hkim@dot.nv.gov

Availability and Capacity

Personnel and Emergency Response

With a workforce comprising over 100 skilled employees, we possess the capability to ensure consistent coverage for all our client sites. Our workforce enables us to meet the demands of each site effectively. Moreover, our preparedness extends to emergencies, allowing us to respond promptly to unforeseen situations like flooding or urgent cleanups as they arise. Our dedication to meeting client needs in a timely and efficient manner sets us apart and ensures that we deliver top-notch service, even in challenging circumstances.

Staffing Capability and Updates for New Contract

As the current service provider for the Washoe County Cares Campus and Our Place contracts, Qual-Econ USA will be able to continue providing services without any disruption or transition issues.

Staffing Updates for Our Place (Increase in some frequencies to 5 or 7 days)

Our current cleaners at Our Place have expressed interest in expanding their schedules to accommodate additional service days. We also have numerous additional staff capable of supporting expanded night shift coverage. We have already demonstrated our ability to respond to evolving staffing needs and increased service demands at the Cares Campus site without disruption and will ensure the same for Our Place. Based on current staffing levels and employee

interest, we have the capacity to fully meet the proposed seven-day-a-week service schedule without disruption.

Supervisor Staffing

We currently maintain an excellent and responsive dedicated working supervisor for Cares Campus to manage the location and handle the many nuances of working at the campus. With the expansion of services to seven days, we would similarly assign a high-quality on-site working supervisor to Our Place to provide staff feedback and continuously improve our service delivery.

Workload Readiness

From our view, there are no issues with continuing work in light of our current workload.

Specialty Equipment and Resources

Vehicles & Equipment

We maintain a well-equipped and responsive fleet to support our operations across Washoe County:

- Fleet of 10 Light Cargo Vans and additional hauling equipment – Used for mobile response, supply delivery, and supervisor transport.
- Shampoo Van – Dedicated vehicle outfitted for carpet and upholstery cleaning at scale. Recent upgrades have further improved efficiency and quality of outcomes.
- Remediation Equipment – Our Hotsy “Trail Blazer” pressure washing trailer provides high-pressure hot water cleaning and on-board water storage for use at locations without water access. Commonly used for concrete surfaces, graffiti removal, and exterior sanitation.
- High-Area Window Cleaning Equipment – Professional-grade tools and access systems for safe and effective multi-story window cleaning.
- Lift Operation Experience – Our team has experience operating boom lifts and scissor lifts as needed for high-reach detail work.
- Numerous Scrubbers, Buffers, and other specialty Janitorial Equipment – we own and maintain all types of walk behind, rotary, and extension equipment to accomplish all varieties of janitorial jobs.



Specialty Support Team

We maintain a dedicated team of specialty cleaning staff trained in pressure washing, floor restoration, biohazard remediation, and high-access tasks. This team is routinely deployed for complex jobs requiring advanced skill and equipment beyond routine janitorial services.

Central Warehouse & Office

Our headquarters and warehouse are located at 1015 Telegraph Street, Reno, providing centralized storage of backup tools, chemicals, and specialty equipment, as well as administrative support. This location ensures efficient deployment and allows our office team to assist in coordination, logistics, and client communication.

Commitment to Continually Improving

We are committed to ongoing investment in equipment and training to stay aligned with evolving best practices and to meet the needs of the County throughout the life of the contract.

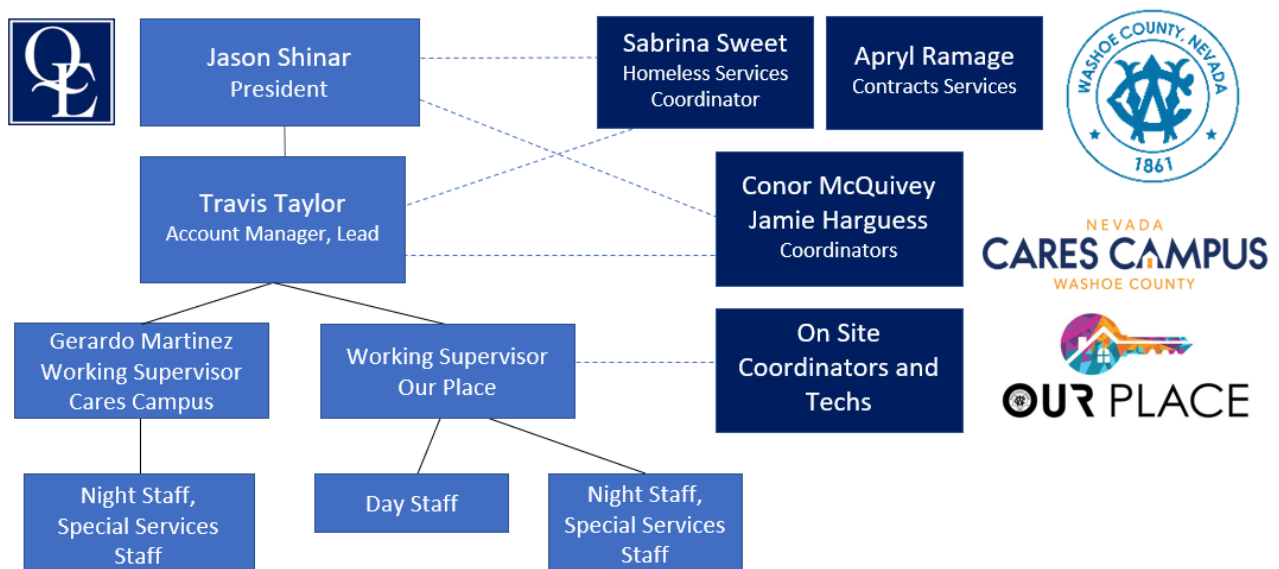
Communication

Communication and Commitments of Key Personnel.

Our relationship with Washoe County is the company's flagship responsibility and you can expect to always have the attention and utmost responsiveness of the company's leadership.

Your Account Manager is Jason Shinar, the company's owner and president, and Travis Taylor as lead for your account (biographies in resumes section). We are reachable by all forms of communication and strive to be as responsive as possible.

Org Chart Representing Communications and Key Personnel



Environmental Sustainability

Qual-Econ USA is committed to supporting Washoe County's goal of achieving net-zero emissions by 2050 through environmentally responsible janitorial practices. Our sustainability approach is grounded in practical, measurable actions across equipment, chemicals, waste diversion, and employee behavior.

1. Low-Emission Operations

- Transitioning fleet vehicles to hybrid and electric options. We have upgraded 30% of our fleet from old models to smaller efficient vans and hybrid vehicles for supervisors. We will continue this process with the goal of having a fully updated fleet over the next several years including pre-ordering two new electric vehicles that should arrive in 2026.
- Coordinating route optimization to reduce fuel use and idle time across multi-site cleaning routes.
- Staff are trained to turn off equipment and lights when not in use, minimizing site energy draw.

2. Green Cleaning Program

- Use of Green Seal or EPA Safer Choice-certified cleaning products to reduce VOCs and improve air quality.
- Maximize bulk dispensing of chemicals to reduce plastic waste and overuse.
- All microfiber mops and cloths are laundered and reused, reducing landfill impact compared to disposables.

3. Waste & Material Diversion

- Support on-site recycling and composting, where available
- Use of recycled-content paper products when supplying consumables for customers. Many of our high use public locations such as at RTC Bus Stations use 100% recycled paper sourced and provided by the company.

4. Employee Engagement

- Annual sustainability training for staff to ensure proper use of green products, recycling procedures, and energy conservation.
- Incorporation of SMARTIE (equity-based) practices: we prioritize hiring and training local, underserved community members. We have provided employment opportunities to individuals who have graduated from the Cares Campus, supporting their transition into stable work environments and reinforcing our commitment to community-based, equitable hiring practices.

5. Measurement and Continuous Improvement

- Annual internal audits of product use, fleet mileage, and chemical ordering to track trends.

Additional Information

Certifications

Qual-Econ USA is a Service-Disabled Veteran Owned Small Business

In the military Jason Shinar, the owner of Qual-Econ USA, was charged with more than accomplishing the mission, he was charged with the care of his soldiers' physical, mental, family, and financial health. In the private sector, Jason similarly strives to not only continue a life of service but also take care of his team as best he can.


Qual-Econ LLC certified Sept 6, 2023; SAM UEI: SFZCKFJYT7E6

<https://veterans.certify.sba.gov/>

Benefits provided to your custodial staff

The county offers excellent benefits to its employees, and we want you to know that we endeavor to extend a high level of care to our custodial staff as well. We strongly believe that by looking after our team we can retain expertise, reduce turnover, and ultimately deliver a higher-quality service to the county in the long run.

 Over 70% of our staff have been with the company for more than 2 years.

 Over 50% of staff have been with the company for more than 5 years.

Current Benefits:

50% of Medical, Vision & Dental, and Life Insurances

Our company covers 50% of the costs for Medical, Vision, Dental, and Life Insurance for employees.

This ensures employees have access to essential healthcare and protection for themselves and their families

New 401k with 4% Match Benefits

As of September 2023, all Qual-Econ USA employees (to include those with a part-time schedule) are eligible for up to a 4% match after 11 months of service. By starting this program, we endeavor to help our employees start thinking differently about saving for their future and improve financial literacy. Since the implementation, program participation has continued to increase as employees understand the program and are able to finally start their journey towards saving for the future.

Well-cared for Staff  Well-cared for Facilities  Well-cared for County

Key Personnel and Resumes

Jason Shinar - President and Owner; Contract Role: Account Manager

Jason Shinar is the president and owner of Qual-Econ USA, bringing a unique blend of military leadership experience and business acumen to the company. With a distinguished career spanning over a decade in the US Army as an Engineer Officer, in early 2023 he took the reins of Qual-Econ USA. He has a strong commitment to public service and looks forward to taking the company to new heights.

Jason graduated from the University of California, San Diego in 2007 and was commissioned as an officer in the US Army. As a few highlights of his military career as a combat veteran, Jason led a team of 36 in clearing IEDs in Baghdad, Iraq and led civilian reconstruction projects in Kandahar, Afghanistan. He also served with distinction at the United States Army Corps of Engineers as Aide-de-Camp to the Deputy Commanding General, contributing significantly to the successful delivery of a \$45 billion construction program. In 2019, Jason pursued his MBA at The Wharton School, further enhancing his skills and knowledge for future endeavors.

As a veteran, Jason has a personal and deep-rooted connection to mental health services. In 2024, he joined the board of directors for Quest Counseling and Consulting, Inc., a long-standing nonprofit organization dedicated to providing critical mental health and substance use services in Northern Nevada. In this role, he offers strategic guidance and oversight to support the organization's leadership in expanding access, improving operations, and delivering impactful services to the community. His involvement reflects a continued commitment to public service and the well-being of vulnerable populations.

With a vision to bring technology to the janitorial services space, Jason aims to leverage his skill sets to enhance communication with clients and streamline maintenance reporting processes. His commitment to excellence and dedication to public service continue to drive Qual-Econ USA's success as he leads the company towards a future of continual improvement, innovation, and exceptional customer service.

Jason's full resume is attached.

Travis Taylor – Title: Account Manager; Contract Role: Lead

Travis is a skilled account manager who combines expertise with enthusiasm. Armed with a Bachelor of Science in Business Marketing from the University of Nevada, Reno, he adeptly navigates the service industry, using valuable experience gained from his tenure in an esteemed Fortune 500 Management program. Travis's commitment to excellence is evident in his continuous quest for improvement and growth. His strong communication skills effectively bridge client expectations with organizational goals.

However, what truly distinguishes Travis is his unwavering dedication to customer satisfaction, which serves as the cornerstone of his professional approach. Travis' full resume is also attached.

Trinidad Dominguez, Senior Advisor and Cleaning Expert

Trinidad Dominguez is a co-founder and the former owner of Qual-Econ USA. He takes immense pride in the company's journey from its inception as a humble cleaning service for small offices to becoming a prominent player in the region. Trinidad and his late wife established Qual-Econ USA in October 1988 and under his leadership, Qual-Econ USA flourished, catering to esteemed clients such as Washoe County, City of Reno, City of Sparks, Douglas County, Regional Transportation Commission (RTC), and numerous other large corporations. Throughout this journey, Trinidad worked tirelessly to ensure customer satisfaction and implemented a state-of-the-art cleaning approach that set Qual-Econ USA apart from the competition. These core values played a significant role in expanding the company's operations from managing a few thousand square feet to overseeing millions of square feet across various facilities.

As he embraces a new phase of his professional journey, Trinidad Dominguez is honored to contribute to the ongoing success of Qual-Econ USA. In his capacity as a senior advisor, he remains committed to supporting the company's growth, maintaining its reputation for excellence, and upholding the legacy of providing top-notch cleaning solutions to valued clients.

Throughout his career, Trinidad prioritized staying up-to-date with the latest trends, processes, equipment, and products in the cleaning industry. His partnerships with leading suppliers and equipment providers have allowed him to remain knowledgeable about the most efficient cleaning techniques and cutting-edge technologies. Continuous learning, including specialized training in areas such as flood remediation, carpet deep-cleaning, graffiti removal, among other valuable skills, has been instrumental in his role as a cleaning expert.

Hoang Shinar – Office Manager

Hoang Shinar quickly established herself as an indispensable team member in the behind-the-scenes operations of Qual Econ USA. Her diverse responsibilities encompass inventory management, bookkeeping, and various HR tasks. Drawing from her successful tenure as office manager for different dental offices, she seamlessly adapted her past experience and skills to the day-to-day operations at Qual-Econ USA. Thriving in fast-paced environments, Hoang takes great pleasure in efficiently completing to-do lists. Her valuable expertise with Quickbooks further bolsters her contributions to the company's financial management. Additionally, her ability to speak multiple languages facilitates effective communication with clients and colleagues from diverse backgrounds, making her a versatile asset in a business setting.

Born and raised in Maryland, Hoang earned her bachelor's degree in biology from the University of Maryland Baltimore County. Following her passion for oral health, she pursued further studies and successfully obtained a degree in dental hygiene. Notably, she holds certifications in first aid and CPR, reflecting her commitment to safety and emergency preparedness. Demonstrating a proactive approach to personal and professional development, Hoang consistently enrolls in continued education courses to refine her skills and stay abreast of industry advancements. Her dedication to learning underscores her determination to excel and continually self-improve.

Alma Herrera - General Supervisor/Inspector

For the past 20 years, Ms. Herrera has been an integral part of Qual-Econ USA, working in various accounts and becoming familiar with all facilities and company employees across different buildings. Her exceptional understanding of the cleaning industry has made her a valuable asset to the company. Anticipating the needs of the cleaning staff, she ensures they have the necessary tools and assistance for their day-to-day routines. Recognizing her expertise and attention to detail, she was promoted to General Supervisor/Inspector in 2015. Ms. Herrera's keen eye enables her to identify cleaning deficiencies easily, and she adeptly guides and directs the staff to prevent customer complaints. Her reliability shines through as she coordinates special tasks, dispatches staff, and manages the warehouse and day-to-night cleaning operations when the owner is unavailable or out of town. Her role is essential to the company's smooth functioning and success.

Ms. Herrera receives training on new cleaning products and stays up-to-date with the latest trends, processes, equipment, and products in the cleaning industry through the Reno-Sparks janitorial suppliers, equipment representatives, and Qual-Econ USA. The training is conducted through ongoing seminars and demonstrations, which have enabled Ms. Herrera to learn about the new products, the use and capabilities of new industrial equipment, safety measures, and more efficient cleaning techniques for a healthier environment. Additionally, Alma received training on Body Mechanics, Bloodborne Pathogens, Safety in the Workplace, and Universal Safety Precautions from Northern Nevada Hospital in 2008.

Gerardo Martinez – Contract Role: Supervisor

Gerardo Martinez, a dedicated supervisor with an expansive career spanning over 25 years in the United States Postal Service, before he brought his work ethic and drive for results to Qual-Econ USA, epitomizes diligence and dedication. From his early days as a postman, Gerardo exhibited an unwavering commitment to excellence, ensuring prompt service and fostering community relationships. Transitioning seamlessly to Qual-Econ USA, he continued to excel, setting a high standard of performance for his team. As a supervisor for Qual-Econ, he played a pivotal role in setting the standard of sanitization and service for projects aimed at maintaining and uplifting the Reno

community, demonstrating his compassion for public service. Through his tireless efforts, Gerardo continues to make a profound difference, leaving an indelible mark on both his colleagues and the communities he serves.

JASON M. SHINAR

jshinar@qualeconusa.com – 775-350-3560

EDUCATION

THE WHARTON SCHOOL, UNIVERSITY OF PENNSYLVANIA

Master of Business Administration, Majors in Finance and Real Estate

- Spring 2020 Director's List Fellowship. Communications Fellow.

Philadelphia, PA

2019 – 2021

MISSOURI UNIVERSITY OF SCIENCE AND TECHNOLOGY

Master of Science in Engineering Management, Certificate in Military Construction Management

- 4.0 GPA. Selected into Epsilon Mu Eta (Engineering Management Honor Society).

Rolla, MO

2012 – 2013

UNIVERSITY OF CALIFORNIA AT SAN DIEGO

Bachelor of Science in Management Science, Bachelor of Arts in Literature/Writing

- Provost's Honors. Studied abroad in Moscow as part of Russian language immersion program.

La Jolla, CA

2002 – 2007

EXPERIENCE

UNITED STATES ARMY CORPS OF ENGINEERS

Lead Analyst, COVID-19 Response Team

Washington, DC

2020

- While also a full-time MBA student, created Corps of Engineers' nationwide Alternate Care Facility tracking system. System informed decision making for leaders on 80+ projects and 25,000+ bed spaces. Products briefed at DoD, FEMA, and White House.

Aide-de-Camp to Deputy Commanding General and Strategic Planner to Chief of Engineers

2016 – 2019

- Orchestrated 200+ strategic engagements with senior leaders from across Department of Defense, Congress, and private industry to address nation's toughest engineering challenges and deliver a \$45B construction program.
- Rated by Two-Star General in top 1% of Captains over 36-year career and #1 Aide-de-Camp in last 10 years.

UNITED STATES ARMY CORPS OF ENGINEERS, SEATTLE DISTRICT

Project Manager

Seattle, WA

2015 – 2016

- Led a 15-person team to inspect damaged levees. Developed statements of work, government estimates, and technical analyses. Enabled \$1.5M in emergency repairs for 19 levees and ensured public safety for thousands.
- Chartered cross-functional team to align contract acquisition strategy with organizational goals. Streamlined processes that enabled procurement of \$90M in architect-engineer contracts and allowed critical engineering projects to proceed.

555th ENGINEER BRIGADE, 7th INFANTRY DIVISION

Company Commander

Joint Base Lewis-McChord, WA

2013 – 2015

- Led a complete turnaround of 100-person company's culture and performance. Implemented a year-long back-to-basics training program that resulted in company being nominated for Itschner Award (Best Engineer Company in the Army).
- Developed multinational exercise for 200-person team with Canadian engineers that incorporated complex training scenarios. Reinvigorated multinational partnership and built lasting relationships.
- Rated #1 Company Commander in 1,500-person Brigade (#1 of 8). Nominated for General MacArthur Leadership Award.

2nd BRIGADE COMBAT TEAM, 10th MOUNTAIN DIVISION

Platoon Leader and Company Executive Officer

Iraq and Afghanistan / Fort Drum, NY

2009 – 2012

- Led a 36-person platoon in clearing roadside bombs (IEDs) from convoy routes in Iraq. Executed 94 clearance missions across 4,900 miles of road that ensured safety for both coalition forces and Iraqi populace. Awarded Bronze Star Medal.
- Planned and executed all phases of project and contract management that advanced delivery for 15 civilian emergency relief projects in Kandahar Province, Afghanistan, impacting thousands.
- Selected to become Company Executive Officer. Organized logistics for an 80-person company enabling training of 1,600+ cadets at United States Military Academy. Rated #1 Executive Officer in 500-person Battalion (#1 of 5).

ADDITIONAL INFORMATION

- **Certifications:** US Army Ranger, Sapper, Airborne, and Explosive Ordnance Clearance Schools; Top Secret Clearance.
- **Additional Awards:** Bronze Order of De Fleury Medal (Significant Contributions to Engineer Regiment); Distinguished Honor Graduate, Engineer Advanced Course (#1 of 128); Officer Honor Graduate, US Army Airborne School: (1 per ~300 students).
- **Foreign Language:** Spanish (Conversational), Russian (Conversational), Vietnamese (Beginner).

Travis Taylor

Reno, NV 89506 • 925 890 4095 • ttaylor@qualeconusa.com

Professional Summary

Strong leader and problem-solver dedicated to maximizing process efficiency, minimizing costs, and promoting company values. Utilize skills obtained through an esteemed Fortune 500 Management Program to align departmental operations with company goals.

Work History

Account Manager, 11/2023 to Current; Qual-Econ USA – Reno, NV

- Engage in client interactions to understand their needs and provide realistic solutions.
- Implement and integrate a quality check system to ensure product/service quality.
- Excels in customer satisfaction by addressing concerns and resolving issues promptly.
- Achieve results through effective communication and a proactive drive for improvement.
- Oversee service projects and general service operations for the Greater Northern Nevada area (totalling 3 million+ sq. ft.)
- Conduct financial analysis, aid in financial processes

Management Program, 06/2022 to 11/2023; Cintas – Reno, NV

- Handled day-to-day customer or client responsibilities, maximizing customer satisfaction
- Managed each department within company (Service, Operations, Production, Human Resources, Office, Sales), making a significant positive impact on relevant KPI's in each -Managed \$200,000 - \$400,000 per week business as youngest member of leadership, maximizing profits through careful P&L review/continuous training of employees in effort of aligning workforce with necessary process/service efficiencies.
- Assisted with onboarding of new employees by providing training and development resources/Analyzed customer feedback to identify areas for improvement.
- Communicated effectively with relevant parties to identify bottlenecks in operational processes, enabling the identification of issues and later streamlining of processes.
- Assisted in organizing and overseeing assignments to drive operational excellence.

Education

Bachelor of Science: Marketing; University of Nevada - Reno - Reno, NV

- Dean's List Each Semester while at University
- 3.9 Cumulative GPA

Certifications/Specialized Credits:

- Achieved Multiple Google Certifications (SEO, Ads Search, Analytics)
- "Meticulous Hiring" Certification
- Six Sigma Certifications (Operations)
- Specialized Credits In:
 - Business Law, Business Analytics, Business Management, Information Systems

SECRETARY OF STATE



NEVADA STATE BUSINESS LICENSE

Qual-Econ LLC

Nevada Business Identification # NV20222635721

Expiration Date: 11/30/2025

In accordance with Title 7 of Nevada Revised Statutes, pursuant to proper application duly filed and payment of appropriate prescribed fees, the above named is hereby granted a Nevada State Business License for business activities conducted within the State of Nevada.

Valid until the expiration date listed unless suspended, revoked or cancelled in accordance with the provisions in Nevada Revised Statutes. License is not transferable and is not in lieu of any local business license, permit or registration.

License must be cancelled on or before its expiration date if business activity ceases. Failure to do so will result in late fees or penalties which, by law, cannot be waived.



IN WITNESS WHEREOF, I have hereunto set my hand and affixed the Great Seal of State, at my office on 11/25/2024.

FRANCISCO V. AGUILAR
Secretary of State

Certificate Number: B202411255213467

You may verify this certificate
online at <https://www.nvsilverflume.gov/home>

Attachment E-COST PROPOSAL

BID ITEM

CUSTODIAL SERVICES HIGH SECURITY HOMELESS SERVICES FACILITIES; OUR PLACE, CARES CAMPUS, SAFE CAMP

Please identify cost by building outlined in the cost proposal. Refer to Site List Attachment G for square footage and frequencies.

	Custodial Service Locations	Cost per month	Number of persons to be utilized on a daily basis	Number of hours each person anticipated to work daily	Number of supervisors assigned to this facility	Number of back-up Personnel available	Cost for call-back service per hour
1.	OUR PLACE						
	Building 600/601						
	Building 602						
	Building 603						
	Building 604						
	Building 605						
	Building 606						
	Welcome Center						
	Dining Modular						
	Building 8B						
	Building 8C						
2.	CARES CAMPUS						
	Welcome Center						
	Resource Center						
	Restroom/Showers A & B						
	Permanent Supportive Housing						
3.	SAFE CAMP						
	Restroom/Showers						

***County reserves the right to add or delete locations at any time.**

MINORITY STATUS: Has this firm been certified as a minority, women or disadvantaged business enterprise by any governmental agency? Yes _____ No _____

If yes, please specify government agency: _____

Date of certification: _____

Is the firm registered as an Emerging Small Business in The State of Nevada Yes _____ No _____

The above is for information only. Washoe County encourages minority business participation; however no preferences shall be given.

EXCEPTIONS: Does the bidder take exception to any of the terms or conditions of this Invitation to Bid and attachment thereto?

Yes _____ No _____. If yes, please indicate the specific nature of the exception or clarification, in the space provided below. Attach additional sheet(s) if necessary.

In compliance with this "Request for Proposal" and subject to all the Terms and Conditions thereof, the undersigned offers and agrees, if this bid is accepted to furnish any and all goods or services described herein at the prices, terms and delivery stated.

Firm Name _____

Address _____

City _____ State _____ Zip Code _____

Signed _____

Telephone _____

Terms _____ % _____ Days _____ Print Name _____

Bidder's Federal Tax I.D. # _____ Print Title _____



Office of the Comptroller Purchasing Division

Issue Date: May 13, 2025

RFP# 3275-25

Title: High Security Custodial Services for Homeless Services

Notice of Addendum: Upon discovery during the walk through on May 8th, 2025, the following changes have been reflected.

1. Cares Restroom/Shower A/B: Cleaning timeframe 12:00AM to 4:00AM.
2. Cares Kitchen: Cleaning timeframe 9:00PM-6:00AM
3. Cares Resource Center: Approximate Sq. Footage of Service Areas: 2,500
4. Bathroom Count- Listed on page 2 of this addendum.
5. **Add Alt Bid Item #1**
Cost for one time turn over cleaning service of a Permanent Supportive Housing Unit approximately 350 sq. feet. Includes deep cleaning of all interior areas with 1 bathroom, shower, kitchenette, interior windows and floors. \$[See below]

Desiree Hagens
Washoe County Purchasing Division
1001 E. Ninth St. Building D, Ste 200
Reno, NV 89512
dhagens@washoecounty.gov



QUALITY
PUBLIC SERVICE



INTEGRITY



EFFECTIVE
COMMUNICATION

EXHIBIT C
CERTIFICATION REGARDING DEBARMENT, SUSPENSION,
AND OTHER RESPONSIBILITY MATTERS

The prospective Proposer, _____ certifies to the best of its knowledge and belief that it and its principals:

- a. Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal department or agency;
- b. Have not within a three year period preceding this proposal been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State, or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
- c. Are not presently indicted for or otherwise criminally or civilly charged by a government entity (Federal, State, or local) with commission of any of the offenses enumerated in paragraph (1) (b) of this certification; and
- d. Have not within a three-year period preceding this application/proposal had one or more public transactions (Federal, State, or local) terminated for cause or default.

I understand that a false statement on this certification may be grounds for rejection of this proposal or termination of the award. In addition, under 18 USC Sec. 1001, a false statement may result in a fine of up to \$10,000 or imprisonment for up to 5 years, or both.

Typed Name & Title of Authorized Representative

Signature of Authorized
Representative _____ Date _____

I am unable to certify to the above statement. My explanation is attached.

Signature _____ Date _____



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

2/13/2025

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 have **ADDITIONAL INSURED** provisions or 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 Arthur J. Gallagher Risk Management Services, LLC 10425 Double R Boulevard Reno NV 89521	CONTACT NAME: Cindy Fleischer PHONE (A/C, No, Ext): 775-902-2007 E-MAIL ADDRESS: Cindy.Fleischer@ajg.com FAX (A/C, No):														
INSURED Qual-Econ LLC dba: Qual-Econ USA 1015 Telegraph St. Suite C Reno, NV 89502	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th style="text-align: center;">INSURER(S) AFFORDING COVERAGE</th> <th style="text-align: center;">NAIC #</th> </tr> <tr> <td>INSURER A : Nationwide Mutual Insurance Company</td> <td style="text-align: center;">23787</td> </tr> <tr> <td>INSURER B : WCF National Insurance Company</td> <td style="text-align: center;">40517</td> </tr> <tr> <td>INSURER C : Travelers Casualty and Surety Co of America</td> <td style="text-align: center;">31194</td> </tr> <tr> <td>INSURER D :</td> <td></td> </tr> <tr> <td>INSURER E :</td> <td></td> </tr> <tr> <td>INSURER F :</td> <td></td> </tr> </table>	INSURER(S) AFFORDING COVERAGE	NAIC #	INSURER A : Nationwide Mutual Insurance Company	23787	INSURER B : WCF National Insurance Company	40517	INSURER C : Travelers Casualty and Surety Co of America	31194	INSURER D :		INSURER E :		INSURER F :	
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INSURER D :															
INSURER E :															
INSURER F :															

COVERAGES**CERTIFICATE NUMBER:** 523853971**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 INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:	Y	Y	ACPCG013120483927	2/10/2025	2/10/2026	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 ANY AUTO OWNED AUTOS ONLY <input checked="" type="checkbox"/> SCHEDULED AUTOS HIRED AUTOS ONLY <input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY	Y		ACPBA013120483927	2/10/2025	2/10/2026	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 EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED <input type="checkbox"/> RETENTION \$			ACPCU013120483927	2/10/2025	2/10/2026	EACH OCCURRENCE \$ 10,000,000 AGGREGATE \$ 10,000,000 \$
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N	N/A	4056439	2/10/2025	2/10/2026	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
C	Crime Policy			107810106	2/10/2025	2/10/2026	Employee Theft \$5,000,000 Retention \$10,000

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

Evidence of Insurance

Evidence of Insurance There is a 10 day notice of cancellation for non payment of premium and a 30 day notice for all other;

CERTIFICATE HOLDER**CANCELLATION**

Washoe County Purchasing
 1001 E. 9th St
 Bldg D, Room 200
 Reno NV 89512
 USA

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

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EXHIBIT E -SITE LIST

Location/Site	Approx. Sq-Ft of Service Areas	Public Areas Frequency Number of days per week (1 time a day)	General Office Areas Frequency Number of days per week (1 time a day)	Service Times Available
OUR PLACE CAMPUS 605 South 21st Street, Sparks				
Building 600/601 (family home)	6,200	7	1	Sunday-Saturday 6:00PM-6:00AM
Building 602 (family home)	2,300	2	1	Sunday-Saturday 6:00AM-6:00PM <i>*note daytime cleaning</i>
Building 603 (family home)	1,500	2	1	Sunday-Saturday 6:00AM-6:00PM <i>*note daytime cleaning</i>
Building 604 (family home)	1,900	2	1	Sunday-Saturday 6:00AM-6:00PM <i>*note daytime cleaning</i>
Building 605 (admin services)	3,100	5	1	Monday-Friday *6:00PM-6:00AM
Building 606 (shelter services)	2,900	7	1	Sunday-Saturday 6:00AM-6:00PM <i>*note daytime cleaning</i>
Welcome Center	2,500	7	1	Sunday-Saturday 6:00PM-6:00AM
Dining Modular	500	7	1	Sunday-Saturday 6:00PM-6:00AM
Building 8B (family home)	2,500	2	1	Sunday-Saturday 6:00AM-6:00PM <i>*note daytime cleaning</i>
Building 8C (shelter services)	2,700	7	1	Sunday-Saturday 6:00AM-6:00PM <i>*note daytime cleaning</i>
CARES CAMPUS 100 Cares Drive, Reno				
Welcome Center	20,000	7	1	Sunday-Saturday 6:00PM-6:00AM
Resource Center	18,175	7	1	Sunday-Saturday 6:00PM-6:00AM
Restrooms/Showers A&B	6,748	7	N/A	Sunday-Saturday 6:00PM-6:00AM
Permanent Supportive Housing	1,200	7	1	Monday-Friday 6:00PM-6:00AM
SAFE CAMP 400 Cares Drive, Reno				
Restrooms/Showers	6,500	7	N/A	Sunday-Saturday 6:00PM-6:00AM

Attachment F- NON-DISCLOSURE AGREEMENT

I, Jason Shinar, an employee of Qual-Econ USA, understand that I will be performing custodial services for Washoe County. I understand that Washoe County considers maintaining the security and confidentiality of confidential information of high priority. I further understand that any paperwork, files or court documents located within the any areas in which I perform services, as well as information contained on Court/County computers, is considered to be confidential information.

I agree that I will not:

- Seek to read or copy any confidential information I may encounter while performing my job duties;
- Remove any confidential information from the premises;
- Seek to benefit or permit others to benefit personally from using any confidential information obtained from the County Court.

In the event that I am a party to an action filed in any Washoe County Court, I agree to tell my employer immediately.

By signing this Agreement, I acknowledge that if I fail to comply with its terms, I will be prohibited from performing services for Washoe County and as a result, may be terminated from my employment.

	6/20/2025
Signature	Date

Federal Funding Provisions in WC Procurement

Required Provision	Contract Criteria	Services	Goods	Construction
(A) Legal/Contractual/Administrative remedies for breach of contract	> \$50,000	Applicable	Applicable	Applicable
(B) Termination for cause or convenience	> \$10,000	Applicable	Applicable	Applicable
(C) Equal Employment Opportunity	Construction Certs Rqd	N/A	N/A	Applicable
(D) Davis-Bacon Act and Copeland "Anti-Kickback" Act	Construction > \$2,000	N/A	N/A	Applicable
(E) Contract Work Hours and Safety Standards Act	> \$100,000 mechanics or laborers	Deliverable Dependent	Deliverable Dependent	Applicable
(F) Rights to Inventions Made Under a Contract or Agreement	Development & Research	Applicable	N/A	N/A
(G) Clean Air Act and Federal Water Pollution Control Act	> \$150,000	Applicable	N/A	Applicable
(H) Debarment & Suspension (include SAM.gov screenshot)	All	Applicable	Applicable	Applicable
(I) Byrd Anti-Lobbying Amendment	>\$100,000 certification required	Applicable	N/A	Applicable
(J) Procurement of Recovered Materials (to extent practicable)	> \$10,000 where practicable; see 40 CFR Part 247, Subpart B	Material Dependent	Material Dependent	Material Dependent

Exhibit G

(K) Prohibition on certain telecommunications and video surveillance services & equipment	All	Applicable	Applicable	Applicable
(L) Domestic Preferences for procurements (to extent practicable)	All	Applicable	Applicable	Applicable
(M) Fraud & False or Fraudulent Statements	All	Applicable	Applicable	Applicable
(N) Access & Retention of Records	All	Applicable	Applicable	Applicable
(O) Compliance with Federal Law, etc.	All	Applicable	Applicable	Applicable
(P) Women and Minority Owned Solicitation	All	Solicitation using ndot@dbesystem.com	Solicitation using ndot@dbesystem.com	Solicitation using ndot@dbesystem.com
(Q) Build America, Buy America	Construction Cert Required	N/A	N/A	Applicable
(R) Contract Changes or Modification	All	Applicable	Applicable	Applicable
(S) No Federal Obligation	All	Applicable	Applicable	Applicable

EXHIBIT H

INSURANCE, INDEMNIFICATION AND HOLD HARMLESS REQUIREMENTS FOR SERVICE PROVIDERS HIGH SECURITY CUSTODIAL SERVICES OF HOMELESS SERVICE CAMPUSES

INTRODUCTION

Washoe County has established specific insurance and indemnification requirements for service providers contracting with the County. Indemnification and hold harmless clauses and insurance requirements are intended to assure that a service provider accepts and is able to pay for a loss or liability related to its activities.

ATTENTION IS DIRECTED TO THE INSURANCE REQUIREMENTS BELOW. IT IS HIGHLY RECOMMENDED THAT PROVIDERS CONFER WITH THEIR RESPECTIVE INSURANCE CARRIERS OR BROKERS TO DETERMINE THE AVAILABILITY OF INSURANCE CERTIFICATES AND ENDORSEMENTS AS PRESCRIBED AND PROVIDED HEREIN. IF THERE ARE ANY QUESTIONS REGARDING THESE INSURANCE REQUIREMENTS, IT IS RECOMMENDED THAT THE AGENT/BROKER CONTACT THE COUNTY RISK MANAGEMENT DEPARTMENT DIRECTLY AT (775) 328-2665.

INDEMNIFICATION AGREEMENT

PROVIDER agrees to hold harmless, indemnify, and defend COUNTY, its officers, agents, employees, and volunteers from any loss or liability, financial or otherwise resulting from any claim, demand, suit, action, or cause of action based on bodily injury including death or property damage, including damage to PROVIDER'S property, caused by the omission, failure to act, or negligence on the part of PROVIDER, its employees, agents, representatives, or Subcontractors arising out of the performance of work under this Agreement by PROVIDER, or by others under the direction or supervision of PROVIDER.

In the event of a lawsuit against the COUNTY arising out of the activities of PROVIDER, should PROVIDER be unable to defend COUNTY due to the nature of the allegations involved, PROVIDER shall reimburse COUNTY, its officers, agents, and employees for cost of COUNTY personnel in defending such actions at its conclusion should it be determined that the basis for the action was in fact the negligent acts, errors or omissions of PROVIDER.

GENERAL REQUIREMENTS

PROVIDER shall purchase Industrial Insurance, General Liability, and Automobile Liability as described below. The cost of such insurance shall be borne by PROVIDER. PROVIDER may be required to purchase Professional Liability coverage based upon the nature of the service agreement.

INDUSTRIAL INSURANCE (Workers' Compensation)

It is understood and agreed that there shall be no Industrial Insurance coverage provided for PROVIDER or any Sub-consultant by COUNTY. PROVIDER agrees, as a precondition to the performance of any work under this Agreement and as a precondition to any obligation of the COUNTY to make any payment under this Agreement to provide COUNTY with a certificate issued by an insurer showing coverage in accordance with NRS 616B.627 and NRS 617.210 for PROVIDER and any sub-contractors used pursuant to this Agreement.

If PROVIDER is a sole proprietor, coverage for the sole proprietor must be purchased and evidence of coverage must appear on the Certificate of Insurance. Such requirement may be waived for a sole proprietor who does not use the services of any employees, subcontractors, or independent contractors and completes an Affirmation of Compliance pursuant to NRS 616B.627.

Should PROVIDER be self-funded for Industrial Insurance, PROVIDER shall so notify COUNTY in writing prior to the signing of this Agreement. COUNTY reserves the right to approve said retentions and may request additional documentation financial or otherwise for review prior to the signing of this Agreement.

It is further understood and agreed by and between COUNTY and PROVIDER that PROVIDER shall procure, pay for, and maintain the above-mentioned industrial insurance coverage at PROVIDER'S sole cost and expense.

MINIMUM LIMITS OF INSURANCE

PROVIDER shall maintain limits no less than:

1. General Liability: \$2,000,000 combined single limit per claim for bodily injury, personal injury, and property damage. If Commercial General Liability Insurance or other form with a general aggregate limit is used, the general aggregate limit shall be increased to equal twice the required occurrence limit or revised to apply separately to each project or location.

2. Automobile Liability: \$1,000,000 combined single limit per accident for bodily injury and property damage. No aggregate limits may apply.
3. Crime Insurance. CONTRACTOR shall maintain crime insurance including coverage for the loss of money, securities and other property by employees or other parties with a limit not less than \$100,000 per occurrence. Coverage shall be endorsed to include coverage for loss of Client's money, securities and other property.
4. **PROFESSIONAL LIABILITY/ERRORS & OMISSIONS LIABILITY INSURANCE**

Professional Liability: CONTRACTOR shall maintain professional liability insurance applying to liability for a professional error, act or omission arising out of the scope of professional services provided under this Agreement. Limits shall be not less than \$N/A each claim and \$N/A annual aggregate.

CONTRACTOR shall maintain professional liability insurance during the term of this Agreement and, if coverage is provided on a "claims made" or "claims made and reported" basis, shall maintain coverage or purchase an extended reporting period for a period of at least three (3) years following the termination of this Agreement. If coverage is written on a "claims made" or "claims made and reported" basis, any applicable retroactive or pending and prior litigation exclusion dates must precede the effective date of this Agreement.

DEDUCTIBLES AND SELF-INSURED RETENTIONS

Any deductibles or self-insured retentions must be declared to and approved by the COUNTY Risk Management Division. COUNTY reserves the right to request additional documentation, financial or otherwise, prior to giving its approval of the deductibles and self-insured retention and prior to executing the underlying agreement. Any changes to the deductibles or self-insured retentions made during the term of this Agreement or during the term of any policy, must be approved by the COUNTY Risk Manager prior to the change taking effect.

OTHER INSURANCE PROVISIONS

The policies are to contain, or be endorsed to contain, the following provisions:

1. COUNTY, its officers, employees and volunteers are to be covered as insureds as respects: liability arising out of activities performed by or on behalf of PROVIDER, including COUNTY'S general supervision of PROVIDER; products and completed operations of PROVIDER; premises owned, occupied or used by PROVIDER; or automobiles owned, leased, hired, or borrowed by PROVIDER. The coverage shall contain no special limitations on the scope of protection afforded to COUNTY, its officers, employees or volunteers.
2. PROVIDER'S insurance coverage shall be primary insurance as respects COUNTY, its officers, employees and volunteers. Any insurance or self-insurance maintained by COUNTY, its officers, employees or volunteers shall be excess of PROVIDER'S insurance and shall not contribute with it in any way.
3. Any failure to comply with reporting provisions of the policies shall not affect coverage provided to COUNTY, its officers, employees or volunteers.
4. PROVIDER'S insurance shall apply separately to each insured against whom claim is made or suit is brought, except with respect to the limits of the insurer's liability.
5. Each insurance policy required by this clause shall be endorsed to state that coverage shall not be suspended, voided, canceled or non-renewed by either party, reduced in coverage or in limits except after thirty (30) days' prior written notice by certified mail, return receipt requested, has been given to COUNTY except for nonpayment of premium.

ACCEPTABILITY OF INSURERS

Insurance is to be placed with insurers with a Best's rating of no less than A-: VII. COUNTY, with the approval of the Risk Manager, may accept coverage with carriers having lower Best's Ratings upon review of financial information concerning PROVIDER and insurance carrier. COUNTY reserves the right to require that PROVIDER'S insurer be a licensed and admitted insurer in the State of Nevada, or on the Insurance Commissioner's approved but not admitted list.

VERIFICATION OF COVERAGE

PROVIDER shall furnish COUNTY with certificates of insurance and with original endorsements affecting coverage required by this exhibit. The certificates and endorsements for each insurance policy are to be signed by a person authorized by that insurer to bind coverage on its behalf. **All certificates and endorsements are to be addressed to the specific COUNTY contracting department and be received**

and approved by the COUNTY before work commences. COUNTY reserves the right to require complete, certified copies of all required insurance policies, at any time.

SUBCONTRACTORS

PROVIDER shall include all Subcontractors as insureds under its policies or shall furnish separate certificates and endorsements for each Subcontractor. All coverages for Subcontractors shall be subject to all of the requirements stated herein.

MISCELLANEOUS CONDITIONS

1. PROVIDER shall be responsible for and remedy all damage or loss to any property, including property of COUNTY, caused in whole or in part by PROVIDER, any Subcontractor, or anyone employed, directed or supervised by PROVIDER.
2. Nothing herein contained shall be construed as limiting in any way the extent to which the PROVIDER may be held responsible for payment of damages to persons or property resulting from its operations or the operations of any Subcontractor under it.
3. In addition to any other remedies COUNTY may have if PROVIDER fails to provide or maintain any insurance policies or policy endorsements to the extent and within the time herein required, COUNTY may, at its sole option:
 - a. Order PROVIDER to stop work under this Agreement and/or withhold any payments which become due PROVIDER hereunder until PROVIDER demonstrates compliance with the requirements hereof; or
 - b. Terminate the Agreement.