

TECHNICAL SPECIFICATIONS FOR LIBRARY CUSTODIAL SERVICES

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 are public areas and restrooms serviced five (5) days a week and general office areas serviced one (1) day a week. Some sites identified in the site list deviate from the frequency standard due to operational use. If a facility requires cleaning more than one (1) day a week in general office areas, then the "weekly" frequency for general office areas are to be performed daily. For example, the Emergency Operations Center is serviced 7 days a week for general office areas, as a result the weekly frequencies are to be done daily.

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 CDS 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.** Proper carpet vacuuming shall result in a carpet free from all types of airborne soil and dry dirt. A clean carpet shall be uniform in appearance when dry and vacuumed. 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.

Carpet shampooing is not included in this agreement. This is not the Contractor's responsibility.

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 5 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

Exhibit A

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
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
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

Exhibit A

Public Areas		
<p>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 conference rooms, elevators, employee lounges, break rooms and mail rooms.</p>		
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 products into or onto the telephone or other electronics	Daily
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
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	Daily

Exhibit A

	conference rooms, lobby, waiting room chairs, and cushions. Spot clean to remove stains	
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
Carpeted Floors Including Mats and Rugs	Completely vacuum all carpeted areas.	Weekly
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

Exhibit A

Chairs	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.	Monthly
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
Carpeted Floors	Shall be spot cleaned to remove stains, spills, and drips up to 1 Sq/Ft.	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. Courts inmate holding cells are included.

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

Exhibit A

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
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.	Weekly
Graffiti	Remove graffiti that can be scrubbed off.	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 Floors Including Mats and Rugs	Vacuum all carpeted areas.	Weekly
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

Exhibit A

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. Regional Animal Services will receive this treatment Quarterly.	Semiannually
Carpeted Floors Including Rugs and Mats.	Shall be spot cleaned to remove stains, spills, and drips up to one (1) Sq/Ft.	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.

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
Carpeted Floors	Completely vacuum all carpeted areas.	Daily
Hard Surface Floors	Wet mop and spray buff all resilient tile/hard surfaces to restore a "just waxed" look	Daily

Exhibit A

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

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

ATTACHMENT C: COST PROPOSAL**BID ITEM #1****CUSTODIAL SERVICES LIBRARY FACILITIES**

	Custodial Service Locations	Total Building Square Footage	Number of Service Days (Per Week) General/ Public Areas	Number of Service Days (Per Week) Office Areas	Cost Per <u>Month</u>
1.	Reno Library 301 South Center Street, Reno	43,360	6	1	\$ 4,485.00
2.	Sparks Library 1125 12th Street, Sparks	26,200	7	1	\$ 3,580.00
3.	North Valleys Library 1075 North Hills Blvd. #340, Reno	9,178	6	1	\$ 2,055.00
4.	Sierra View Library 4001 S. Virginia Street, Reno	29,130	6	1	\$ 3,440.00
5.	Spanish Springs Library 7100 A. Pyramid Lake Hwy, Sparks	30,000	7	1	\$ 4,095.00
6.	Northwest Library 2325 Robb Drive, Reno	28,364	7	1	\$ 3,470.00
7.	South Valleys Library 15650A Wedge Parkway, Reno	16813	7	1	\$ 2,870.00
8.	Incline Village Library 845 Alder Avenue, Incline Village	11,045	6	1	\$ 2,520.00
	TOTAL				\$ 26,515.00

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

ADD ALT BID ITEM #1

County requires CARPET CLEANING services at additional request outside the scope of any resultant agreement. Please provide a per square foot cost of carpet cleaning services.

Carpet Cleaning	Set Up Cost	Cost Per Sq/Ft
Carpet Cleaning	\$75	\$0.20

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: US Small Business Administration

Date of certification: 9/6/2023

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 Qual-Econ LLC

Address 1015 Telegraph St., Ste C

City Reno State NV Zip Code 89502

Signed Jason Shinar Digitally signed by Jason Shinar
Date: 2024.09.20 13:01:05 -07'00'

Telephone 775-358-3655

Terms _____ % _____ Days _____ Print Name Jason Shinar

Bidder's Federal Tax I.D. # 92-1259578 Print Title President



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 honor that we reintroduce Qual-Econ USA, your trusted locally operated cleaning services company. With over 30 years of history and now as a Veteran-Owned Small Business, we are driven by a steadfast commitment to excellence in daily performance, quality control, and professionalism. We take immense pride in contributing to the well-being of our community and delivering services of the highest standard.

Our dedicated services extend to government, education, industrial, and commercial office facilities, where we uphold the highest standards of cleanliness and professionalism. Our team comprises over 100 highly trained professionals, specializing in Process Cleaning for Health—a cutting-edge approach that fosters a healthy and professional environment for you, your employees, and the public. Moreover, we excel in various cleaning tasks, including hard floor maintenance, carpet shampooing, pressure washing, graffiti removal, and construction cleanup. With unwavering availability 24/7, we are always there for you, especially during unexpected emergency service calls. Enclosed you will find additional details pertaining to our technical proposal for RFP 3259-24.

We express our deep appreciation for your trust and valued partnership. Working with Washoe County to maintain our public infrastructure has been a genuine privilege, and we eagerly look forward to the opportunity of continuing this successful partnership into the future.

Sincerely,

Jason Shinar
President, Qual-Econ USA

1015 Telegraph St, Ste C
Reno, NV 89502
jshinar@qualeconusa.com
775-358-3655 O
775-350-3560 C



QUAL-ECON U.S.A.

Commercial Cleaning Technicians

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

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RFP 3259-24 - Library Custodial Services

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 the Washoe County buildings in separate groupings and several similar contracts with the City of Reno, the City of Sparks and Douglas County. While Qual-Econ USA prides itself in taking care of its government clients, it also has many long-time customers in the commercial, educational, and industrial spaces across the region.

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 provide expert cleaning and responsive service. Currently, we maintain 13 libraries, including law libraries, and our cleaners are consistently praised for their thoroughness, communication, and dedication to the facilities (additional testimonials in references section).

Additionally, we understand the unique challenges contract administrators face in managing diverse facilities, tenants, and clientele, and we recognize that effective communication and systems are key to delivering quality service. What sets us apart is our commitment to continuous improvement, ensuring your experience as a client gets better every year.

Flooring and Carpet Expertise:

At Qual-Econ USA, we take great pride in delivering exceptional quality in our flooring and carpet services, and the results of our work speak for themselves. Our floor crews are equipped with invaluable expertise, ensuring that floors look immaculate so that the building occupants can take pride in their facility. What sets us apart is our willingness to take on challenging projects that may require more than a single approach. We understand that tough jobs demand multiple techniques or passes to achieve the best outcomes. Our commitment lies in achieving complete customer satisfaction with every project we undertake. We strive to surpass expectations and leave our clients with impeccable flooring and carpeting. *Recent Testimonial: After having many years of having their carpet cleaned by other companies, Kathleen Albright from Sierra Neurosurgery Group said our approach resulted in the best service that has ever been done at their facility.*

Public Service

Moreover, Qual-Econ USA takes pride in its commitment to the community by tackling challenging tasks that other competitors may shy away from, such as Homeless Encampment Cleanup for the City of Reno through the Clean and Safe program; Homeless and Vulnerable populations Janitorial Services for the County and Health and Human Services at the Cares Campus, Our Place, and Kids Kottage Facilities. Taking care of our community is at the center of what we do.

Below, you'll find the details of our relevant current governmental contracts, all of which have been successfully in progress for over 3 years.

References, Contact Information, Reviews



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 Fulltime 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 B.
- **Testimonial:** Two of our employees, Maria and Antonio, who clean at Incline Village Library (and other facilities in Incline) 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 Contacts:

Apryl Ramage

Contract Services Supervisor

775 328-2053

775 771-6985

ARamage@washoecounty.gov



Douglas County

- **Overview:** This contract includes both the Douglas County Library in Minden and Zephyr Cove Library at Lake Tahoe as well as many facilities similar to WCHS and WCLS including: Court Houses, the Sheriff's Department, District Attorney, Public Guardian, and 911 Call Center (High Security); and County Administrative and Maintenance buildings, Animal Shelter, Water Treatment Plant, and Airport (Low Security).
- **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 B with generally M-F service.
- **Security Measures:** Background checks and clearance implementation conducted through Douglas County Sheriff Department.
- **Review:** The Douglas County Library staff regularly expresses great satisfaction with the work of our cleaner Maribel who works there for maintaining the Library in top condition. Since Qual-Econ took over janitorial services at this facility, the administrators have told us the building is the best maintained it has ever been.

Verification Contacts:

Jeff MacDonnell

Fleet & Facilities Manager

775-783-6437 O

775-790-7443 C

JMacDonnell@douglasnv.us



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 square feet is done M-F equal to specifications in Attachment B.
- **Security Verification for staffed personnel** is done through Sparks PD.
- **Review:** Casey Bond has expressed great satisfaction with our detailed work doing floors and very quick responsiveness for the City.

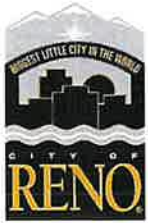
Verification contact:

Casey Bond

Acting Facilities Manager

(775) 691-8361 C

cbond@cityofsparks.us



City of Reno

- **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 200,000
- **Length of Service:** Servicing contract 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.
- **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 expressed satisfaction with our great responsiveness.

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 B, M-F.
- **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

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 and when 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 2025

As the current service provider for the Washoe County Libraries contract, Qual-Econ USA will be able to continue providing services without any disruption or transition issues. There are no issues with continuing work in view of our current workload.

As the contract transitions to the newer Washoe County Cleaning Specifications, we would endeavor over this next contract to take our level of service a notch higher. For our staffing approach, in this next contract we will schedule services, particularly for full interior window cleaning and high reach areas, such that these areas are maintained in the same way we maintain hard surface flooring via strip and wax.

For our improvements in communications, we will be integrating these checklist items and more into our scheduling and services platform. Good communication and feedback are the cornerstone of managing a complex network of facilities, and Qual-Econ USA strives to continually improve the flow of information to help keep your facilities at their best.

Communication

Client Portal Implementation

In 2024, Qual-Econ USA introduced a new system to streamline how we handle custodial information and provide feedback. The county deals with a substantial volume of weekly information, such as cleanup requests, maintenance reports, and upcoming service notifications and we will continue to update and find new ways to enhance our communication with you.



Above: Service Portal flow of Information

This will not replace in-person communication, email, or phone calls, but we intend it to be the backbone that augments our communication so we can spend time addressing the most pressing problems at hand.

Feedback for Staff

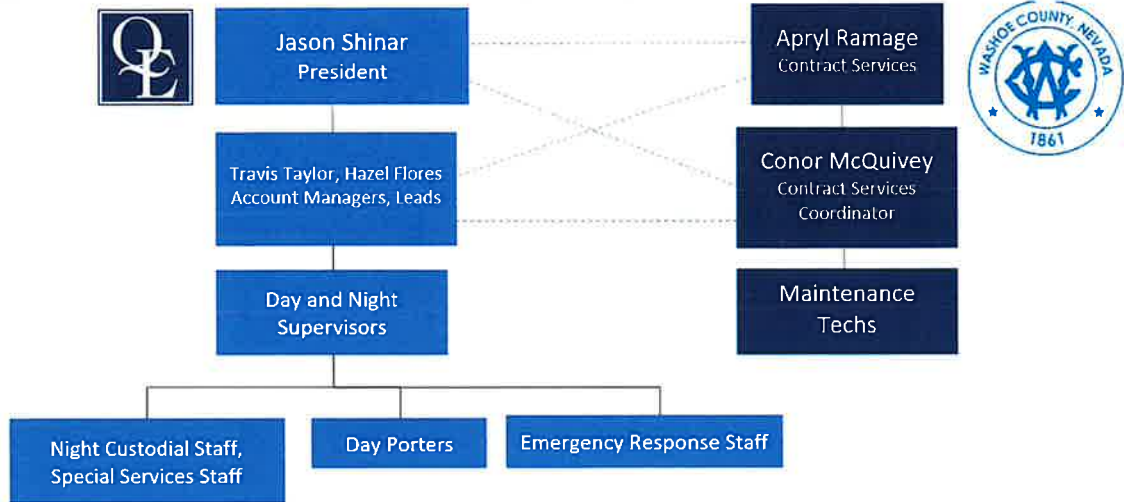
As we continue to build and improve on our systems and processes, we also aim to provide better feedback for our staff. Over time we will be able to provide each member with their report card so that all staff can receive credit for a job well done, feedback on where they can improve, and additional incentives tied to performance.

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, with Hazel Flores and Travis Taylor operating as leads 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 Plan

Cleaning Chemicals: Qual-Econ has been transitioning from traditional cleaning products to environmentally sustainable alternatives that meet rigorous safety and performance standards. We are committed to using solutions that are just as effective while reducing toxicity, environmental impact, and supporting certifications like Green Seal and EPA Safer Choice. As examples, we have already phased in newer disinfectants and cleaners that are hydrogen peroxide based and more environmentally sustainable. As new advancements and products become available, we will continue to review and test the available options in the marketplace such that the county’s facilities are cleaned with products and equipment that are environmentally responsible.

Carbon and Air Impact: Qual-Econ has been in the process of upgrading its cargo van fleet by replacing older models with newer, smaller, and more efficient vehicles, significantly reducing emissions and the company's carbon footprint within the last year. Additionally, we have made the emphasis to switch from gas-powered blowers to electric-powered ones so that exterior cleanings near places like the Reno Library and the courts downtown receive minimal impact to air quality and noise quality.

Emissions Goal: Our goal is to similarly be zero emission by 2050 and we will accomplish this by transitioning to electric vehicles and equipment over the coming years as these become more commercially viable. In the interim, our addition of hybrid and smaller emissions footprint vehicles and equipment is already making a difference.

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 state 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.

- 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.

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

Key Personnel and Resumes

Jason Shinar - President and Owner; WC 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.

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; WC 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.

Hazel Flores – Title: Administrative Secretary; WC Role: Lead

Ms. Flores has recently become an integral part of Qual Econ USA, assuming the role of Administrative Office Assistant. Apart from handling general office duties, Ms. Flores takes charge of crucial responsibilities such as processing payroll and managing HR tasks. Since her first day at Qual Econ USA, she efficiently manages the day-to-day office tasks, including answering calls, dispatching daytime janitorial staff, overseeing payables and receivables,

managing purchases, and promptly addressing inquiries from vendors and clients. Her presence has significantly contributed to the smooth functioning of Qual Econ USA's operations.

Ms. Flores graduated from Bell Gardens High School in 2007, earning her High School Diploma. Her bilingual proficiency allows her to communicate effectively in Spanish. To ensure she stays up-to-date with industry standards, Ms. Flores consistently seeks and participates in ongoing training opportunities. This commitment to continuous learning enables her to maintain a high level of expertise and provide exceptional service in her role at Qual Econ USA.

Leticia Harris – Senior Advisor

Leticia Harris is a seasoned professional with over 30 years of experience in Facility Maintenance and Service Contracts. After retiring as Washoe County Facilities Manager in 2018, she became the General Manager at Qual-Econ USA, playing a crucial role in the company's growth. Ms. Harris brings a wealth of expertise in the cleaning industry, facility maintenance, customer service, office management, budgeting, and service contracts from her extensive tenure with the State of Nevada and Washoe County. During her time at Washoe County, she excelled in managing budgets exceeding 1.7 million dollars, implementing the LENEL Card Access System, and overseeing 17 service contracts for Facilities Management. Additionally, her 17-year tenure at SRC, State of Nevada, enriched her skills in various areas such as computers, network technology, employee management, and time management. With bilingual capabilities, she communicates seamlessly with Spanish-speaking employees, clients, and vendors. Ms. Harris's track record of setting high standards and dedication to excellence will undoubtedly contribute to further elevating Qual-Econ USA's performance and success.

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 – 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 uplifting the Reno homeless 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.

Juan Garcia – Floor Specialist

Juan Garcia is an invaluable member of our Floor Crew Division, showcasing exceptional expertise in tasks such as waxing, striping, burnishing, and shampooing, which have proven to be significant assets to Qual Econ USA. His extended knowledge of flooring operations adds immense value to the team. Moreover, Mr. Garcia serves as the go-to person for equipment repairs, demonstrating his versatility and dedication to ensuring smooth operations within Qual-Econ USA. Having been with the company for 15 years, his long standing commitment and experience have made him an indispensable part of the workforce.

Juan Lara – Floor Specialist

Mr. Lara is a valuable team member of Qual-Econ's Floor Crew Division, showcasing extensive expertise in floor maintenance and various janitorial assignments. His exceptional knowledge and skills have proven to be a significant asset for Qual-Econ USA. Having been employed by the company for the past nine years, Mr. Lara's long term dedication and commitment have made him an integral part of the workforce. His proficiency in floor care and janitorial tasks allows Qual-Econ USA to maintain high standards of cleanliness and efficiency, ensuring the satisfaction of clients.

JASON M. SHINAR

jshinar@qualeconusa.com – 775-350-3560

EDUCATION

- THE WHARTON SCHOOL, UNIVERSITY OF PENNSYLVANIA** Philadelphia, PA
Master of Business Administration, Majors in Finance and Real Estate 2019 – 2021
- Spring 2020 Director’s List Fellowship. Communications Fellow.
- MISSOURI UNIVERSITY OF SCIENCE AND TECHNOLOGY** Rolla, MO
Master of Science in Engineering Management, Certificate in Military Construction Management 2012 – 2013
- 4.0 GPA. Selected into Epsilon Mu Eta (Engineering Management Honor Society).
- UNIVERSITY OF CALIFORNIA AT SAN DIEGO** La Jolla, CA
Bachelor of Science in Management Science, Bachelor of Arts in Literature/Writing 2002 – 2007
- Provost’s Honors. Studied abroad in Moscow as part of Russian language immersion program.

EXPERIENCE

- UNITED STATES ARMY CORPS OF ENGINEERS** Washington, DC
Lead Analyst, COVID-19 Response Team 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** Seattle, WA
Project Manager 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** Joint Base Lewis-McChord, WA
Company Commander 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** Iraq and Afghanistan / Fort Drum, NY
Platoon Leader and Company Executive Officer 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



**COMPTROLLER
DEPARTMENT**

Purchasing Division

1001 East Ninth Street
Building D, Suite 200
Reno, NV 89512

AMENDMENT #1

TO THE RFP 3259-24 FOR LIBRARY CUSTODIAL SERVICES

This AMENDMENT #1 revises ATTACHMENT A: PROJECT BRIEF AND SCOPE OF WORK NON-MANDATORY WALK THROUGH of the ORIGINAL RFP as follows:

Time of the non-mandatory walk through has been revised from 9:00am, meeting at 1001 E Ninth Street, Reno, Nevada 89512 to 8:15am in the same location, meeting in Building C near Employee Lounge. Please see attached, approximate schedule.

The Parties affirm all other terms and provisions of the ORIGINAL RFP that are not specifically modified by this AMENDMENT #1 shall remain unmodified and in full force and effect.

IN WITNESS WHEREOF, the Parties hereto by signature have caused this AMENDMENT #1 to be duly executed and effective as of the date defined above.

Respondents shall sign and return this addendum. Failure to do so shall not relieve the respondent from the information provided herein if their RFP response is accepted.

Signed Jason Shinar Digitally signed by Jason Shinar
Date: 2024.09.20 13:31:35 -07'00' **Date** 9/19/2024

Print Name Jason Shinar

Firm Name Qual-Econ USA



**COMPTROLLER
DEPARTMENT**

Purchasing Division

1001 East Ninth Street
Building D, Suite 200
Reno, NV 89512

AMENDMENT #2

TO THE RFP 3259-24 FOR LIBRARY CUSTODIAL SERVICES

This AMENDMENT #2 revises ATTACHMENT A: PROJECT BRIEF AND SCOPE OF WORK NON-MANDATORY WALK THROUGH of the ORIGINAL RFP as follows:

Proposer may bid on select sites and is not required to bid on all 8 sites. If a proposer has chosen to attend the non-mandatory walk-through, they may choose which location(s) they would like attend and bid on. Please note: Scheduled times are approximate. Should you need to communicate throughout the day of the walk-through, please contact Desiree Hagens via cell phone number 775-276-9359.

The Parties affirm all other terms and provisions of the ORIGINAL RFP that are not specifically modified by this AMENDMENT #2 shall remain unmodified and in full force and effect.

IN WITNESS WHEREOF, the Parties hereto by signature have caused this AMENDMENT #1 to be duly executed and effective as of the date defined above.

Respondents shall sign and return this addendum. Failure to do so shall not relieve the respondent from the information provided herein if their RFP response is accepted.

Signed Jason Shinar Digitally signed by Jason Shinar
Date: 2024.09.20 13:31:50
-07'00' Date 9/19/2024
Print Name Jason Shinar
Firm Name Qual-Econ USA



**COMPTROLLER
DEPARTMENT**

Purchasing Division
1001 East Ninth Street
Building D, Suite 200
Reno, NV 89512

AMENDMENT #3

TO THE RFP 3259-24 FOR LIBRARY CUSTODIAL SERVICES

This AMENDMENT #3 revises ATTACHMENT A: PROJECT BRIEF AND SCOPE OF WORK NON-MANDATORY WALK THROUGH of the ORIGINAL RFP as follows:

Time of the non-mandatory walk through has been revised from 815am, meeting at 1001 E Ninth Street, Reno, Nevada 89512 to 8:00am in the same location, meeting in Building C near Employee Lounge. Please see attached, approximate schedule.

The Parties affirm all other terms and provisions of the ORIGINAL RFP that are not specifically modified by this AMENDMENT #3 shall remain unmodified and in full force and effect.

IN WITNESS WHEREOF, the Parties hereto by signature have caused this AMENDMENT #3 to be duly executed and effective as of the date defined above.

Respondents shall sign and return this addendum. Failure to do so shall not relieve the respondent from the information provided herein if their RFP response is accepted.

Signed Jason Shinar Digitally signed by Jason Shinar
Date: 2024.09.20 13:31:23 -0700 Date 9/19/2024

Print Name Jason Shinar

Firm Name Qual-Econ USA

SECRETARY OF STATE



NEVADA STATE BUSINESS LICENSE

Qual-Econ LLC

Nevada Business Identification # NV20222635721

Expiration Date: 11/30/2024

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 11/28/2023.



FVAguilar

Certificate Number: B202311284150935

You may verify this certificate
online at <http://www.nvsos.gov>

FRANCISCO V. AGUILAR
Secretary of State



202-205-8800 | sba.gov
409 3rd St, SW, Washington DC 20416

Sept. 6, 2023

QUAL-ECON LLC
SAM UEI: SFZCKFJYT7E6
1015 TELEGRAPH ST STE C
RENO, NV 89502

Dear QUAL-ECON LLC:

I am writing to inform you that QUAL-ECON LLC has been certified by the Veteran Small Business Certification Program (VetCert) at SBA. Your certification confirms your eligibility to compete for set-aside contracting opportunities, as well as other benefits, as a Service-Disabled Veteran-Owned Small Business (SDVOSB).

What you need to know:

- QUAL-ECON LLC is certified as a Service-Disabled Veteran-Owned Small Business (SDVOSB) and publicly listed at veterans.certify.sba.gov.
- Your certification is valid for three (3) years from the date of this letter.
- You may visit [SBA's website to download SBA-approved digital icons](https://sba.gov) that indicate your certification status.
- SBA may conduct a program examination at your office or work site during your certification period to verify the accuracy of your certification.
- You may apply for recertification 120 days prior to your expiration date by logging in to your Veteran Small Business Certification profile.

What to do if your business changes:

You must inform SBA of any changes to the business that could affect its eligibility for the program, such as:

- a closure
- a change to the firm's ownership, business structure, or control
- filing of a bankruptcy
- a change in a Veteran-owner's active duty status

You can inform SBA of changes through the VetCert website at veterans.certify.sba.gov. Failure to report eligibility changes within 30 days of the change could result in:

- Civil and criminal penalties
- A referral to the Debarment and Suspension Committee
- Decertification and removal from the Veteran Small Business Certification Program

Please keep a copy of this letter to confirm QUAL-ECON LLC's continued program eligibility. Thank you for your service to our country and for continuing to serve the United States through small business ownership.

Sincerely,



John B. Perkins
Director Veteran Small Business Certification Program



All SBA programs and services are extended to the public on a nondiscriminatory basis.



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
3/1/2024

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 FAX (A/C, No): 775-786-1308 E-MAIL ADDRESS: Cindy_Fleischer@ajg.com	
	INSURER(S) AFFORDING COVERAGE	NAIC #
INSURED Qual-Econ LLC dba: Qual-Econ USA 1015 Telegraph St. Suite C Reno, NV 89502	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 :	NA
	INSURER E :	NA

COVERAGES CERTIFICATE NUMBER: 1983785809 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 <input type="checkbox"/> 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:			ACP 3100483927	2/10/2024	2/10/2025	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	<input type="checkbox"/> AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input checked="" type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS ONLY <input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY			ACP 3100483927	2/10/2024	2/10/2025	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
A	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED RETENTION \$			ACP 3100483927	2/10/2024	2/10/2025	EACH OCCURRENCE \$ 10,000,000 AGGREGATE \$ 10,000,000 \$
B	<input type="checkbox"/> WORKERS COMPENSATION AND EMPLOYERS' LIABILITY <input type="checkbox"/> ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N	N/A	4056439	2/10/2024	2/10/2025	<input checked="" type="checkbox"/> PER STATUTE 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	2/10/2024	2/10/2025	Employee Theft Retention \$5,000,000 \$10,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
 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 Washoe County Purchasing Department 1001 E 9th St Reno, NV 89512 USA	CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE <i>Cynthia Fleischer</i>
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ATTACHMENT D: CERTIFICATION REGARDING DEBARMENT, SUSPENSION, AND OTHER RESPONSIBILITY MATTERS

RFP 3259-24 LIBRARY CUSTODIAL SERVICES

The prospective Proposer, Qual-Econ LLC 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 or printed Name & Title of Authorized Representative

<u>Jason Shinar</u>	<u>President</u>	<u>Qual-Econ LLC</u>	<u>9/19/2024</u>
Name	Title		

I am unable to meet the requirements set forth and have submitted a separate page titled, Exceptions, with this proposal response.

_____	_____	_____
Firm Name	Signature	Date

INSURANCE, HOLD HARMLESS AND INDEMNIFICATION REQUIREMENTS

INDEMNIFICATION

CONTRACTOR Liability

As respects acts, errors or omissions in the performance of CONTRACTOR services, CONTRACTOR agrees to indemnify and hold harmless COUNTY, its officers, agents, employees, and volunteers from and against any and all claims, demands, defense costs, or liability to the extent caused by CONTRACTOR'S negligent acts, errors or omissions in the performance of its CONTRACTOR services under the terms of this agreement.

CONTRACTOR further agrees to defend COUNTY and assume all costs, expenses and liabilities of any nature to which COUNTY may be subjected as a result of any claim, demand, action or cause of action arising out of the negligent acts, errors or omissions of CONTRACTOR or its Sub-contractor in the performance of their CONTRACTOR services under the Agreement.

General Liability

As respects all acts or omissions which do not arise directly out of the performance of CONTRACTOR services, including but not limited to those acts or omissions normally covered by general and automobile liability insurance, CONTRACTOR agrees to indemnify, defend (at COUNTY'S option), and hold harmless COUNTY, its officers, agents, employees, and volunteers from and against any and all claims, demands, defense costs, or liability arising out of any acts or omissions of CONTRACTOR (or Sub-contractor, if any) while acting under the terms of this agreement; excepting those which arise out of the negligence of COUNTY.

In determining the nature of the claim against COUNTY, the incident underlying the claim shall determine the nature of the claim, notwithstanding the form of the allegations against COUNTY.

GENERAL REQUIREMENTS

COUNTY requires that CONTRACTOR purchase Industrial Insurance (Workers' Compensation), General and Auto Liability, and Professional Errors and Omissions Liability Insurance as described below against claims for injuries to persons or damages to property which may arise from or in connection with the performance of the work here under by CONTRACTOR, its agents, representatives, employees or Sub-contractors. The cost of all such insurance shall be borne by CONTRACTOR.

Exhibit E
INDUSTRIAL INSURANCE

It is understood and agreed that there shall be no Industrial Insurance coverage provided for CONTRACTOR or any Sub-contractor by COUNTY. CONTRACTOR 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 in accordance with NRS 616B.627 and NRS 617.210.

If CONTRACTOR or Sub-contractor 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 616B627.

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

MINIMUM LIMITS OF INSURANCE

CONTRACTOR shall maintain coverages and limits no less than:

1. General Liability: \$1,000,000 combined single limit per occurrence 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 this project or location.
2. Automobile Liability: N/A combined single limit per accident for bodily injury and property damage. No aggregate limit may apply.
3. Professional Errors and Omissions Liability: \$1,000,000 per occurrence and as an annual aggregate. Premium costs incurred to increase CONTRACTOR'S insurance levels to meet minimum contract limits shall be borne by the CONTRACTOR at no cost to the COUNTY.

CONTRACTOR will maintain PROFESSIONAL liability insurance during the term of this Agreement and for a period of three (3) years from the date of substantial completion of the project. In the event that CONTRACTOR goes out of business during the term of this Agreement or the three (3) year period described above, CONTRACTOR shall purchase Extended Reporting Coverage for claims arising out of CONTRACTOR'S negligent acts, errors and omissions committed during the term of the Professional Liability Policy.

DEDUCTIBLES AND SELF-INSURED RETENTIONS

Any deductibles or self-insured retentions must be declared to and approved by the COUNTY Risk Management Division prior to the start of work under this Agreement. 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. General Liability Coverages

- a. COUNTY, its officers, agents, employees and volunteers are to be covered as additional insureds as respects: liability arising out of activities performed by or on behalf of CONTRACTOR, including the insured's general supervision of CONTRACTOR; products and completed operations of CONTRACTOR; or premises owned, occupied or used by CONTRACTOR. The coverage shall contain no special limitations on the scope of protection afforded to the additional insureds, nor shall the rights of the additional insured be affected by the insured's duties after an accident or loss.

- b. CONTRACTOR'S insurance coverage shall be primary insurance as respects COUNTY, its officers, agents, employees and volunteers. Any insurance or self-insurance maintained by COUNTY, its officers, agents, employees or volunteers shall be excess of CONTRACTOR'S insurance and shall not contribute with it in any way.

- c. Any failure to comply with reporting provisions of the policies shall not affect coverage provided to COUNTY, its officers, agents, employees or volunteers.

- d. CONTRACTOR'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.

- e. CONTRACTOR'S insurance coverage 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

Exhibit E

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 CONTRACTOR and insurance carrier. COUNTY reserves the right to require that the CONTRACTOR'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

CONTRACTOR 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. The certificates are to be on forms approved by COUNTY. All certificates and endorsements are to be addressed to the specific COUNTY contracting department and be received and approved by COUNTY before work commences. COUNTY reserves the right to require complete, certified copies of all required insurance policies, at any time.

SUB-CONTRACTORS

CONTRACTOR shall include all Sub-contractors as insureds under its policies or furnish separate certificates and endorsements for each Sub-contractor. Sub-contractor shall be subject to all of the requirements stated herein.

MISCELLANEOUS CONDITIONS

1. CONTRACTOR shall be responsible for and remedy all damage or loss to any property, including property of COUNTY, caused in whole or in part by CONTRACTOR, any Sub-contractor, or anyone employed, directed or supervised by CONTRACTOR.
2. Nothing herein contained shall be construed as limiting in any way the extent to which CONTRACTOR may be held responsible for payment of damages to persons or property resulting from its operations or the operations of any Sub-contractors under it.
3. In addition to any other remedies COUNTY may have if CONTRACTOR 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 CONTRACTOR to stop work under this Agreement and/or withhold any payments which become due CONTRACTOR here under until CONTRACTOR demonstrates compliance with the requirements hereof;
 - b. Terminate the Agreement.

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