

TECHNICAL SPECIFICATIONS FOR LOW SECURITY 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
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	Clean and disinfect. Chrome and stainless steel shall be free of streaks.	Daily

Exhibit A

Commonly Touched Surfaces		
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

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 conference rooms, elevators, employee lounges, break rooms and mail rooms.

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)	Daily

Exhibit A

	https://www.wm.com/us/en/recycle-right/recycling-101	
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 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
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

Exhibit A

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 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		
<p>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.</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.	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,	Dust and clean. Remove fingerprints leaving surfaces streak free. A complete	Weekly

Exhibit A

Copiers, Calculators, Shelves, Sills, and Ledges	cleaning and polishing of the surface shall be done.	
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
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

Exhibit A

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

<p>Employee Breakrooms and Lounges additional details</p> <p>All other frequencies are the same as defined under the "Public Area" frequencies.</p>		
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
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

<p>Miscellaneous Requirements</p>		
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 E-COST PROPOSAL

BID ITEM #1

CUSTODIAL SERVICES LOW SECURITY FACILITIES

	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	Frequency of supervision daily, weekly, as needed	Number of back-up Personnel available	Cost for call-back service per hour
1.	CIP Trailer, 8500 Alexander Lake Road, Reno	\$ 640.00	1	1	1	Daily and weekly	3	\$ 50.00
2.	Cold Springs Community Center, 18400 Village Parkway, Reno	\$ 810.00	1	2.5	1	Daily and weekly	5	\$ 50.00
3.	Family Engagement Center, 905 E. Prater Way, Sparks	\$ 1,895.00	1	3.5	1	Daily and weekly	5	\$ 50.00
4.	Kids Kottage II Gym, 2075 Longley Lane, Reno	\$ 1,365.00	2	2.5	1	Daily and weekly	5	\$ 50.00
5.	Longley Lane Complex, 3101, 3021, 3031, 3035 Longley Lane, Reno	\$ 2,265.00	2	4	1	Daily and weekly	5	\$ 50.00
6.	Nevada Humane Society 2825 Longley Lane, Reno	\$ 2,435.00	2	4	1	Daily and weekly	5	\$ 50.00
7.	North Valley Community Center, 8095 Silver Lake Road, Reno	\$ 725.00	2	2.5	1	Daily and weekly	5	\$ 50.00
8.	Rancho San Rafael Maintenance Office, 1595 Sierra St., Reno	\$ 885.00	1	1.5	1	Daily and weekly	5	\$ 50.00
9.	Rancho San Rafael Visitors Center, 1595 Sierra St., Reno	\$ 605.00	1	1	1	Daily and weekly	5	\$ 50.00
10.	Regional Animal Services, 2825 Longley Lane, Reno	\$ 1,985.00	2	3	1	Daily and weekly	5	\$ 50.00
11.	Regional Public Safety Training Center and Armory, 5190 Spectrum Blvd., Reno	\$ 3,460.00	2	6	1	Daily and weekly	5	\$ 50.00

Exhibit B

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 DBA Qual-Econ USA

Address 1015 Telegraph St., Ste C

City Reno State NV Zip Code 89502

Signed Jason Shinar Digitally signed by Jason Shinar
Date: 2023.10.19 13:01:59
-07'00'

Telephone 775-358-3655

Terms Due on receipt % 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 Mr. Edwin Smith,

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 90 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 3231-24.

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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QUAL-ECON U.S.A.

Commercial Cleaning Technicians

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

RFP #3231-24 Low Security Custodial Services

Technical Proposal

Experience

Number and types of service contracts:

Qual-Econ USA currently provides janitorial services for approximately 2.5 million square feet of governmental space in the 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 exceptionally well-equipped to handle any Washoe County contract thanks to our extensive experience in cleaning government facilities spanning several decades. Although this bid is titled Low Security, it houses important government infrastructure where trust and experience with custodial staff is still important. From County Administrative Offices to Family Engagement Centers to Community Centers, the experience that Qual-Econ USA brings to the table is more than up to the task. In addition to servicing many High Security facilities (five police stations, three 911 call centers, ten courthouses and more) we service two Animal Shelters, four Water Treatment facilities, and more than a dozen Community Centers across the region. We treat these facilities with a similar level of care and attention as those labeled "High Security."

Our extensive experience and proven track record of delivering quality uniquely qualifies us to excel in servicing the WCLS contract. With this depth of expertise, we are well-equipped to meet the specific needs and demands of government facilities with precision and expertise.

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 and Homeless Shelter Janitorial Services for the County and Health and Human Services through the Cares Campus. 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 Buildings

- Current contract includes 15 buildings including the Sheriff's Office and County Courthouses totaling approximately one million square feet.
- Includes one Fulltime Porter
- Length of Service: Have been servicing Washoe County on this contract since 2004



Washoe County – Libraries, Low Security, and Incline Village Contracts

- Includes 8 Washoe County Libraries and of Low Security buildings throughout the county in Reno, Sparks, and Incline Village totaling over 300,000 square feet.
- Length of Service: Multiple -- Since approximately 2004
- The work scope and cleaning specifications are the standards for Washoe County are the generally the same as Attachment D for administrative buildings.

Verification Contacts:

Apryl Ramage

Contract Service Supervisor
775 328-2053
775 771-6985
ARamage@washoecounty.gov

Jacob Ayala

Contracts Coordinator
775 328-2507 O
775 848-6403 C
JAyala@washoecounty.gov



Douglas County

- This contract possesses many similarities to both WCHS and WCLS. It includes Court Houses, the Sheriff's Department, District Attorney, Joint-Law Enforcement Center, Public Guardian, and 911 Call Center (High Security); and County Administrative and Maintenance buildings, Animal Shelter, Water Treatment Plant, Library, 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 D with generally M-F service.
- Security Measures: Background checks and clearance implementation conducted through Douglas County Sheriff Department.
- Review: Qual-Econ USA won the bid in 2019. 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 been very satisfied with our work.

Verification Contacts:

Jeff MacDonnell

Fleet & Facilities Manager
775-783-6437 O
775-790-7443 C
JMacDonnell@douglasnv.us

Carl McCulloch

Maintenance Supervisor
775-301-9247 C
cdmcculloch@douglasnv.us



City of Sparks

- **Overview:** This contract contains 15 buildings to include City Hall, District Attorney, Municipal Court, and Sparks Police Department (High Security) as well as contains four Recreation Centers, Water Treatment Plant, and City Administrative and Maintenance Buildings (Low Security).
- Cleaning Square Footage: Approximately 150,000
- Length of service: Since approximately 2005.
- Cleaning space in this account is square feet is done M-F equal to specifications in Attachment D.
- Security Verification for staffed personnel is done through Sparks PD.
- Review: Casey Bond has expressed great satisfaction with our detail work doing floors and very quick responsiveness for the City.

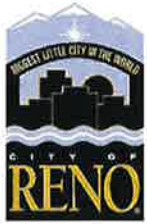
Verification contact:

Casey Bond

Acting Facilities Manager

(775) 691-8361 C

cbond@cityofsparks.us



City of Reno

- **Overview:** Contract contains many similarities with WCLS such as several City Administrative and Maintenance buildings, three Recreation & Community Centers, Amtrak Station, Sewer Treatment Plant, and a Fire Department Training Facility.
- **Square Footage:** Over 120,000
- **Current Length of Service:** Servicing contract since 2019. Qual-Econ USA has successfully served the City of Reno on contracts since the 1990s.
- **Level of service:** Varies by location but generally 7 days a week for public buildings like 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 cleaning square footage is over 90,000
- 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.
- The cleaning specifications for the RTC Business Office / Headquarters building are similar to specifications in Attachment D, M-F.
- We have maintained this contract since approximately 2013.
- **Review:** David Carr, Previous facilities manager expressed "Working in an adverse environment (4th street station) this area is kept exceptionally well in a challenging environment." Mark Schaldor, the new facilities manager, has

expressed gratitude for working through the many challenges that maintaining their facilities face.

Verification Contact:

Mark Schaldor

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 90 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 2024

As the current service provider for the Washoe County Low Security contact, 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.

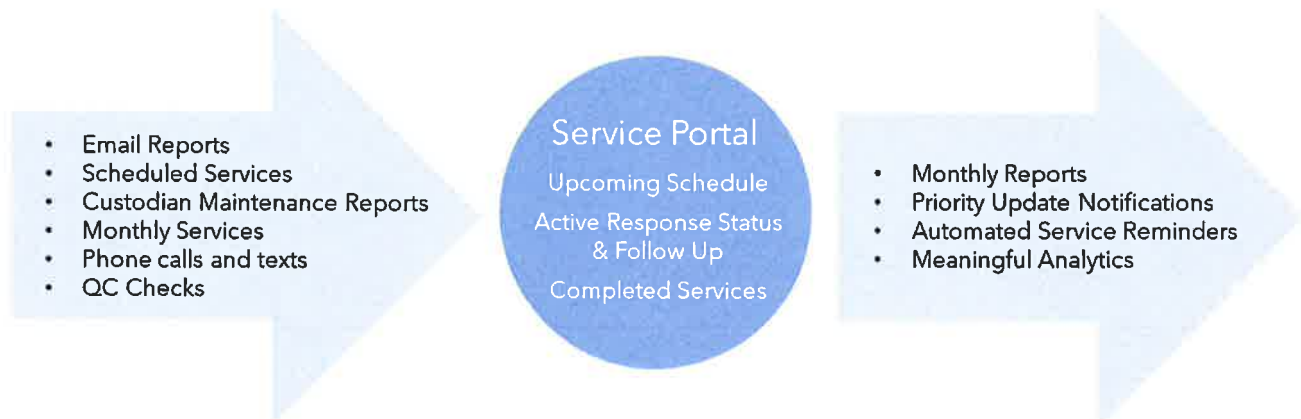
We will endeavor over this next contract to take our level of service a notch higher by modifying our staffing approach and how we process custodial information. For staffing approach, in this next contract we will have a specific rotating crew for Monthly Checklist items, High Reach areas, and other details across the county. We already have these team members onboard and by creating a similar schedule to how we accomplish other services for the county, we will be able to have fresh eyes to touch up these areas of service as well as spot deficiencies.

For our custodial information improvements, we will be integrating these Checklist Items and more into a new 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. (continued below)

Communication

New Client Portal

In December 2023, Qual-Econ USA will be introducing 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. Our portal will make it easier to monitor the multitude of ongoing tasks. This system will provide better reports on completed tasks, resolved issues, and offer valuable insights to help us enhance our services without adding any extra work for you.



Above: Service Portal flow of Information

In the portal you will be able to view upcoming scheduled services, monthly reports, and up-to-date statuses on our completed services from the night prior. This will not replace in-person communication, email, or phone calls, but will 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 relationship 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 operating as the Administrative Lead for your account (biographies in resumes section). We are reachable by all forms of communication and strive to be as responsive as possible.

Additional Information

Certifications

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

In the military, Jason 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 all 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 to 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

Jason Shinar is the new 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, he has now taken 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 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 skillsets 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.

Leticia Harris - General Manager

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.

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.

Hazel Flores - Administrative Secretary

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.

Hoang Shinar - Operations Assistant

With a start date in early 2023, 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.

Segundo Sagastume - Supervisor

Mr. Sagastume has dedicated 18 years of service to Qual-Econ USA, where he has held the position of supervisor for various accounts. Currently, he oversees operations at the Washoe County Administrative Building. As a working supervisor, his extensive knowledge of the cleaning industry and expertise in floor care make him a highly regarded authority within Qual-Econ USA. He earned his promotion to supervisor by demonstrating exceptional leadership skills and the ability to effectively guide and instruct his fellow co-workers. Mr. Sagastume's value to the company is evident in his exceptional communication and coordination skills, enabling him to handle special tasks and requests seamlessly while efficiently managing his own responsibilities. His dedication and expertise make him an indispensable asset to the smooth and effective functioning of the work area.

Gabino Macias - Cleaning specialist

Over the past nine years, Mr. Macias has been a dedicated member of the Qual-Econ team, contributing his extensive experience in the janitorial field. His current role as a porter in the Washoe County Courts Complex showcases his commitment to providing exceptional cleaning services. Beyond his regular duties, Mr. Macias has become the go-to-person for handling emergency cleanup calls across all Washoe County Facilities. His reliability and proficiency in handling urgent situations have earned him this crucial responsibility. With his expertise and quick response, Mr. Macias plays a vital role in maintaining cleanliness and hygiene standards in the county's facilities, ensuring a safe and inviting environment for all.

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).



**COMPTROLLER
DEPARTMENT**

Purchasing Division

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

Issue Date: 9/6/23

RFP Number: 3231-24

TITLE: Low Security Custodial

AMENDMENT #1

TO THE RFP FOR LOW SECURITY CUSTODIAL SERVICES

This AMENDMENT #1 revises ATTACHEMENT A: SCOPE OF WORK of the ORIGINAL RFP as follows: **MANDATORY WALK THRU**

Mandatory walk-thru of facilities shall be conducted over a two (2) day period beginning on **Tuesday, September 19th at 9:00 AM until 3:00 PM and again on Wednesday, September 20th beginning at 9:00 AM until finished.** The walk-thru or site inspections will commence each of the days in the front entrance lobby of Building C at the Washoe County Complex, 1001 East Ninth Street, Reno, NV 89512.

This walk-thru shall enable prospective bidders to become fully cognizant of the custodial services required. Bidders who do not attend the walk-throughs shall be disqualified from consideration unless alternate arrangements, acceptable to Washoe County, are made to view the sites prior to bid submittal.

Bidders are requested to confirm their intention to participate in the walk-thru with Edwin Smith, Buyer at 775-328-2284, or <mailto:ESmith@washoecounty.gov>

The dates of the mandatory walkthrough have been corrected to September 19th and 20th.

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

Sealed responses shall be accepted until 2:00 P.M. on Thursday, August 31st, 2023

**Washoe County Purchasing
E. Ninth St., Bldg. D, Rm. D200
Reno, NV 89512-2845**

Signed Jason Shinar Digitally signed by Jason Shinar
Date: 2023.10.19 11:27:21 -07'00' Date 10/19/2023

Print Name Jason Shinar Firm Qual-Econ USA



INTEGRITY



**EFFECTIVE
COMMUNICATION**



**QUALITY
PUBLIC SERVICE**

SECRETARY OF STATE



NEVADA STATE BUSINESS LICENSE

Qual-Econ LLC

Nevada Business Identification # NV20222635721

Expiration Date: 11/30/2023

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 11/29/2022.

Barbara K. Cegavske

Certificate Number: B202211293188813

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

BARBARA K. CEGAVSKE
Secretary of State

THIS LICENSE MUST BE PLACED
IN A CONSPICUOUS PLACE

EFFECTIVE DATE: 02/01/2023

BUSINESS CLASSIFICATION:
Janitorial Services



LICENSE #: R159042A

Annual License

EXPIRATION DATE: 01/31/2024

RENO, WASHOE CO., NEVADA

BUSINESS LOCATION:

1015 TELEGRAPH ST , Suite C
RENO, NV 89502

THIS LICENSE EXPIRES AS SPECIFIED
ABOVE

NAME OF BUSINESS:

Qual-Econ USA

LICENSED BUSINESS TO BE
CONDUCTED IN CONFORMITY WITH
AND SUBJECT TO THE STATUTES OF
NEVADA AND RENO MUNICIPAL CODE

LICENSEE-NAME AND ADDRESS:

Jason Shinar
PO Box 10773
RENO, NV 89510

CITY CLERK

City of Reno



ANNUAL LICENSE

Business License Number: S086715A-LIC

Issue Date: March 01, 2023

Business Classification: Annual

Expiration Date: January 31, 2024

Description: Janitorial Services

Amount: \$109.00

Business Name: Qual-Econ LLC

DBA: Qual-Econ USA

Business Location: 1015 - 1015 TELEGRAPH ST, Suite# C, RENO, NV 89502

Licensee:

Licensed business to be conducted in whole or in part within the City of Sparks in conformity with and subject to the provisions of the law.

TO BE POSTED IN A CONSPICUOUS PLACE

BUSINESS LICENSES ARE NOT TRANSFERABLE

CITY OF SPARKS

County of Washoe, State of Nevada
Business License Division 431 Prater Way Sparks, Nevada 89431
P.O. Box 857 Sparks, Nevada 89432 (775) 353-5555
business@cityofsparks.us



U.S. Small Business
Administration

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://veterans.certify.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.

ATTACHMENT C - CERTIFICATION REGARDING DEBARMENT, SUSPENSION, AND OTHER RESPONSIBILITY MATTERS

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.

Jason Shinar, President

Typed Name & Title of Authorized Representative

Jason Shinar

Digitally signed by Jason Shinar
Date: 2023.10.19 11:26:41
-07'00'

10/19/2023

Signature of Authorized Representative

Date

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

Signature _____ Date _____

Attachment G -SITE LIST

Location	Approx. Sq-Ft	Levels	Public Areas Frequency	General Office Areas Frequency	Service Times
CIP Trailer, 8500 Alexander Lake Road, Reno	2,160	1	5 Days a week	1 Day a week	Mon-Fri 8:00AM-4:00PM
Cold Springs Community Center, 18400 Village Parkway, Reno	4,815	1	2 Days a week	1 Day a week	Mon-Fri 6:00PM-6:00AM
Family Engagement Center, 905 E. Prater Way, Sparks	4,253	1	5 Days a week	1 Day a week	Mon-Fri 6:00PM-6:00AM
Kids Kottage II Gym, 2075 Longley Lane, Reno	10,604	1	5 Days a week	1 Day a week	Mon-Fri 6:00PM-6:00AM
Longley Lane Complex and mechanics shop, 3101, 3021, 3031, 3035 Longley Lane, Reno	18,000	2	5 Days a week	1 Day a week	Complex Mon-Fri 6:00PM-6:00AM Mechanics Shop Mon-Fri 8:00AM-4:00PM
Nevada Humane Society 2825 Longley Lane, Reno	21,444	1	6 Days a Week	1 Day a week	Mon-Fri 6:00PM-6:00AM
North Valley Community Center, 8095 Silver Lake Road, Reno	6,000	1	2 Days a week	1 Day a week	Mon-Fri 6:00PM-6:00AM
Rancho San Rafael Maintenance Office, 1595 Sierra St., Reno	4,984	1	5 Days a week	1 Day a week	Mon-Fri 6:00PM-6:00AM
Rancho San Rafael Visitors Center, 1595 Sierra St., Reno	2,636	1	5 Days a week	1 Day a week	Mon-Fri 6:00PM-6:00AM
Regional Animal Services, 2825 Longley Lane, Reno	4500	1	6 Days a week	5 Days a week	Mon-Fri 6:00PM-6:00AM
Regional Public Safety Training Center and Armory, 5190 Spectrum Blvd., Reno	21,444	2	5 Days a week	1 Day a week	Mon-Fri 6:00PM-6:00AM
Reno Senior Center, 1155 Ninth Street, Reno	28,355	1	5 Days a week	1 Day a week	Mon-Fri 6:00PM-6:00AM
Sober 24, 1530 E. 6 th Street, Reno	8,467	2	5 Days a week	1 Day a week	Mon-Fri 6:00PM-6:00AM
Sparks Senior Center, 1380 Greg St., Sparks	5,200	1	5 Days a week	1 Day a week	Mon-Fri 6:00PM-6:00AM
TB Health Clinic, 10 Kirman Avenue, Reno	14,018	1	5 Days a week	1 Day a week	Mon-Fri 6:00PM-6:00AM
Utilities Office Trailer, 8500 Alexander Lake Road, Reno	2,160	1	5 Days a week	1 Day a week	Mon-Fri 8:00AM-4:00PM
Vector Control Warehouse, 405 Western Road, Reno *Seasonal May-Sept	350	1	5 Days a week	1 Day a week	Mon-Fri 6:00PM-6:00AM
Voter's Warehouse, 250 South Rock Blvd., Suite 100- 110	1,000	1	Seasonal	Seasonal	Mon-Fri 6:00PM-6:00AM

Attachment F- NON-DISCLOSURE AGREEMENT

I, Jason Shinar, an employee of Qual-Econ LLC, 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.

Jason Shinar
Digitally signed by Jason Shinar
Date: 2023.10.19 11:26:56
-07'00'

10/19/2023

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

ATTACHMENT H

INSURANCE, INDEMNIFICATION AND HOLD HARMLESS REQUIREMENTS FOR SERVICE PROVIDERS LOW SECURITY CUSTODIAL SERVICES

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: \$1,000,000 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.

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.