# Title Page

| Part I A – Technical Proposal | |
|---|---|
| RFP Title: | Janitorial Services for NV State Library & Archives |
| RFP: | 3256 |
| Vendor Name: | Enterprise Janitorial, Inc. |
| Address: | PO Box PO Box 19913, Reno, NV 89511 |
| Opening Date: | August 11, 2016 |
| Opening Time: | 2:00 PM |

# Title Page

| Part I A – Technical Proposal | |
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| RFP Title: | Janitorial Services for NV State Library & Archives |
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ENTERPRISE
JANITORIAL INC.

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# Table of Contents

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**Part II Cost Proposal**


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**Part III Confidential Financial Information (Section Not Included)**


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ENTERPRISE
JANITORIAL INC.

# Vendor Information Sheet

## VENDOR INFORMATION SHEET FOR RFP 3256

**Vendor Must:**

A) Provide all requested information in the space provided next to each numbered question. The information provided in Sections V1 through V6 will be used for development of the contract;

B) Type or print responses; and

C) Include this Vendor Information Sheet in Tab III of the Technical Proposal.

| | | |
|---|---|---|
| V1 | Company Name | Enterprise Janitorial, Inc. |

| | | |
|---|---|---|
| V2 | Street Address | PO Box 19913 |

| | | |
|---|---|---|
| V3 | City, State, ZIP | Reno, NV, 89511 |

| | | | |
|---|---|---|---|
| V4 | Telephone Number | | |
| | Area Code: 775 | Number: 691.2939 | Extension: |

| | | | |
|---|---|---|---|
| V5 | Facsimile Number | | |
| | Area Code: 775 | Number: 350.7593 | Extension: |

| | | | |
|---|---|---|---|
| V6 | Toll Free Number | | |
| | Area Code: | Number: | Extension: |

| | |
|---|---|
| V7 | ***Contact Person for Questions / Contract Negotiations, including address if different than above*** |
| | Name: Ana Arroyo |
| | Title: President |
| | Address: PO Box 19913, Reno, NV 89511 |
| | Email Address: Ana@EnterpriseJanitorial.com |

| | | | |
|---|---|---|---|
| V8 | Telephone Number for Contact Person | | |
| | Area Code: 775 | Number: 691.2939 | Extension: |

| | | | |
|---|---|---|---|
| V9 | Facsimile Number for Contact Person | | |
| | Area Code: 775 | Number: 350.7593 | Extension: |

| | | |
|---|---|---|
| V10 | ***Name of Individual Authorized to Bind the Organization*** | |
| | Name: Ana Arroyo | Title: President |

| | | |
|---|---|---|
| V11 | Signature ***(Individual must be legally authorized to bind the vendor per NRS 333.337)*** | |
| | Signature: | Date: 8/04/16 |

ENTERPRISE
JANITORIAL INC.

# State Documents

Enterprise Janitorial, Inc.
State of Nevada
Department of Administration

Purchasing Division

515 E. Musser Street, Suite 300
Carson City, NV 89701

Brian Sandoval
*Governor*

Patrick Cates
*Director*

Jeffrey Haag
*Administrator*

State of Nevada

Purchasing Division

# Request for Proposal: 3256

For

# JANITORIAL SERVICES FOR NEVADA STATE LIBRARY AND ARCHIVES

***Site Visit Pre-registration Deadline: June 24, 2016*** *(see page 56)*
***Mandatory Site Visit: Jun 29, 2016***

Release Date: June 14, 2016

Deadline for Submission and Opening Date and Time: August 11, 2016

***Refer to Section 8, RFP Timeline for the complete RFP schedule***

For additional information, please contact:

Marcy Troescher, Purchasing Officer

State of Nevada, Purchasing Division

515 E. Musser Street, Suite 300

Carson City, NV 89701

Phone: (775) 684-0199

Email address: mtroescher@admin.nv.gov

(TTY for Deaf and Hard of Hearing: 1 (800) 326-6868
Ask the relay agent to dial: 1 (775) 684-0199/V.)

***Refer to Section 9 for instructions on submitting proposals***

State of Nevada
Department of Administration
Purchasing Division
515 E. Musser Street, Suite 300
Carson City, NV 89701

Brian Sandoval
Governor

Jeffrey Haag
Administrator

| | |
|---|---|
| SUBJECT: | Amendment 1 to Request for Proposal 3256 |
| RFP TITLE: | Janitorial Services For Nevada State Library and Archives |
| DATE OF AMENDMENT: | July 8, 2016 |
| DATE OF RFP RELEASE: | June 14, 2014 |
| OPENING DATE: | August 11, 2016 |
| OPENING TIME: | 2:00 PM |
| CONTACT: | Marcy Troescher, Procurement Staff Member |

---

The following shall be a part of RFP ***3256.*** If a vendor has already returned a proposal and any of the information provided below changes that proposal, please submit the changes along with this amendment. You need not re-submit an entire proposal prior to the opening date and time.

---

1. Are companies allowed to subcontract the work effort to a licensed provider?

   ***Tasks listed in the Scope of Work may not be subcontracted.***

2. Attachment H /RFP 3256
   What is the Current cost under Scope of Work; paragraphs # 3.1, 3.2, 3.3, 3.4, 3.5 and 3.6--what is current price paying?

   ***Current monthly janitorial services -$5,994.48***

3. What is the cost on Semi Annual Hard Floor; current cost?
   paragraph #3.7

   ***The current contract is an emergency contract. The current vendor will not be asked to provide this service; therefore, there is no current cost..***

4. What is the current cost on Annual Window Blinds Cleaning?
   paragraph # 3.8

   ***See the answer to question #3.***

5. Will the toilet paper and hand towel dispensers be changed in the near future?

   ***No. Most product dispensers are new in the building.***

6. Is this an all inclusive RFP meaning there is no breakdown for the cost of the floors and carpet?

   ***The costs of Semi-Annual hard floor cleaning and monthly janitorial services are the only cost***

***"breakdowns" requested. Daily and weekly carpet vacuuming and spot cleaning are included in the janitorial Scope of Work (SOW).***

7. 9.2.3.8 Tab VIII - Attachment G - Proposed Staff Resume
Does this mean a resume is required for the respective staff persons that will be assigned to the building?

***Attachment G of the RFP indicates that resumes are required for "contractor key staff"only.***

8. Who is your current vendor and are they planning on submitting a bid?

***Enterprise Janitorial is the current vendor. Their bid submission plans are unknown.***

9. What is the current awarded contract amount?

***See the answer on question #2.***

10. With your current vendor, how many employees are working daily to clean the facilities?

***Two employees are utilized.***

11. Are there any previous and/or current issues with your existing vendor?

***No.***

12. What is the estimated usage of bathroom facility supplies?

***These numbers vary daily due to meetings, classes, etc.***

13. What is the current number of male and female employees?

***12 male/52 female (estimated)***

14. Are there any restrictions on the types of window cleaning?

***Janitorial vendor window cleaning is up to 12 feet (per RFP SOW).***

## ***ALL ELSE REMAINS THE SAME FOR RFP 3256.***

***Vendor must sign and return this amendment with proposal submitted.***

Vendor Name: Ana Arroyo

Authorized Signature: _____

Title: President/Owner Date: August4, 2016

This document must be submitted in the "State Documents" section/tab of vendors' technical proposal.

# ATTACHMENT A – CONFIDENTIALITY AND CERTIFICATION OF INDEMNIFICATION

Submitted proposals, which are marked "confidential" in their entirety, or those in which a significant portion of the submitted proposal is marked "confidential" **will not** be accepted by the State of Nevada. Pursuant to NRS 333.333, only specific parts of the proposal may be labeled a "trade secret" as defined in NRS 600A.030(5). All proposals are confidential until the contract is awarded; at which time, both successful and unsuccessful vendors' technical and cost proposals become public information.

In accordance with the Submittal Instructions of this RFP, vendors are requested to submit confidential information in separate binders marked "**Part I B Confidential Technical**" and "**Part III Confidential Financial**".

The State will not be responsible for any information contained within the proposal. Should vendors not comply with the labeling and packing requirements, proposals will be released as submitted. In the event a governing board acts as the final authority, there may be public discussion regarding the submitted proposals that will be in an open meeting format, the proposals will remain confidential.

By signing below, I understand it is my responsibility as the vendor to act in protection of the labeled information and agree to defend and indemnify the State of Nevada for honoring such designation. I duly realize failure to so act will constitute a complete waiver and all submitted information will become public information; additionally, failure to label any information that is released by the State shall constitute a complete waiver of any and all claims for damages caused by the release of the information.

This proposal contains Confidential Information, Trade Secrets and/or Proprietary information as defined in ***Section 2 "ACRONYMS/DEFINITIONS."***

***Please initial the appropriate response in the boxes below and provide the justification for confidential status.***

| **Part I B – Confidential Technical Information** | | | |
|---|---|---|---|
| YES | | NO | X |
| **Justification for Confidential Status** | | | |
| | | | |

| **A Public Records CD has been included for the Technical and Cost Proposal** | | | |
|---|---|---|---|
| YES | X | NO (See note below) | |
| ***Note: By marking "NO" for Public Record CD included, you are authorizing the State to use the "Master CD" for Public Records requests.*** | | | |

| **Part III – Confidential Financial Information** | | | |
|---|---|---|---|
| YES | X | NO | |
| **Justification for Confidential Status** | | | |
| | | | |

Enterprise Janitorial, Inc.
Company Name

Signature

Ana Arroyo
Print Name

August 9, 2016
Date

**This document must be submitted in Tab IV of vendor's technical proposal**

# ATTACHMENT C – VENDOR CERTIFICATIONS

Vendor agrees and will comply with the following:

(1) Any and all prices that may be charged under the terms of the contract do not and will not violate any existing federal, State or municipal laws or regulations concerning discrimination and/or price fixing. The vendor agrees to indemnify, exonerate and hold the State harmless from liability for any such violation now and throughout the term of the contract.

(2) All proposed capabilities can be demonstrated by the vendor.

(3) The price(s) and amount of this proposal have been arrived at independently and without consultation, communication, agreement or disclosure with or to any other contractor, vendor or potential vendor.

(4) All proposal terms, including prices, will remain in effect for a minimum of 180 days after the proposal due date. In the case of the awarded vendor, all proposal terms, including prices, will remain in effect throughout the contract negotiation process.

(5) No attempt has been made at any time to induce any firm or person to refrain from proposing or to submit a proposal higher than this proposal, or to submit any intentionally high or noncompetitive proposal. All proposals must be made in good faith and without collusion.

(6) All conditions and provisions of this RFP are deemed to be accepted by the vendor and incorporated by reference in the proposal, except such conditions and provisions that the vendor expressly excludes in the proposal. Any exclusion must be in writing and included in the proposal at the time of submission.

(7) Each vendor must disclose any existing or potential conflict of interest relative to the performance of the contractual services resulting from this RFP. Any such relationship that might be perceived or represented as a conflict should be disclosed. By submitting a proposal in response to this RFP, vendors affirm that they have not given, nor intend to give at any time hereafter, any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor, or service to a public servant or any employee or representative of same, in connection with this procurement. Any attempt to intentionally or unintentionally conceal or obfuscate a conflict of interest will automatically result in the disqualification of a vendor's proposal. An award will not be made where a conflict of interest exists. The State will determine whether a conflict of interest exists and whether it may reflect negatively on the State's selection of a vendor. The State reserves the right to disqualify any vendor on the grounds of actual or apparent conflict of interest.

(8) All employees assigned to the project are authorized to work in this country.

(9) The company has a written equal opportunity policy that does not discriminate in employment practices with regard to race, color, national origin, physical condition, creed, religion, age, sex, marital status, sexual orientation, developmental disability or handicap.

(10) The company has a written policy regarding compliance for maintaining a drug-free workplace.

(11) Vendor understands and acknowledges that the representations within their proposal are material and important, and will be relied on by the State in evaluation of the proposal. Any vendor misrepresentations shall be treated as fraudulent concealment from the State of the true facts relating to the proposal.

(12) Vendor must certify that any and all subcontractors comply with Sections 7, 8, 9, and 10, above.

(13) The proposal must be signed by the individual(s) legally authorized to bind the vendor per NRS 333.337.

Enterprise Janitorial, Inc.

Vendor Company Name

Vendor Signature

Ana Arroyo

Print Name

August 9, 2016

Date

**This document must be submitted in Tab IV of vendor's technical proposal**

SECRETARY OF STATE

STATE OF NEVADA

# NEVADA STATE BUSINESS LICENSE

## ENTERPRISE JANITORIAL INC.

**Nevada Business Identification # NV20141642364**

**Expiration Date: October 31, 2016**

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.

IN WITNESS WHEREOF, I have hereunto set my hand and affixed the Great Seal of State, at my office on December 10, 2015

Barbara K. Cegavske

BARBARA K. CEGAVSKE
Secretary of State

***You may verify this license at www.nvsos.gov under the Nevada Business Search.***

**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.**

CITY OF CARSON CITY
Business License Division
108 E. Proctor St.
Carson City, NV 89701
(775) 887-2105

# LICENSE RECEIPT

ENTERPRISE JANITORIAL SERVICE
PO BOX 19913

RENO NV 89511

License Number: 16-00016390
Expiration Date: December 31, 2016
Business Location: O OF T, RENO

## IMPORTANT INFORMATION

- This license constitutes a receipt for the payment of a license required by Carson City Municipal Code Title 4 to engage in, carry on, or conduct, in this city, the business, trade, calling, or profession described on the license.
- Licenses are NON-TRANSFERABLE.
- Any changes to the business information should be reported immediately to the Business License division.
- The holder of this license must comply with all Carson City Municipal Code rules and regulations.

CITY OF CARSON CITY
BUSINESS LICENSE DIVISION
108 E. Proctor St.
Carson City, NV 89701
(775) 887-2105

**This license is not transferable.**

**POST IN A CONSPICUOUS PLACE**

ENTERPRISE JANITORIAL SERVICE
PO BOX 19913

RENO NV 89511

License Number: 16-00016390
License Expiration Date: December 31, 2016
Date Issued: January 14, 2016

Business Location: O OF T, RENO
Nature of Business: RESIDENTIAL & COMMERCIAL CLEANING/LAWN MAINTENANCE

License renewal is the responsibility of the license holder and must be renewed prior to the expiration date to avoid penalties.

SECRETARY OF STATE

STATE OF NEVADA

# CERTIFICATE OF EXISTENCE WITH STATUS IN GOOD STANDING

I, BARBARA K. CEGAVSKE, the duly elected and qualified Nevada Secretary of State, do hereby certify that I am, by the laws of said State, the custodian of the records relating to filings by corporations, non-profit corporations, corporation soles, limited-liability companies, limited partnerships, limited-liability partnerships and business trusts pursuant to Title 7 of the Nevada Revised Statutes which are either presently in a status of good standing or were in good standing for a time period subsequent of 1976 and am the proper officer to execute this certificate.

I further certify that the records of the Nevada Secretary of State, at the date of this certificate, evidence, **ENTERPRISE JANITORIAL INC.**, as a corporation duly organized under the laws of Nevada and existing under and by virtue of the laws of the State of Nevada since October 13, 2014, and is in good standing in this state.

IN WITNESS WHEREOF, I have hereunto set my hand and affixed the Great Seal of State, at my office on January 7, 2016.

Barbara K. Cegavske

BARBARA K. CEGAVSKE
Secretary of State

Electronic Certificate
Certificate Number: C20160107-0933
You may verify this electronic certificate online at **http://www.nvsos.gov/**

ENTERPRISE JANITORIAL INC.

# Attachment B

# Certification of Compliance with Terms and Conditions of RFP

## ATTACHMENT B – TECHNICAL PROPOSAL CERTIFICATION OF COMPLIANCE WITH TERMS AND CONDITIONS OF RFP

I have read, understand and agree to comply with ***all*** the terms and conditions specified in this Request for Proposal.

YES X I agree to comply with the terms and conditions specified in this RFP.

NO _____ I do not agree to comply with the terms and conditions specified in this RFP.

If the exception and/or assumption require a change in the terms in any section of the RFP, the contract, or any incorporated documents, vendors ***must*** provide the specific language that is being proposed in the tables below. If vendors do not specify in detail any exceptions and/or assumptions at time of proposal submission, the State will not consider any additional exceptions and/or assumptions during negotiations.

Enterprise Janitorial, Inc.
Company Name

Signature

Ana Arroyo
Print Name

August 9, 2016
Date

***Vendors MUST use the following format.*** Attach additional sheets if necessary.

**EXCEPTION SUMMARY FORM**

| EXCEPTION # | RFP SECTION NUMBER | RFP PAGE NUMBER | EXCEPTION (Complete detail regarding exceptions must be identified) |
|---|---|---|---|
| | | | |
| | | | |
| | | | |

**ASSUMPTION SUMMARY FORM**

| ASSUMPTION # | RFP SECTION NUMBER | RFP PAGE NUMBER | ASSUMPTION (Complete detail regarding assumptions must be identified) |
|---|---|---|---|
| | | | |
| | | | |
| | | | |

**This document must be submitted in Tab V of vendor's technical proposal**

ENTERPRISE
JANITORIAL INC.

# Scope of Work

## 3. SCOPE OF WORK

The awarded vendor is expected to provide and utilize cleaning chemicals that will clean and sanitize all surfaces, subject to approval of the Buildings and Grounds designee. Awarded vendor is required to supply Safety Data Sheets (SDS) for each material utilized onsite. These sheets shall be stored in a binder, and kept in a visible, easily accessible area of the janitorial work station as identified by the Buildings and Grounds designee.

Due to the nature of this contract, it is imperative that all selected vendor's employees must be able to communicate effectively.

### 3.1 BUILDING DETAILS – NEVADA STATE LIBRARY AND ARCHIVES (NSLA) – 100 STEWART STREET, CARSON CITY, NEVADA

3.1.1 This building is a two-story building with 110,000 square feet. There are fourteen tiled restrooms, three (3) elevators, three (3) stairwells, five (5) janitorial closets, and four (4) break rooms.

3.1.1.1 All vacuuming must cease by 8:00 a.m.
3.1.1.2 Conference rooms and tables must be cleaned by 8:00 a.m.

3.1.2 The approximate square footage of the carpet, porcelain tile, VCT, and windows are as follows (all square footage amounts are approximate):

3.1.2.1 Carpet – 87,194 sq. ft.

3.1.2.2 VCT flooring – 7,400 sq. ft.

3.1.2.3 Windows – 1st floor – 90; 2nd floor - 31

3.1.3 This building will be cleaned five (5) days per week. Janitorial services will begin at 5:00 a.m., continuing through 2:00 p.m., Monday - Friday.

### 3.2 DAILY CLEANING SPECIFICATIONS

3.2.1 General Office and Public Areas

3.2.1.1 Computer keyboards, monitors, typewriters, and calculators will not be cleaned in any manner by the vendor's employees; equipment users will be responsible for their cleaning.

3.2.1.2 Awarded vendor will dust desks and work surfaces when they have been cleared off. More extensive cleaning will be available upon request.

3.2.1.3 Vendor shall ensure that all information and/or documents in all contracted buildings remain confidential, with access limited to persons specifically authorized and approved by the Buildings and Grounds designee.

3.2.2 Trash from Wastebaskets/Trash Receptacles and Other Labeled Waste Material

3.2.2.1 All trash will be placed into large plastic trash bags, sealed, and disposed of in the large green dumpsters provided outside the building.

3.2.2.2 Recycle paper located in "recycling" boxes/bins located in a designated area of each floor must be emptied into the recycle dumpsters, where available.

3.2.2.3 Other than outside dumpsters, all trash receptacles inside and outside any building, must include plastic liners at all times.

A. Receptacles must be cleaned after any liquid is spilled, or if the liner has slipped and food, etc., is visible in the waste basket.

B. Plastic liners must be replaced at least once a week, or daily when organic matter/odors are present.

3.2.3 Exposed Carpeted Areas

3.2.3.1 All exposed carpeted areas must be vacuumed, including all offices, public areas, corridors, and pathways within office areas, to ensure complete vacuuming.

3.2.3.2 All vacuum cleaners must be of commercial grade and have HEPA filtration.

A. All backpack vacuums must be equipped with a HEPA filtration system that meets all State and Federal legal requirements.

B. All equipment may be subject to inspection and approval by the Buildings and Grounds designee at any time.

3.2.3.3 All carpet areas must be spot-cleaned daily.

A. Awarded vendor will make every effort to remove stains from carpets and other flooring material during normal service hours.

B. When cleaning any stain, the following process will be followed:

1. Vendor will vacuum the affected area, applying spot cleaner to remove the stain, blotting excess cleaner; and

2. If the stain remains, the awarded vendor will notify the Buildings and Grounds designee the next business day, Monday through Friday, between 7:00 a.m. and 5:00 p.m.

3.2.4 Hard Floor Care

3.2.4.1 Upon completion of daily routine work, all floors will be free of dust, dirt, film streaks, debris, and standing water.

3.2.4.2 Awarded vendor(s) will be required to dust mop and spot mop with cool, clean water all tile, ceramic, stone, resilient, linoleum or other compound tile floor daily. Vinyl Composition Tile (VCT) and linoleum will present a uniform wet-look appearance when dry.

A. Brick floors will be swept and spot mopped.

B. Hardwood floors will be dust mopped with an untreated mop head only.

3.2.5 Staple/Paper Clip/Substance Removal

3.2.5.1 Staples and paper clips must be removed from all flooring on a daily basis.

3.2.5.2 All gum or other foreign substances found on any floor must be removed upon discovery.

3.2.5.3 If a substance cannot be removed, Buildings and Grounds must be notified the next business day, Monday through Friday between 7:00 a.m. and 5:00 p.m.

3.2.6 Daily Dusting

3.2.6.1 Awarded vendor will dust and remove fingerprints from all exposed furniture tops and sides, including but not limited to: chairs, tables, lamps, doors, filing cabinets, shelving, window sills, items hanging on walls (i.e., pictures, framed documents/pictures, clocks, etc.), door frames, ledges, modular furniture, soda machines, candy machines, appliances, paper shredders, and partitions.

A. Individual desks will not be disturbed unless a furniture item is noted requesting that the surface be cleaned.

B. A thorough cleaning and polishing of vacant individual desks/offices will be done when the surface is clear of unnecessary objects, or upon request.

3.2.6.2 Walls and doors must be clean and free from spots or hand prints, and kick plates at the bottom of all doors also will remain clean and streak free.

3.2.6.3 All doorways and/or entrances to buildings will be manually swept thoroughly every day.

**NOTE**: Doors may not be wedged open in the jamb/hinge area.

3.2.7 Care of Drinking Fountains

3.2.7.1 Awarded vendor will clean, polish, and sanitize drinking fountains to present a finish with no streaks, smudges, watermarks, or calcium buildup.

3.2.7.2 Drinking fountains will be polished with a polish/cleaner appropriate to the fixture.

3.2.8 Customer Service Counters

Awarded vendor will clean and disinfect all customer service counters daily, removing all foreign substances.

3.2.9 Glass Entryway Doors and Corridors

Entry corridors include all doors and windows (no more than 12 feet high) located at the entrance of a building, and awarded vendor must clean glass in entryways daily, interior and exterior, utilizing a chemical cleaner to minimize fingerprints.

3.2.10 Ashtrays and Sand Urns in Smoking Areas

Awarded vendor will remove all cigarette butts, matches, bits of paper, etc., from ashtrays, adding sand to urns as needed to maintain a full level.

3.2.10.1 On the last working day of each month, vendor will dispose of all old sand and refill the container with new sand.

3.2.10.2 Sand will be provided by the awarded vendor, subject to Buildings and Grounds approval.

3.2.11 Rubberized Mat/Carpet Care

Awarded vendor will vacuum daily all rubberized/carpet mats with a HEPA vacuum.

3.2.12 Food Areas

3.2.12.1 Awarded vendor must clean all lunchrooms (excluding dishes and utensils) and break rooms with cleaners and disinfectants that will not harm finishes, subject to Buildings and Grounds approval.

3.2.12.2 All floors, tables, and counters must be cleaned with an approved cleaner/disinfectant that will not harm finishes and will dry completely streak-free and stain-free daily.

3.2.13 Elevators

3.2.13.1 Awarded vendor will clean both the interior and exterior of elevators daily, wiping walls, doors, buttons, and handrails with a general cleaner/disinfectant to remove all marks, fingerprints, etc.

3.2.13.2 Elevator surfaces should never show streaks or smudges after cleaning and elevator door tracks shall be kept clean and free of debris, wiping all stainless steel wiped off and left free of residue.

3.2.13.3 Elevator floors must be cleaned daily.

## 3.3 DAILY CLEANING – RESTROOMS, LOCKER ROOMS, AND SHOWER ROOMS

Daily cleaning and servicing of all restrooms, locker rooms, and shower rooms is a high priority. In general, stockpiling of refill supplies in these areas is not permitted. See ***Section 2, Acronyms/Definitions***, for the definition of "clean."

3.3.1 All fixtures, floors, walls, and stall dividers must be cleaned daily with an approved cleaner/disinfectant that will not harm finishes and will dry completely streak-free and stain-free.

3.3.2 Soap Dispenser Care

3.3.2.1 Vendor will maintain soap dispensers daily. This includes cleaning, refilling, or changing out soap, and replacing batteries as needed.

3.3.2.2 Chrome must be polished and will be streak free.

3.3.2.3 Broken soap dispensers must be reported to Buildings and Grounds by the next business day. The vendor has the option to replace broken dispensers with the approval of the Buildings and Grounds designee.

3.3.3 Trash Receptacle/Waste Can Care

3.3.3.1 Vendor will empty trash containers, polish stainless steel, wipe out the inside as needed, and replace the liner daily.

3.3.3.2 Trash containers may never remain streaky or smudged after cleaning.

3.3.4 Mirror and Glass Care

3.3.4.1 Awarded vendor will clean and polish all mirror surfaces with glass cleaner, ensuring that the top ledge above the mirror is dust-free.

3.3.4.2 After cleaning, mirrors must be free of all smudges, streaks, finger prints, lint, and paper debris.

3.3.5 Ceramic Tile Walls and Partition Care

Awarded vendor must daily wipe down the walls of all partitions and ceramic tile with a disinfectant, leaving a streak-free appearance.

3.3.6 Care of Toilets

3.3.6.1 Awarded vendor will thoroughly clean, disinfectant, and sanitize the inside, outside, top, and bottom of all porcelain toilets and toilet seats, leaving all surfaces free of rings, water stains, and streaks.

3.3.6.2 Vendor will polish all chrome.

3.3.7 Care of Urinals

3.3.7.1 Awarded vendor will thoroughly clean, disinfect, and sanitize all urinals, leaving all surfaces free of rings, water stains, and streaks.

3.3.7.2 All stainless steel urinals must be polished.

3.3.7.3 All urinals shall be equipped with a rubberized urinal screen. Awarded vendor will remove these screens each day, clean underneath, and then replace the screen. Disinfectant blocks are prohibited.

3.3.7.4 Awarded vendor must replace drain pads on or about the first day of every month. Newly installed pads must be dated on the "down" side with a permanent ink marker indicating the day they are placed.

3.3.8 Toilet Paper Dispensers and Seat Covers

3.3.8.1 Awarded vendor will check and refill toilet paper and seat cover dispensers each day.

3.3.8.2 Awarded vendor will replace the roll when toilet paper rolls contain one-third (1/3) of a roll or less at the end of the day.

3.3.8.3 Awarded vendor must clean all toilet paper and seat cover dispensers with a disinfectant, leaving them streak-free.

3.3.8.4 Awarded vendor will polish all stainless steel items each day.

3.3.8.5 Toilet paper must be "quality" white, 2-ply toilet paper, subject to the approval of the Buildings and Grounds designee.

3.3.9 Paper Towel Dispensers

3.3.9.1 Vendor will maintain paper towel dispensers daily, cleaning and refilling as needed.

3.3.9.2 Vendor will clean dispensers with a disinfectant, leaving each dispenser streak-free.

3.3.9.3 Vendor will polish all stainless steel, where applicable.

A. Paper towels must either be a single, bi-fold, or multi-fold paper towel that is compatible with the dispenser.

B. All paper towels must be "quality" white and dye-free.

3.3.10 Care of Sanitary Napkin Depositories

3.3.10.1 Awarded vendor must check and empty all sanitary napkin depositories daily.

3.3.10.2 Vendor will clean each unit inside and outside with a disinfectant cleaning solution, leaving each unit streak-free.

3.3.10.3 Vendor will replace any used bags each day.

**NOTE:** Bags should be wax-coated, "quality" bags, subject to the approval the Buildings and Grounds designee.

3.3.11 Graffiti Removal

3.3.11.1 Awarded vendor is required to remove all graffiti from all surfaces, and may consult with the Buildings and Grounds designee when attempting removal.

3.3.11.2 Awarded vendor must notify the Buildings and Grounds designee in writing within 24 hours of the discovery of any unsightly mark or graffiti that cannot be removed from walls, partitions, or mirrors.

## 3.4 WEEKLY CLEANING SPECIFICATIONS

3.4.1 General Office and Public Areas

3.4.1.1 Weekly dusting (see ***Section 3.2.5***)

3.4.1.2 Weekly Vacuuming - to be completed before 8:00 a.m.

Every week, awarded vendor will thoroughly vacuum all carpet edges, accessible carpet beneath furniture, and carpet beneath light, movable furniture.

A. Weekly vacuuming may be accomplished using a vacuum with a hose attachment or a backpack vacuum.

B. The use of a backpack vacuum may be used when vacuuming the following:

1. Buildings with very tight corners;

2. Edges of any carpeted area;

3. Modular furniture;

4. Window blinds; and

5. Large equipment, i.e. shredders, copiers, and vending machines (where possible).

3.4.2 Weekly Cleaning

3.4.2.1 Spot-clean walls, around light switches, door knobs, door jams, and thresholds to remove all spots and marks.

3.4.2.2 Clean all HVAC supply and return air vents, ensuring that all are kept clean and free of dust, webs, and visible buildup, removing and washing registers as needed.

3.4.2.3 Ensure that all areas surrounding wall and ceiling vents are free of all dust and residual discoloration.

3.4.2.4 Clean janitorial sinks with a disinfectant solution inside and outside, leaving no staining, discoloration, or film in the sink.

3.4.2.5 Flush out all floor drains out with a disinfectant solution. **BLEACH MAY NOT BE USED.**

3.4.3 Weekly Hard Floor Care

3.4.3.1 Dust mop, then damp mop, all hard floors using cool, clean water with a neutral cleaner.

3.4.3.2 VCT and Linoleum

VCT and linoleum will present a uniform wet-look appearance when dry, with no wax buildup, dirt, or discoloration visible where the floor edges meet the cove molding, nor in any corners or door jambs.

A. Vendor will maintain floors in such a manner as to promote longevity and safety, leaving all floors in a clean, orderly, and safe condition after cleaning.

B. Spray buff using a high-speed floor machine to achieve a wet-look finish.

C. If an area does not exhibit a wet-look finish after buffing, vendor will apply a coat of approved floor finish and will re-buff the area.

D. Floor finish product must be applied every week to all VCT and linoleum tile surfaces. Floor finish product will provide a protective coating with a safe, non-slip surface.

3.4.3.3 Sealed Concrete: Dust mop and wet mop until no streaks are visible.

3.4.3.4 Hardwood floors: Vacuum using a hard floor attachment to remove dirt and debris from cracks, and then damp mop (Swiffer-style) using a Buildings and Grounds-approved cleaner.

3.4.3.5 Polished marble or granite: Mop with a neutral-ph cleaner made specifically for stone, and then buff with a white pad.

3.4.3.6 Terrazzo: Mop using a water-based terrazzo cleaner.

3.4.3.7 Brick and tile: Auto scrub using a nylo-grit brush.

## 3.5 MONTHLY CLEANING SPECIFICATIONS

3.5.1 Monthly Hard Floor Care

3.5.1.1 VCT and Linoleum

A. VCT and linoleum present a uniform wet-look appearance when dry.

B. Vendor will dust mop all floors.

C. Damp mop using cool, clean water with a neutral cleaner.

D. Deep scrub floor using a floor machine and blue pad to remove soil, scuffs, and black marks.

1. Recoat VCT and linoleum floors with two coats of non-slip wax.

2. Burnish/buff all floors using a high-speed floor machines to achieve a wet-look finish.

a. If an area does not buff up to a wet-look finish, vendor must add an additional coat of the approved product, and then rebuff the area.

b. This process will be repeated until the required wet-look finish is present.

3.5.1.2 Tile Floors (ceramic, terra cotta, slate, etc.)

A. If already treated, awarded vendor will recoat with appropriate finish acceptable to the Buildings and Grounds designee.

B. If not treated, awarded vendor(s) will clean and seal, using an appropriate finish acceptable to the Buildings and Grounds designee.

3.5.2 Doors (Wood, Metal, Glass, and/or Plastic)

3.5.2.1 Vendor will clean all interior and exterior doors.

3.5.2.2 Doors may not show any residual streaks or marks.

3.5.2.3 Vendor will clean all thresholds and door trim, allowing no buildup of wax or dirt.

3.5.3 Janitorial closets

Awarded vendor(s) must maintain closets in an orderly and safe manner.

## 3.6 QUARTERLY CLEANING SPECIFICATIONS

3.6.1 Upholstered Surface Care

3.6.1.1 Vacuum with a HEPA vacuum all upholstered surfaces including, but not limited to, modular furniture with cloth walls, chairs, couches, benches, ottoman, etc.

3.6.1.2 Spot-clean upholstered surfaces when necessary.

3.6.2 Shelving and Books in Common Areas

All items on shelves should be dust-free after cleaning.

## 3.7 SEMI-ANNUAL CLEANING SPECIFICATIONS

3.7.1 VCT and Linoleum

3.7.1.1 Strip floors of old wax and floor surface by going over the floor completely several times using a floor machine equipped with a stripping pad.

3.7.1.2 Apply two (2) coats of sealer to all VCT and linoleum floors, allowing each coat to dry before applying the next coat of sealer.

A. Recoat with appropriate floor finish acceptable to the Buildings and Grounds designee.

B. Recoat VCT and linoleum floors with three (3) coats of non-slip wax.

C. Burnish using a high-speed floor machine to achieve a wet-look finish. If an area does not buff up to a wet-look finish, it will be necessary to add a coat of the appropriate approved finish and then rebuff the area. This will be repeated until the required wet-look finish is present.

D. Upon completion, all floors will be free of dust, dirt, film streaks, debris, and standing water, with no hair, drips or "holidays" (swirls in the finished look). VCT and linoleum present a uniform

wet-look appearance when dry. There should be no visible buildup of wax, dirt or discoloration around the edge of the hard floor where it meets the cove molding, nor at any corners or door jambs, baseboard, bottom of doors, thresholds or rubber borders.

E. Floors will be maintained in such a manner as to promote longevity and safety. Upon completion of work, VCT and linoleum floors will be left in a clean, orderly, and safe condition. The floor finish product is understood to be a protective coating, as well as a safety (non-slip) factor, and must be applied to VCT and linoleum tile surfaces.

3.7.2 Base Cove and Wainscot Care

3.7.2.1 Wipe down/clean all base-cove wainscots throughout the building.

A. There should be no film left behind; and

B. There should be no scuff marks, or other residue present after cleaning.

3.7.2.2 Awarded vendor(s) will consult with the Buildings and Grounds designee on the proper cleaner to use.

3.7.3 Light Fixtures and Diffusers

Clean all light fixtures and diffusers inside and outside, throughout the building.

## 3.8 SECURITY REQUIREMENTS

All employees or agents of awarded vendor who will be working in any State building are required to have an initial National Crime Information Center (NCIC) background check, as well as a fingerprinting check, at no cost to the State. This background check shall also be repeated each year.

3.8.1 Background Check and Fingerprinting

All employees or agents of the awarded vendor that will be working in any State building are required to have a National Crime Information Center (NCIC) background check and fingerprinting completed at no cost to the State.

The Buildings and Grounds designee will provide details to awarded vendor(s) regarding the application for and location for records checks.

3.8.1.1 This NCIC background check should take no longer than two (2) days, while the fingerprinting results may take several weeks.

A. After the NCIC check has been completed, employee/agents will be permitted to work in a State building on a conditional basis until the fingerprinting results have been completed.

B. All results must be submitted to the Buildings and Grounds designee within 24 hours of receipt.

C. In the event the fingerprinting report is unable to be cleared, the probationary employee will be immediately removed from the building and prohibited from entering any State building under contract.

3.8.1.2 Local, State, and Federal background checks, as well as fingerprinting, must be completed and updated annually.

3.8.2 Uniforms

All employees of the awarded vendor will be identified by a uniform shirt featuring the janitorial company's logo.

3.8.3 Photo ID

All employees of the awarded vendor will wear a photo ID badge at all times. Copies of the photo ID badges shall be remitted to the Buildings and Grounds designee prior to work start date.

3.8.4 List of Awarded Vendor's Employees

3.8.4.1 Awarded vendor shall furnish the Buildings and Grounds designee with a list of all proposed employees, including name, address, and length of time the vendor has been employed or known the person, at least 14 days prior to the start date of the contract.

3.8.4.2 Contractor shall ensure that all background checks are completed and the results submitted to the Buildings and Grounds designee at least seven (7) days prior to the start date of any new contract OR any new-hire start date.

3.8.5 Changes to Awarded Vendor(s)' Employee Lists

When an awarded vendor(s) makes a change to an employee list, either on a temporary or permanent basis, the vendor shall notify the Buildings and Grounds designee ***immediately*** and must also ensure that required background checks have been completed for incoming staff, with pass/fail results and date of completion provided to the Buildings and Grounds designee.

3.8.6 Exterior Doors

3.8.6.1 Between the hours of 6:00 p.m. to 6:00 a.m., all exterior doors must remain locked at all times.

3.8.6.2 Vendor's employees are strictly prohibited from opening exterior doors for anyone; any person authorized to enter the building after normal working hours should have a key.

3.8.6.3 Exterior doors should never be propped open for the convenience of running to the dumpster or taking care of any outside projects associated with this contract, with the exception of during the cleaning of an exterior door's threshold, during which vendor employees shall remain present until the exterior door is closed and locked.

3.8.6.4 The vendor's supervisor will be responsible for ensuring all exterior doors have been secured when work is completed.

3.8.7 Interior Doors

3.8.7.1 Between the hours of 6:00 p.m. to 6:00 a.m., all interior doors with locks must be locked with all unnecessary lighting turned off after completion of work in an immediate area.

3.8.7.2 The vendor's supervisor will be responsible for ensuring all interior doors have been secured when work is completed.

3.8.8 Building Keys, Alarm Code, and Proximity Card Care

3.8.8.1 Awarded vendor shall be fully responsible for the protection of all furnished keys, proximity cards, and alarm codes.

A. Each key and each card shall be assigned to a specific person and may not be used by any other individual.

B. It will be considered a breach of security if keys and/or cards are used by someone other than the assigned individual.

C. <u>Any breach as described in Section 3.9.8.1.B may be considered cause for contract termination</u>.

3.8.8.2 Vendors shall notify the Buildings and Grounds designee in writing when any employees resign, are terminated, or are moved to another facility.

3.8.8.3 When key(s) or proximity cards issued to a vendor are lost or stolen, and if the corresponding locks have to be re-keyed as a result, the Division may reissue keys, proximity cards, locks and alarm codes at the awarded vendors' expense.

3.8.8.4 False alarm fees may be charged back to awarded vendor(s) when the alarm was caused by a vendor or vendor employee.

3.8.9 The Buildings and Grounds designee will conduct random unannounced building inspections.

3.8.9.1 During the inspection, the Buildings and Grounds designee will complete an Inspection Sheet (***Attachment J)*** to determine if any deficiencies are present.

3.8.9.2 The Buildings and Grounds designee will fax the completed Inspection Sheet to the vendor within 24 hours of the completed inspection.

3.8.9.3 Awarded vendor will be given seven (7) calendar days to correct all noted deficiencies, and must schedule a reinspection with the Buildings and Grounds designee within 24 hours of faxed receipt of the Inspect Sheet noting deficiencies.

ENTERPRISE
JANITORIAL INC.

# Company Background

# And

# References

## Company Background

For over 16 years, Ana Arroyo has been a providing clients with exceptional, white-glove janitorial services. While the company name was recently changed to Enterprise Janitorial, Inc., the owner and staff remain the same. Enterprise Janitorial, Inc. is dedicated to providing individuals, small and large businesses, and public entities with janitorial services they can rely on. We have extensive experience servicing various facility types and industries including: medical office, medical institution, commercial, general office, retail, industrial and high-technology. Further, we customize our cleaning service to meet the needs of owners, property management firms and facility managers.

Enterprise Janitorial Inc. is a fully licensed and bonded Nevada based company serving clients in Carson City, Reno, Minden and Gardnerville.

Our professional and highly trained staff is hand selected by Ms. Arroyo ensuring that clients receive only the best janitorial talent in the area. All Janitorial staff must pass a stringent interview and background check before hire and many individuals are bi-lingual.

Some of our many happy clients include:

1. State of Nevada, Bryan Building, Carson City, NV
2. State of Nevada, Eicon Building, Carson City, NV
3. State of Nevada, Nevada State Library, Carson City, NV
4. State of Nevada, Blasdel Building, Carson City, NV

Cleaning from the Best-- Why select Enterprise Janitorial, Inc.?

1. Professional and highly trained staff. Licensed and insured.
2. Ensure staffing requirements are met or exceeded.
3. Coordinate with client and provide customized management support and planning.
4. Owner works with staff on location ensuring exceptional quality control.
5. Background check staff.
6. Single source provider. NO SUB-CONTRACTORS.
7. Bi-lingual Staff.
8. We are on-time and until job is complete.
9. Provide exceptional emergency and extra services. Available 24/7, 365-day!
10. Ensure client security protocol is adhered to.

Enterprise Janitorial, Inc. is dedicated to our clients! Our personable and professional staff works diligently to providing exemplary janitorial services on time and in budget.

We look forward to working with you.

## Length of Time Vendor

For over 16 years, Enterprise Janitorial, Inc. has been a providing clients with exceptional, white-glove janitorial services. Currently, we maintain over 365,000 square feet of building space for various facility and industry types including: medical office, medical institution, commercial, general office, retail, industrial and high-technology. Currently, we provide service to many facilities including:

1. State of Nevada, Nevada State Library, Carson City, NV: approximately 110,000 square feet.
2. Eagle Medical Center, Carson City, NV: approximately 95,500 square feet.
3. State of Nevada, Bryan Building, Carson City, NV: approximately 117,000 square feet.
4. State of Nevada, Eicon Building, Carson City, NV: approximately 29,942 square feet.
5. State of Nevada, Blasdel Building, Carson City, NV: approximately 31,816 square feet.

# 4. COMPANY BACKGROUND AND REFERENCES

## 4.1 VENDOR INFORMATION

4.1.1 Vendors must provide a company profile in the table format below.

| Question | Response |
|---|---|
| Company name: | ***Enterprise Janitorial, Inc.*** |
| Ownership (sole proprietor, partnership, etc.): | ***Domestic Corporation*** |
| State of incorporation: | ***Nevada*** |
| Date of incorporation: | ***10/31/2014*** |
| # of years in business: | ***16*** |
| List of top officers: | ***Ana Arroyo*** |
| Location of company headquarters: | ***Reno, NV*** |
| Location(s) of the company offices: | ***Reno, NV*** |
| Location(s) of the office that will provide the services described in this RFP: | ***Reno, NV*** |
| Number of employees locally with the expertise to support the requirements identified in this RFP: | ***22*** |
| Number of employees nationally with the expertise to support the requirements in this RFP: | ***NA*** |
| Location(s) from which employees will be assigned for this project: | ***Carson City and Reno, NV*** |

4.1.2 **Please be advised**, pursuant to NRS 80.010, a corporation organized pursuant to the laws of another state must register with the State of Nevada, Secretary of State's Office as a foreign corporation before a contract can be executed between the State of Nevada and the awarded vendor, unless specifically exempted by NRS 80.015.

4.1.3 The selected vendor, prior to doing business in the State of Nevada, must be appropriately licensed by the State of Nevada, Secretary of State's Office pursuant to NRS76. Information regarding the Nevada Business License can be located at http://nvsos.gov.

| Question | Response |
|---|---|
| Nevada Business License Number: | ***NV20141642364*** |
| Legal Entity Name: | ***Enterprise Janitorial, Inc.*** |

Is "Legal Entity Name" the same name as vendor is doing business as?

| Yes | *X* | No | |
|---|---|---|---|

If "No," provide explanation.

4.1.4 Vendors are cautioned that some services may contain licensing requirement(s). Vendors shall be proactive in verification of these requirements prior to proposal submittal. Proposals that do not contain the requisite licensure may be deemed non-responsive.

4.1.5 Has the vendor ever been engaged under contract by any State of Nevada agency?

| Yes | *X* | No | |
|---|---|---|---|

If "Yes," complete the following table for each State agency for whom the work was performed. Table can be duplicated for each contract being identified.

| Question | Response |
|---|---|
| Name of State agency: | ***Bryan Building*** |
| State agency contact name: | ***Sandy Quilici*** |
| Dates when services were performed: | ***Currently under contract*** |
| Type of duties performed: | ***Full janitorial services*** |
| Total dollar value of the contract: | ***$9,777.00/month*** |

| Question | Response |
|---|---|
| Name of State agency: | ***Eicon Building*** |
| State agency contact name: | ***Cheryl Warren*** |
| Dates when services were performed: | ***Currently under contract*** |
| Type of duties performed: | ***Full janitorial services*** |
| Total dollar value of the contract: | ***$2,432.82/month*** |

| Question | Response |
|---|---|
| Name of State agency: | ***Blasdel Building*** |
| State agency contact name: | ***Cheryl Warren*** |
| Dates when services were performed: | ***Currently under contract*** |
| Type of duties performed: | ***Full janitorial services*** |
| Total dollar value of the contract: | ***$2,227.12/month*** |

| Question | Response |
|---|---|
| Name of State agency: | ***Stewart Building 107*** |
| State agency contact name: | ***Cheryl Warren*** |
| Dates when services were performed: | ***Currently under contract*** |
| Type of duties performed: | ***Full janitorial services*** |
| Total dollar value of the contract: | ***$2,432.82/month*** |

| Question | Response |
|---|---|
| Name of State agency: | ***NV State Library and Archives*** |
| State agency contact name: | ***Cheryl Warren*** |
| Dates when services were performed: | ***Currently under contract*** |
| Type of duties performed: | ***Full janitorial services*** |
| Total dollar value of the contract: | ***$5,994.48/month*** |

4.1.6 Are you now or have you been within the last two (2) years an employee of the State of Nevada, or any of its agencies, departments, or divisions?

| Yes | | No | *X* |
|---|---|---|---|

If "Yes," please explain when the employee is planning to render services, while on annual leave, compensatory time, or on their own time?

If you employ (a) any person who is a current employee of an agency of the State of Nevada, or (b) any person who has been an employee of an agency of the State of Nevada within the past two (2) years, and if such person will be performing or producing the services which you will be contracted to provide under this contract, you must disclose the identity of each such person in your response to this RFP, and specify the services that each person will be expected to perform.

4.1.7 Disclosure of any significant prior or ongoing contract failures, contract breaches, civil or criminal litigation in which the vendor has been alleged to be liable or held liable in a matter involving a contract with the State of Nevada or any other governmental entity. Any pending claim or litigation occurring within the past six (6) years which may adversely affect the vendor's ability to perform or fulfill its obligations if a contract is awarded as a result of this RFP must also be disclosed.

Does any of the above apply to your company?

| Yes | | No | *X* |
|---|---|---|---|

If "Yes," please provide the following information. Table may be duplicated for each issue being identified.

| **Question** | **Response** | |
|---|---|---|
| Date of alleged contract failure or breach: | | |
| Parties involved: | | |
| Description of the contract failure, contract breach, or litigation, including the products or services involved: | | |
| Amount in controversy: | | |
| Resolution or current status of the dispute: | | |
| If the matter has resulted in a court case: | Court | Case Number |
| | | |
| Status of the litigation: | | |

4.1.8 Vendors must review the insurance requirements specified in ***Attachment E, Insurance Schedule for RFP 3256.*** Does your organization currently have or will your organization be able to provide the insurance requirements as specified in ***Attachment E.***

| Yes | *X* | No | |
|---|---|---|---|

Any exceptions and/or assumptions to the insurance requirements ***must*** be identified on ***Attachment B, Technical Proposal Certification of Compliance with Terms and Conditions of RFP.*** Exceptions and/or assumptions will be taken into consideration as part of the evaluation process; however, vendors must be specific. If vendors do not specify any exceptions and/or assumptions at time of proposal submission, the State will not consider any additional exceptions and/or assumptions during negotiations.

Upon contract award, the successful vendor ***must*** provide the Certificate of Insurance identifying the coverages as specified in ***Attachment E, Insurance Schedule for RFP 3256.***

4.1.9 Company background/history and why vendor is qualified to provide the services described in this RFP. Limit response to no more than five (5) pages.

4.1.10 Length of time vendor has been providing services described in this RFP to the public and/or private sector. Please provide a brief description.

4.1.11 Financial information and documentation to be included in ***Part III, Confidential Financial Information*** of vendor's response in accordance with ***Section 9.5, Part III – Confidential Financial Information***.

4.1.11.1 Dun and Bradstreet Number
4.1.11.2 Federal Tax Identification Number

## 4.2 SUBCONTRACTOR INFORMATION

4.2.1 Does this proposal include the use of subcontractors?

| Yes | | No | *X* |
|---|---|---|---|

If "Yes," vendor must:

4.2.1.1 Identify specific subcontractors and the specific requirements of this RFP for which each proposed subcontractor will perform services.

4.2.1.2 If any tasks are to be completed by subcontractor(s), vendors must:

A. Describe the relevant contractual arrangements;

B. Describe how the work of any subcontractor(s) will be supervised, channels of communication will be maintained and compliance with contract terms assured; and

C. Describe your previous experience with subcontractor(s).

4.2.1.3 Vendors must describe the methodology, processes and tools utilized for:

A. Selecting and qualifying appropriate subcontractors for the project/contract;

B. Ensuring subcontractor compliance with the overall performance objectives for the project;

C. Ensuring that subcontractor deliverables meet the quality objectives of the project/contract; and

D. Providing proof of payment to any subcontractor(s) used for this project/contract, if requested by the State. Proposal should include a plan by which, at the State's request, the State will be notified of such payments.

4.2.1.4 Provide the same information for any proposed subcontractors as requested in ***Section 4.1, Vendor Information***.

4.2.1.5 Business references as specified in ***Section 4.3, Business References*** must be provided for any proposed subcontractors.

4.2.1.6 Vendor shall not allow any subcontractor to commence work until all insurance required of the subcontractor is provided to the vendor.

4.2.1.7 Vendor must notify the using agency of the intended use of any subcontractors not identified within their original proposal and provide the information originally requested in the RFP in ***Section 4.2, Subcontractor Information***. The vendor must receive agency approval prior to subcontractor commencing work.

## 4.3 BUSINESS REFERENCES

4.3.1 Vendors should provide a minimum of three (3) business references from similar projects performed for private, state and/or large local government clients within the last five (5) years.

4.3.2 Vendors must provide the following information for ***every*** business reference provided by the vendor and/or subcontractor:

The "Company Name" must be the name of the proposing vendor or the vendor's proposed subcontractor.

| | | | |
|---|---|---|---|
| **Reference #:** | | | |
| **Company Name:** | | | |
| ***Identify role company will have for this RFP project (Check appropriate role below):*** | | | |
| | ***VENDOR*** | | ***SUBCONTRACTOR*** |
| Project Name: | | | |
| **Primary Contact Information** | | | |
| Name: | | | |
| Street Address: | | | |
| City, State, Zip: | | | |
| Phone, including area code: | | | |
| Facsimile, including area code: | | | |
| Email address: | | | |
| **Alternate Contact Information** | | | |
| Name: | | | |
| Street Address: | | | |
| City, State, Zip: | | | |
| Phone, including area code: | | | |
| Facsimile, including area code: | | | |
| Email address: | | | |
| **Project Information** | | | |
| Brief description of the project/contract and description of services performed, including technical environment (i.e., software applications, data communications, etc.) if applicable: | | | |
| Original Project/Contract Start Date: | | | |
| Original Project/Contract End Date: | | | |
| Original Project/Contract Value: | | | |
| Final Project/Contract Date: | | | |
| Was project/contract completed in time originally allotted, and if not, why not? | | | |
| Was project/contract completed within or under the original budget/ cost proposal, and if not, why not? | | | |

4.3.3 Vendors must also submit ***Attachment F, Reference Questionnaire*** to the business references that are identified in ***Section 4.3.2***.

4.3.4 The company identified as the business references must submit the Reference Questionnaire directly to the Purchasing Division.

4.3.5 It is the vendor's responsibility to ensure that completed forms are received by the Purchasing Division on or before the deadline as specified in ***Section 8, RFP Timeline*** for inclusion in the evaluation process. Reference Questionnaires not received, or not complete, may adversely affect the vendor's score in the evaluation process.

4.3.6 The State reserves the right to contact and verify any and all references listed regarding the quality and degree of satisfaction for such performance.

## 4.4 VENDOR STAFF RESUMES

A resume must be completed for each proposed key personnel responsible for performance under any contract resulting from this RFP per ***Attachment G, Proposed Staff Resume.***

| | | | |
|---|---|---|---|
| **Reference #:** | 1 | | |
| **Company Name:** | ***Dept. of Conservation and Natural Resources*** | | |
| ***Identify role company will have for this RFP project (Check appropriate role below):*** | | | |
| *X* | ***VENDOR*** | | ***SUBCONTRACTOR*** |
| Project Name: | ***Bryan Building*** | | |
| **Primary Contact Information** | | | |
| Name: | | ***Kelly Williams*** | |
| Street Address: | | ***901 S. Stewart St., Suite 1003*** | |
| City, State, Zip: | | ***Carson City, NV 89701*** | |
| Phone, including area code: | | ***775.684.2700*** | |
| Facsimile, including area code: | | ***775.684.2715*** | |
| Email address: | | | |
| **Alternate Contact Information** | | | |
| Name: | | | |
| Street Address: | | | |
| City, State, Zip: | | | |
| Phone, including area code: | | | |
| Facsimile, including area code: | | | |
| Email address: | | | |
| **Project Information** | | | |
| Brief description of the project/contract and description of services performed, including technical environment (i.e., software applications, data communications, etc.) if applicable: | | ***Duties include cleaning and janitorial services for Bryan Building. Sweeping, mopping, dusting, cleaning restrooms, conference rooms, break rooms, stripping and waxing, trash removal, window sills, vacuuming, conducting emergency cleaning services.*** | |
| Original Project/Contract Start Date: | | ***February 17, 2015*** | |
| Original Project/Contract End Date: | | ***Present*** | |
| Original Project/Contract Value: | | ***$9,777.00/month*** | |
| Final Project/Contract Date: | | ***July 17, 2015*** | |
| Was project/contract completed in time originally allotted, and if not, why not? | | ***Yes*** | |
| Was project/contract completed within or under the original budget/ cost proposal, and if not, why not? | | ***Yes*** | |

| | | | |
|---|---|---|---|
| **Reference #:** | 2 | | |
| **Company Name:** | ***JK Services Inc.*** | | |
| ***Identify role company will have for this RFP project (Check appropriate role below):*** | | | |
| ***X*** | ***VENDOR*** | | ***SUBCONTRACTOR*** |
| Project Name: | ***Kallemes*** | | |
| **Primary Contact Information** | | | |
| Name: | | ***Jim Kallames*** | |
| Street Address: | | ***5255 Longley Lane*** | |
| City, State, Zip: | | ***Reno, NV 89511*** | |
| Phone, including area code: | | ***775.323.8855*** | |
| Facsimile, including area code: | | ***775.323.8850*** | |
| Email address: | | ***jim@jkservicesinc.com*** | |
| **Alternate Contact Information** | | | |
| Name: | | | |
| Street Address: | | | |
| City, State, Zip: | | | |
| Phone, including area code: | | | |
| Facsimile, including area code: | | | |
| Email address: | | | |
| **Project Information** | | | |
| Brief description of the project/contract and description of services performed, including technical environment (i.e., software applications, data communications, etc.) if applicable: | | ***Duties include cleaning and janitorial services for building. Sweeping, mopping, dusting, cleaning restrooms, conference rooms, break rooms, trash removal, window sills, vacuuming, conducting emergency cleaning services.*** | |
| Original Project/Contract Start Date: | | ***2007*** | |
| Original Project/Contract End Date: | | ***Present*** | |
| Original Project/Contract Value: | | ***$1219.00*** | |
| Final Project/Contract Date: | | ***DNA*** | |
| Was project/contract completed in time originally allotted, and if not, why not? | | ***Yes*** | |
| Was project/contract completed within or under the original budget/ cost proposal, and if not, why not? | | ***Yes*** | |

| | | | |
|---|---|---|---|
| **Reference #:** | 3 | | |
| **Company Name:** | ***NAI Alliance*** | | |
| ***Identify role company will have for this RFP project (Check appropriate role below):*** | | | |
| ***X*** | ***VENDOR*** | | ***SUBCONTRACTOR*** |
| Project Name: | ***1818 College Parkway, Carson City, NV*** | | |

| | |
|---|---|
| **Primary Contact Information** | |
| Name: | ***Gary Cracker*** |
| Street Address: | ***50 W Liberty St., 4th Floor West Tower*** |
| City, State, Zip: | ***Reno, NV 89501*** |
| Phone, including area code: | ***775.336.7074*** |
| Facsimile, including area code: | ***775.336.4699*** |
| Email address: | |
| **Alternate Contact Information** | |
| Name: | |
| Street Address: | |
| City, State, Zip: | |
| Phone, including area code: | |
| Facsimile, including area code: | |
| Email address: | |
| **Project Information** | |
| Brief description of the project/contract and description of services performed, including technical environment (i.e., software applications, data communications, etc.) if applicable: | ***Duties include cleaning and janitorial services for state offices and common areas. Sweeping, mopping, dusting, cleaning restrooms, conference rooms, break rooms, stripping and waxing, trash removal, window sills, vacuuming, conducting emergency cleaning services.*** |
| Original Project/Contract Start Date: | ***2001*** |
| Original Project/Contract End Date: | ***Present*** |
| Original Project/Contract Value: | ***$2,275.00/month*** |
| Final Project/Contract Date: | ***DNA*** |
| Was project/contract completed in time originally allotted, and if not, why not? | ***Yes*** |
| Was project/contract completed within or under the original budget/ cost proposal, and if not, why not? | ***Yes*** |

BRIAN SANDOVAL
*Governor*

LEO M. DROZDOFF, P.E.
*Director*

State of Nevada
Department of Conservation and Natural Resources
Office of the Director
901 S. Stewart Street, Suite 1003
Carson City, Nevada 89701-5244
Telephone (775) 684-2700
Facsimile (775) 684-2715
www.dcnr.nv.gov

KAY SCHERER
*Deputy Director*

Division of Environmental Protection
Division of Forestry
Division of State Lands
Division of State Parks
Division of Water Resources
Conservation Districts Program
Natural Heritage Program
State Historic Preservation Office

**STATE OF NEVADA**
**Department of Conservation and Natural Resources**

August 4, 2016

Letter of Recommendation for Enterprise Janitorial Service

Dear Sir or Madam:

I would like to recommend the cleaning business of Enterprise Janitorial Service. This company has done a professional and first-rate job of cleaning the Richard H. Bryan Building.

The staff makes sure the trash is emptied, the vacuuming is done regularly, and the bathrooms are kept sanitary and clean. Any special requests are taken care of quickly and the staff are friendly and helpful.

I am happy to have Enterprise Janitorial Service as our janitorial provider and I recommend them highly.

Sincerely,

Kelly M. Williams

Kelly Williams
ASO IV

J.K. Services, Inc.
Accounting • Financial Consulting • Business Management • Taxes

January 8, 2016

To Whom It May Concern:

Enterprise Janitorial, Inc. (Ana Arroyo) has provided janitorial services to us for the past 9 years. Ana and her staff have always been professional, courteous and efficient. They have always accommodated any requests or changes that we have had and there work product is excellent. I highly recommend Enterprise Janitorial, Inc. If you would like to contact me please call my offices at (775) 323-8855

Sincerely,

Jim Kellames
President

3810 Desert Fox Drive • Sparks, NV 89436
Office: (775) 323-8855 • Fax: 323-8850 • Website: www.jkservicesinc.com • Email: jim@jkservicesinc.com

NAI Alliance
Commercial Real Estate Services, Worldwide.

tel 775 336 4600
property mgt 775 336 4680
fax 775 336 4699
www.naialliance.com

50 West Liberty Street
4th Floor West Tower
Reno NV 89501

To whom it may concern:

NAI Alliance Commercial REMS, property managers for the office building at 1818 E. College Parkway, have used Enterprise Janitorial for several years now and have been very pleased with the level of service that they provide.

We would recommend their service to other prospective clients.

Sincerely,

**Adam Clark**

Project Coordinator

Licensed Property Manager | Property Management Group

50 West Liberty Street

4th Floor West Tower | Reno, NV 89501

Tel 775.336.4624 | Fax 775.336.4699
aclark@naialliance.com | www.naialliance.com

Build on the power of our network

ENTERPRISE JANITORIAL INC.

# Attachment G

# Proposed Staff Resume (s)

# PROPOSED STAFF RESUME FOR RFP 3256

***A resume must be completed for all KEY proposed prime contractor staff and proposed subcontractor staff.***

| **Company Name Submitting Proposal:** | ***Enterprise Janitorial, Inc.*** |
|---|---|

***Check the appropriate box as to whether the proposed individual is prime contractor staff or subcontractor staff.***

| **Contractor:** | | **Subcontractor:** | |
|---|---|---|---|

***The following information requested pertains to the individual being proposed for this project.***

| **Name:** | ***Ana Arroyo*** | | **Key Personnel: (Yes/No)** | ***Yes*** |
|---|---|---|---|---|
| **Individual's Title:** | ***President/Owner*** | | | |
| **# of Years in Classification:** | ***16 Years*** | **# of Years with Firm:** | | ***16 Years*** |

## BRIEF SUMMARY OF PROFESSIONAL EXPERIENCE

***Information should include a brief summary of the proposed individual's professional experience.***

Ana Arroyo is the President/Owner of Enterprise Janitorial Inc.. She is responsible for supervision and management of all operations of the company for the last 16 years. She ensures that all employees perform janitorial duties for each project to our high cleaning and ethical standards. She conducts all quality control and daily inspections of contracts to ensure all contract work is done with in compliance and to our high standards. She enforces MSDS, staff meetings, on-site inspections and on-site services as needed. Ana acts as Human Resource and Payroll Manager. She ensures that all employees conduct themselves in a legal manner and conducts all background checks. Additionally, she manages payroll, employee hiring/termination etc.

## RELEVANT EXPERIENCE

***Information required should include: timeframe, company name, company location, position title held during the term of the contract/project and details of contract/project.***

| | |
|---|---|
| Timeframe: | 2014 to Present |
| Company: | State of Nevada, Bryan Building |
| Location: | 901 S. Stewart St.<br>Carson City, Nevada 89701 |
| Title: | President/Owner/Supervisor/Janitor |
| Details: | Full janitorial cleaning of building 5 days a week. |
| Timeframe: | 2001 to Present |
| Company: | NAI Alliance – Property Management |
| Location: | Building Location: 1818 College Parkway<br>Carson City, Nevada 89706 |
| Title: | President/Owner/Supervisor/Janitor |
| Details: | Full janitorial cleaning of building 5 days a week. |
| Timeframe: | 2008 to Present |
| Company: | Ramac Industry |
| Location: | 2527 Aviation Way<br>Minden, Nevada 89423 |
| Title: | President/Owner/Supervisor/Janitor |
| Details: | Full janitorial cleaning weekly. |

| | |
|---|---|
| Timeframe: | 2001 to Present |
| Company: | Eagle Medical Center |
| Location: | 2874 N. Carson Street<br>Carson City, Nevada 89706 |
| Title: | President/Owner/Supervisor/Janitor |
| Details: | Full janitorial cleaning of building 5 days a week. |

| | |
|---|---|
| Timeframe: | 2005 to Present |
| Company: | Mark Funke, DDS |
| Location: | 1898 College Parkway<br>Carson City, NV 89706 |
| Title: | President/Owner/Supervisor/Janitor |
| Details: | Full janitorial cleaning weekly. |

| | |
|---|---|
| Timeframe: | 2005 to Present |
| Company: | JK Services Inc. |
| Location: | 5255 Longley Lane<br>Reno, NV 89511 |
| Title: | President/Owner/Supervisor/Janitor |
| Details: | Full janitorial cleaning weekly. |

## EDUCATION

***Information required should include: institution name, city, state, degree and/or Achievement and date completed/received.***

High School Graduate
Some College (WNC) Data Input Certification

## CERTIFICATIONS

***Information required should include: type of certification and date completed/received.***

Wood Floor Cleaning Certification
Bio Hazard Certification

## REFERENCES

***A minimum of three (3) references are required, including name, title, organization, phone number, fax number and email address.***

1. Sandy Quilici
   Supervisor
   901 S. Stewart St.
   Carson City, NV 89701
   775.684.2700 (o)
   775.684.2715 (f)
   squilici@dcnr.nv.gov

2. Gary Cracker
   Supervisor
   NAI Alliance
   50 W Liberty St. 4th Floor, West Tower
   Reno, NV 89501
   775.336.7074 (o)

775.336.4699 (f)
775.690.8777 (c)
gcracker@naialliance.com

3. Cheryl Evans
   Property Manager
   Eagle Medical Center
   2874 N. Carson Street
   Carson City, Nevada 89706
   775.546.2890 (o)
   775.690.1056 (c)
   cevans@naialliance.com

4. Jeri Lyn
   Supervisor
   Ramac Industry
   2527 Aviation Way
   Minden, Nevada 89423
   775.267.2300 ext 253 (o)
   775.267.2226 (f)
   jerilyn@ramac.com

5. Chantel Funke
   Office Manager
   1898 College Parkway
   Carson City, NV 89706
   775.882.5525 (o)
   775.882.5527 (f)
   775.230.1418 (c)
   mcfunkehome@sbcglobal.net

6. Jim Kallames
   Owner
   5255 Longley Lane
   Reno, NV 89511
   775.323.8855 (o)
   775.323.8850 (f)
   775.813.2646 (c)
   jim@jkservicesinc.com

# PROPOSED STAFF RESUME FOR RFP 3256

***A resume must be completed for all KEY proposed prime contractor staff and proposed subcontractor staff.***

| | |
|---|---|
| **Company Name Submitting Proposal:** | ***Enterprise Janitorial, Inc.*** |

***Check the appropriate box as to whether the proposed individual is prime contractor staff or subcontractor staff.***

| | | | |
|---|---|---|---|
| **Contractor:** | | **Subcontractor:** | |

***The following information requested pertains to the individual being proposed for this project.***

| | | | |
|---|---|---|---|
| **Name:** | ***Antonio Arroyo*** | **Key Personnel: (Yes/No)** | ***Yes*** |
| **Individual's Title:** | ***Employee-Janitor*** | | |
| **# of Years in Classification:** | ***2.5 Years*** | **# of Years with Firm:** | ***2.5 Years*** |

## BRIEF SUMMARY OF PROFESSIONAL EXPERIENCE

***Information should include a brief summary of the proposed individual's professional experience.***

Antonio Arroyo is an employee for Enterprise Janitorial, Inc.. His main duties include: restroom and break room cleaning, empty trash, dust furniture, vacuum, mop floors, clean window sills, elevators, and change all disposables.

## RELEVANT EXPERIENCE

***Information required should include: timeframe, company name, company location, position title held during the term of the contract/project and details of contract/project.***

| | |
|---|---|
| Timeframe: | 2016 to Present |
| Company: | State of Nevada, Library and Archives |
| Location: | 100 Stewart St.<br>Carson City, Nevada 89701 |
| Title: | Supervisor/Janitor |
| Details: | Full janitorial cleaning of building 5 days a week. |

## EDUCATION

***Information required should include: institution name, city, state, degree and/or Achievement and date completed/received.***

High School Graduate

## CERTIFICATIONS

***Information required should include: type of certification and date completed/received.***

## REFERENCES

***A minimum of three (3) references are required, including name, title, organization, phone number, fax number and email address.***

1. Cheryl Warren
   Supervisor
   State of Nevada
   515 E Musser St, Suite 300
   Carson City, NV 89701
   775.684.1819 (o)
   775.684.1821 (f)
   775.690.3546 (c)
   cwarren@admin.nv.gov

# PROPOSED STAFF RESUME FOR RFP 3256

***A resume must be completed for all KEY proposed prime contractor staff and proposed subcontractor staff.***

| **Company Name Submitting Proposal:** | ***Enterprise Janitorial, Inc.*** |
|---|---|

***Check the appropriate box as to whether the proposed individual is prime contractor staff or subcontractor staff.***

| **Contractor:** | | **Subcontractor:** | |
|---|---|---|---|

***The following information requested pertains to the individual being proposed for this project.***

| **Name:** | ***Celia Rayo*** | | **Key Personnel: (Yes/No)** | ***Yes*** |
|---|---|---|---|---|
| **Individual's Title:** | ***Employee-Janitor*** | | | |
| **# of Years in Classification:** | ***1.5 Years*** | **# of Years with Firm:** | | ***1.5 Years*** |

## BRIEF SUMMARY OF PROFESSIONAL EXPERIENCE

***Information should include a brief summary of the proposed individual's professional experience.***

Celia Rayo is an employee for Enterprise Janitorial, Inc.. Her main duties include: restroom and break room cleaning, empty trash, dust furniture, vacuum, mop floors, clean window sills, elevators, and change all disposables.

## RELEVANT EXPERIENCE

***Information required should include: timeframe, company name, company location, position title held during the term of the contract/project and details of contract/project.***

Timeframe: 2013 to Present
Company: NAI Alliance – Property Management
Location: Building Location: 1818 College Parkway
Carson City, Nevada 89706
Title: Employee-Janitor
Details: Full janitorial cleaning of building 5 days a week.

Timeframe: 2013 to Present
Company: Ramac Industry
Location: 2527 Aviation Way
Minden, Nevada 89423
Title: Employee-Janitor
Details: Full janitorial cleaning weekly.

Timeframe: 2013 to Present
Company: Eagle Medical Center
Location: 2874 N. Carson Street
Carson City, Nevada 89706
Title: Employee-Janitor
Details: Full janitorial cleaning of building 5 days a week.

Timeframe: 2013 to Present
Company: Pacific Radomes Inc.
Location: 2543 Precision Dr.
Minden, NV 89423
Title: Employee-Janitor
Details: Full janitorial cleaning of building 5 days a week.

## EDUCATION

***Information required should include: institution name, city, state, degree and/or Achievement and date completed/received.***

High School Graduate

## CERTIFICATIONS

***Information required should include: type of certification and date completed/received.***

## REFERENCES

***A minimum of three (3) references are required, including name, title, organization, phone number, fax number and email address.***

1. Gary Cracker
   Supervisor
   NAI Alliance
   50 W Liberty St. 4th Floor, West Tower
   Reno, NV 89501
   775.336.7074 (o)
   775.336.4699 (f)
   775.690.8777 (c)
   gcracker@naialliance.com

2. Cheryl Evans
   Property Manager
   Eagle Medical Center
   2874 N. Carson Street
   Carson City, Nevada 89706
   775.546.2890 (o)
   775.690.1056 (c)
   cevans@naialliance.com

3. Jeri Lyn
   Supervisor
   Ramac Industry
   2527 Aviation Way
   Minden, Nevada 89423
   775.267.2300 ext 253 (o)
   775.267.2226 (f)
   jerilyn@ramac.com

4. John Burke
   President
   Pacific Radomes, Inc.
   2543 Precision Dr.
   Minden, NV 89423
   775.267.5480 (o)
   775.267.4826 (f)
   johnb@pacificradome.com

# PROPOSED STAFF RESUME FOR RFP 3256

***A resume must be completed for all KEY proposed prime contractor staff and proposed subcontractor staff.***

| | |
|---|---|
| **Company Name Submitting Proposal:** | ***Enterprise Janitorial, Inc.*** |

***Check the appropriate box as to whether the proposed individual is prime contractor staff or subcontractor staff.***

| | | | |
|---|---|---|---|
| **Contractor:** | | **Subcontractor:** | |

***The following information requested pertains to the individual being proposed for this project.***

| | | | |
|---|---|---|---|
| **Name:** | ***Daniela Guetierrez*** | **Key Personnel: (Yes/No)** | ***Yes*** |
| **Individual's Title:** | ***Supervisor*** | | |
| **# of Years in Classification:** | ***2.3 Years*** | **# of Years with Firm:** | ***2.3 Years*** |

## BRIEF SUMMARY OF PROFESSIONAL EXPERIENCE

***Information should include a brief summary of the proposed individual's professional experience.***

Daniela Guetierrez is a supervisor for Enterprise Janitorial, Inc.. Her main duties include: restroom and break room cleaning, empty trash, dust furniture, vacuum, mop floors, clean window sills, elevators, and change all disposables. Additionally, she is responsible for all supplies, quality control and employees.

## RELEVANT EXPERIENCE

***Information required should include: timeframe, company name, company location, position title held during the term of the contract/project and details of contract/project.***

| | |
|---|---|
| Timeframe: | 2014 to Present |
| Company: | State of Nevada, Bryan Building |
| Location: | 901 S. Stewart St.<br>Carson City, Nevada 89701 |
| Title: | Employee-Janitor-Supervisor |
| Details: | Full janitorial cleaning of building 5 days a week. |

| | |
|---|---|
| Timeframe: | 2013 to Present |
| Company: | NAI Alliance – Property Management |
| Location: | Building Location: 1818 College Parkway<br>Carson City, Nevada 89706 |
| Title: | Employee-Janitor-Supervisor |
| Details: | Full janitorial cleaning of building 5 days a week. |

| | |
|---|---|
| Timeframe: | 2013 to Present |
| Company: | Mark Funke, DDS |
| Location: | 1898 College Parkway<br>Carson City, NV 89706 |
| Title: | Employee-Janitor-Supervisor |
| Details: | Full janitorial cleaning weekly. |

## EDUCATION

***Information required should include: institution name, city, state, degree and/or Achievement and date completed/received.***

High School Graduate

## REFERENCES

***A minimum of three (3) references are required, including name, title, organization, phone number, fax number and email address.***

1. Sandy Quilici
   Supervisor
   901 S. Stewart St.
   Carson City, NV 89701
   775.684.2700 (o)
   775.684.2715 (f)
   squilici@dcnr.nv.gov

2. Gary Cracker
   Supervisor
   NAI Alliance
   50 W Liberty St. 4th Floor, West Tower
   Reno, NV 89501
   775.336.7074 (o)
   775.336.4699 (f)
   775.690.8777 (c)
   gcracker@naialliance.com

3. Chantel Funke
   Office Manager
   1898 College Parkway
   Carson City, NV 89706
   775.882.5525 (o)
   775.882.5527 (f)
   775.230.1418 (c)
   mcfunkehome@sbcglobal.net

# PROPOSED STAFF RESUME FOR RFP 3256

***A resume must be completed for all KEY proposed prime contractor staff and proposed subcontractor staff.***

| **Company Name Submitting Proposal:** | ***Enterprise Janitorial, Inc.*** |
|---|---|

***Check the appropriate box as to whether the proposed individual is prime contractor staff or subcontractor staff.***

| **Contractor:** | | **Subcontractor:** | |
|---|---|---|---|

***The following information requested pertains to the individual being proposed for this project.***

| **Name:** | ***Gabriela Sanchez*** | | **Key Personnel: (Yes/No)** | ***Yes*** |
|---|---|---|---|---|
| **Individual's Title:** | ***Assistant Manager*** | | | |
| **# of Years in Classification:** | ***7 Years*** | **# of Years with Firm:** | | ***7.5 Years*** |

## BRIEF SUMMARY OF PROFESSIONAL EXPERIENCE

***Information should include a brief summary of the proposed individual's professional experience.***

Gabriela Sanchez has been responsible for the daily operations of Enterprise Janitorial, Inc. for over 7 years. She ensures that all employees perform janitorial duties for each project to our high cleaning and ethical standards. She started in an entry level position and moved up to management due to her attention to detail and hard work.

## RELEVANT EXPERIENCE

***Information required should include: timeframe, company name, company location, position title held during the term of the contract/project and details of contract/project.***

Timeframe: 2009 to Present
Company: NAI Alliance – Property Management
Location: Building Location: 1818 College Parkway
Carson City, Nevada 89706
Title: Supervisor
Details: Full janitorial cleaning of building 5 days a week.

Timeframe: 2008 to Present
Company: Ramac Industry
Location: 2527 Aviation Way
Minden, Nevada 89423
Title: Supervisor
Details: Full janitorial cleaning weekly.

Timeframe: 2001 to Present
Company: Eagle Medical Center
Location: 2874 N. Carson Street
Carson City, Nevada 89706
Title: Janitor/Supervisor
Details: Full janitorial cleaning of building 5 days a week.

## EDUCATION

***Information required should include: institution name, city, state, degree and/or Achievement and date completed/received.***

High School Graduate

## CERTIFICATIONS

***Information required should include: type of certification and date completed/received.***

Wood Floor Cleaning Certification

## REFERENCES

***A minimum of three (3) references are required, including name, title, organization, phone number, fax number and email address.***

1. Gary Cracker
   Supervisor
   NAI Alliance
   50 W Liberty St. 4th Floor, West Tower
   Reno, NV 89501
   775.336.7074 (o)
   775.336.4699 (f)
   775.690.8777 (c)
   gcracker@naialliance.com

2. Cheryl Evans
   Property Manager
   Eagle Medical Center
   2874 N. Carson Street
   Carson City, Nevada 89706
   775.546.2890 (o)
   775.690.1056 (c)
   cevans@naialliance.com

3. Jeri Lyn
   Supervisor
   Ramac Industry
   2527 Aviation Way
   Minden, Nevada 89423
   775.267.2300 ext 253 (o)
   775.267.2226 (f)
   jerilyn@ramac.com

# PROPOSED STAFF RESUME FOR RFP 3256

***A resume must be completed for all KEY proposed prime contractor staff and proposed subcontractor staff.***

| | |
|---|---|
| **Company Name Submitting Proposal:** | ***Enterprise Janitorial, Inc.*** |

***Check the appropriate box as to whether the proposed individual is prime contractor staff or subcontractor staff.***

| | | | |
|---|---|---|---|
| **Contractor:** | | **Subcontractor:** | |

***The following information requested pertains to the individual being proposed for this project.***

| | | | |
|---|---|---|---|
| **Name:** | ***Maria Becerra*** | **Key Personnel: (Yes/No)** | ***Yes*** |
| **Individual's Title:** | ***Employee-Janitor*** | | |
| **# of Years in Classification:** | ***1.5 Years*** | **# of Years with Firm:** | ***1.5 Years*** |

## BRIEF SUMMARY OF PROFESSIONAL EXPERIENCE

***Information should include a brief summary of the proposed individual's professional experience.***

Maria Becerra is an employee for Enterprise Janitorial, Inc.. Her main duties include: restroom and break room cleaning, empty trash, dust furniture, vacuum, mop floors, clean window sills, elevators, and change all disposables.

## RELEVANT EXPERIENCE

***Information required should include: timeframe, company name, company location, position title held during the term of the contract/project and details of contract/project.***

| | |
|---|---|
| Timeframe: | 2016 to Present |
| Company: | State of Nevada, EICON Building |
| Location: | 515 E Musser St.<br>Carson City, Nevada 89701 |
| Title: | Janitor |
| Details: | Full janitorial cleaning of building 5 days a week. |

## EDUCATION

***Information required should include: institution name, city, state, degree and/or Achievement and date completed/received.***

High School Graduate

## CERTIFICATIONS

***Information required should include: type of certification and date completed/received.***

## REFERENCES

***A minimum of three (3) references are required, including name, title, organization, phone number, fax number and email address.***

1. Cheryl Warren
   Supervisor
   State of Nevada
   515 E Musser St, Suite 300
   Carson City, NV 89701
   775.684.1819 (o)
   775.684.1821 (f)
   775.690.3546 (c)
   cwarren@admin.nv.gov

# PROPOSED STAFF RESUME FOR RFP 3256

***A resume must be completed for all KEY proposed prime contractor staff and proposed subcontractor staff.***

| **Company Name Submitting Proposal:** | ***Enterprise Janitorial, Inc.*** |
|---|---|

***Check the appropriate box as to whether the proposed individual is prime contractor staff or subcontractor staff.***

| **Contractor:** | | **Subcontractor:** | |
|---|---|---|---|

***The following information requested pertains to the individual being proposed for this project.***

| **Name:** | ***Maria Caluto*** | | **Key Personnel: (Yes/No)** | ***Yes*** |
|---|---|---|---|---|
| **Individual's Title:** | ***Employee-Janitor*** | | | |
| **# of Years in Classification:** | ***2 Years*** | **# of Years with Firm:** | | ***2 Years*** |

## BRIEF SUMMARY OF PROFESSIONAL EXPERIENCE

***Information should include a brief summary of the proposed individual's professional experience.***

Maria Caluto is an employee for Enterprise Janitorial, Inc.. Her main duties include: restroom and break room cleaning, empty trash, dust furniture, vacuum, mop floors, clean window sills, elevators, and change all disposables.

## RELEVANT EXPERIENCE

***Information required should include: timeframe, company name, company location, position title held during the term of the contract/project and details of contract/project.***

Timeframe: 2013 to Present
Company: NAI Alliance – Property Management
Location: Building Location: 1818 College Parkway
Carson City, Nevada 89706
Title: Employee-Janitor
Details: Full janitorial cleaning of building 5 days a week.

Timeframe: 2013 to Present
Company: Ramac Industry
Location: 2527 Aviation Way
Minden, Nevada 89423
Title: Employee-Janitor
Details: Full janitorial cleaning weekly.

Timeframe: 2013 to Present
Company: Eagle Medical Center
Location: 2874 N. Carson Street
Carson City, Nevada 89706
Title: Employee-Janitor
Details: Full janitorial cleaning of building 5 days a week.

Timeframe: 2013 to Present
Company: Pacific Radomes Inc.
Location: 2543 Precision Dr.
Minden, NV 89423
Title: Employee-Janitor
Details: Full janitorial cleaning of building 5 days a week.

## EDUCATION

***Information required should include: institution name, city, state, degree and/or Achievement and date completed/received.***

High School Graduate

## CERTIFICATIONS

***Information required should include: type of certification and date completed/received.***

## REFERENCES

***A minimum of three (3) references are required, including name, title, organization, phone number, fax number and email address.***

1. Gary Cracker
   Supervisor
   NAI Alliance
   50 W Liberty St. 4th Floor, West Tower
   Reno, NV 89501
   775.336.7074 (o)
   775.336.4699 (f)
   775.690.8777 (c)
   gcracker@naialliance.com

2. Cheryl Evans
   Property Manager
   Eagle Medical Center
   2874 N. Carson Street
   Carson City, Nevada 89706
   775.546.2890 (o)
   775.690.1056 (c)
   cevans@naialliance.com

3. Jeri Lyn
   Supervisor
   Ramac Industry
   2527 Aviation Way
   Minden, Nevada 89423
   775.267.2300 ext 253 (o)
   775.267.2226 (f)
   jerilyn@ramac.com

4. John Burke
   President
   Pacific Radomes, Inc.
   2543 Precision Dr.
   Minden, NV 89423
   775.267.5480 (o)
   775.267.4826 (f)
   johnb@pacificradome.com

# PROPOSED STAFF RESUME FOR RFP 3256

***A resume must be completed for all KEY proposed prime contractor staff and proposed subcontractor staff.***

| **Company Name Submitting Proposal:** | ***Enterprise Janitorial, Inc.*** |
|---|---|

***Check the appropriate box as to whether the proposed individual is prime contractor staff or subcontractor staff.***

| **Contractor:** | | **Subcontractor:** | |
|---|---|---|---|

***The following information requested pertains to the individual being proposed for this project.***

| **Name:** | ***Ninoska Del Razo*** | | **Key Personnel: (Yes/No)** | ***Yes*** |
|---|---|---|---|---|
| **Individual's Title:** | ***Employee-Janitor*** | | | |
| **# of Years in Classification:** | ***7 Years*** | **# of Years with Firm:** | | ***7 Years*** |

## BRIEF SUMMARY OF PROFESSIONAL EXPERIENCE

***Information should include a brief summary of the proposed individual's professional experience.***

Ninoska Del Razo is an employee-janitor for Enterprise Janitorial, Inc.. Her main duties include: restroom and break room cleaning, empty trash, dust furniture, vacuum, mop floors, clean window sills, elevators, and change all disposables.

## RELEVANT EXPERIENCE

***Information required should include: timeframe, company name, company location, position title held during the term of the contract/project and details of contract/project.***

Timeframe: 2013 to Present
Company: NAI Alliance – Property Management
Location: Building Location: 1818 College Parkway
Carson City, Nevada 89706
Title: Employee-Janitor-Supervisor
Details: Full janitorial cleaning of building 5 days a week.

Timeframe: 2013 to Present
Company: Mark Funke, DDS
Location: 1898 College Parkway
Carson City, NV 89706
Title: Employee-Janitor-Supervisor
Details: Full janitorial cleaning weekly.

## EDUCATION

***Information required should include: institution name, city, state, degree and/or Achievement and date completed/received.***

High School Graduate

## CERTIFICATIONS

***Information required should include: type of certification and date completed/received.***

Babysitter and CPR

## REFERENCES

***A minimum of three (3) references are required, including name, title, organization, phone number, fax number and email address.***

1. Gary Cracker
   Supervisor
   NAI Alliance
   50 W Liberty St. 4th Floor, West Tower
   Reno, NV 89501
   775.336.7074 (o)
   775.336.4699 (f)
   775.690.8777 (c)
   gcracker@naialliance.com

2. Chantel Funke
   Office Manager
   1898 College Parkway
   Carson City, NV 89706
   775.882.5525 (o)
   775.882.5527 (f)
   775.230.1418 (c)
   mcfunkehome@sbcglobal.net

# PROPOSED STAFF RESUME FOR RFP 3256

***A resume must be completed for all KEY proposed prime contractor staff and proposed subcontractor staff.***

| **Company Name Submitting Proposal:** | ***Enterprise Janitorial, Inc.*** |
|---|---|

***Check the appropriate box as to whether the proposed individual is prime contractor staff or subcontractor staff.***

| **Contractor:** | | **Subcontractor:** | |
|---|---|---|---|

***The following information requested pertains to the individual being proposed for this project.***

| **Name:** | ***Raquel Gutierrez*** | | **Key Personnel: (Yes/No)** | ***Yes*** |
|---|---|---|---|---|
| **Individual's Title:** | ***Employee-Janitor*** | | | |
| **# of Years in Classification:** | ***2 Years*** | **# of Years with Firm:** | | ***2 Years*** |

## BRIEF SUMMARY OF PROFESSIONAL EXPERIENCE

***Information should include a brief summary of the proposed individual's professional experience.***

Raquel Gutierrez is an employee-janitor for Enterprise Janitorial, Inc.. Her main duties include: restroom and break room cleaning, empty trash, dust furniture, vacuum, mop floors, clean window sills, elevators, and change all disposables.

## RELEVANT EXPERIENCE

***Information required should include: timeframe, company name, company location, position title held during the term of the contract/project and details of contract/project.***

| | |
|---|---|
| Timeframe: | 2014 to Present |
| Company: | State of Nevada, Bryan Building |
| Location: | 901 S. Stewart St.<br>Carson City, Nevada 89701 |
| Title: | Employee-Janitor-Supervisor |
| Details: | Full janitorial cleaning of building 5 days a week. |

| | |
|---|---|
| Timeframe: | 2013 to Present |
| Company: | NAI Alliance – Property Management |
| Location: | Building Location: 1818 College Parkway<br>Carson City, Nevada 89706 |
| Title: | Employee-Janitor-Supervisor |
| Details: | Full janitorial cleaning of building 5 days a week. |

| | |
|---|---|
| Timeframe: | 2013 to Present |
| Company: | Mark Funke, DDS |
| Location: | 1898 College Parkway<br>Carson City, NV 89706 |
| Title: | Employee-Janitor-Supervisor |
| Details: | Full janitorial cleaning weekly. |

## EDUCATION

***Information required should include: institution name, city, state, degree and/or Achievement and date completed/received.***

High School Graduate

## CERTIFICATIONS

***Information required should include: type of certification and date completed/received.***

## REFERENCES

***A minimum of three (3) references are required, including name, title, organization, phone number, fax number and email address.***

1. Sandy Quilici
   Supervisor
   901 S. Stewart St.
   Carson City, NV 89701
   775.684.2700 (o)
   775.684.2715 (f)
   squilici@dcnr.nv.gov

2. Gary Cracker
   Supervisor
   NAI Alliance
   50 W Liberty St. 4th Floor, West Tower
   Reno, NV 89501
   775.336.7074 (o)
   775.336.4699 (f)
   775.690.8777 (c)
   gcracker@naialliance.com

3. Chantel Funke
   Office Manager
   1898 College Parkway
   Carson City, NV 89706
   775.882.5525 (o)
   775.882.5527 (f)
   775.230.1418 (c)
   mcfunkehome@sbcglobal.net

# PROPOSED STAFF RESUME FOR RFP 3256

***A resume must be completed for all KEY proposed prime contractor staff and proposed subcontractor staff.***

| | |
|---|---|
| **Company Name Submitting Proposal:** | ***Enterprise Janitorial, Inc.*** |

***Check the appropriate box as to whether the proposed individual is prime contractor staff or subcontractor staff.***

| | | | |
|---|---|---|---|
| **Contractor:** | | **Subcontractor:** | |

***The following information requested pertains to the individual being proposed for this project.***

| | | | |
|---|---|---|---|
| **Name:** | ***Sofia Gutierrez*** | **Key Personnel: (Yes/No)** | ***Yes*** |
| **Individual's Title:** | ***Employee-Janitor*** | | |
| **# of Years in Classification:** | ***2 Years*** | **# of Years with Firm:** | ***2 Years*** |

## BRIEF SUMMARY OF PROFESSIONAL EXPERIENCE

***Information should include a brief summary of the proposed individual's professional experience.***

Sofia Gutierrez is an employee-janitor for Enterprise Janitorial, Inc.. Her main duties include: restroom and break room cleaning, empty trash, dust furniture, vacuum, mop floors, clean window sills, elevators, and change all disposables.

## RELEVANT EXPERIENCE

***Information required should include: timeframe, company name, company location, position title held during the term of the contract/project and details of contract/project.***

| | |
|---|---|
| Timeframe: | 2014 to Present |
| Company: | State of Nevada, Bryan Building |
| Location: | 901 S. Stewart St.<br>Carson City, Nevada 89701 |
| Title: | Employee-Janitor-Supervisor |
| Details: | Full janitorial cleaning of building 5 days a week. |

| | |
|---|---|
| Timeframe: | 2015 to Present |
| Company: | State of Nevada, Library and Archives |
| Location: | Building Location: 100 Stewart St.<br>Carson City, Nevada 89701 |
| Title: | Employee-Janitor-Supervisor |
| Details: | Full janitorial cleaning of building 5 days a week. |

## EDUCATION

***Information required should include: institution name, city, state, degree and/or Achievement and date completed/received.***

High School Graduate

## CERTIFICATIONS

***Information required should include: type of certification and date completed/received.***

## REFERENCES

***A minimum of three (3) references are required, including name, title, organization, phone number, fax number and email address.***

1. Sandy Quilici
   Supervisor
   901 S. Stewart St.
   Carson City, NV 89701
   775.684.2700 (o)
   775.684.2715 (f)
   squilici@dcnr.nv.gov

2. Cheryl Warren
   Supervisor
   State of Nevada
   515 E Musser St, Suite 300
   Carson City, NV 89701
   775.684.1819 (o)
   775.684.1821 (f)
   775.690.3546 (c)
   cwarren@admin.nv.gov

ENTERPRISE
JANITORIAL INC.

# Other Information

# Material

## ATTACHMENT K – PRE-REGISTRATION FORM

## RFP 3256 JANITORIAL SERVICES FOR NEVADA STATE LIBRARY AND ARCHIVES

**100 Stewart Street, Carson City, Nevada**
**Wednesday, June 29, 2016 @ 9:00 AM**

***MANDATORY* PRE-PROPOSAL WALK-THROUGH**

**This form MUST be completed and returned**
**no later than June 24, 2016 @ 5:00 P.M.**

Return completed form to:
Marcy Troescher
Nevada State Purchasing Division
Email: mtroescher@admin.nv.gov
Fax (775) 684-0188

Name of Company represented: **Enterprise Janitorial, Inc.**

Name of person(s) attending site visit: **Ana Arroyo**
*(maximum – 2 persons/company)*

Phone number: **775.691.2939**

Fax number: **775.350.7593**

Email: **Ana@EnterpriseJanitorial.com**

- Vendors MUST pre-register **and** must attend the site visit if they wish to propose.
- Vendors must sign in at the location to be given credit for attendance.

## 12. SUBMISSION CHECKLIST

This checklist is provided for vendor's convenience only and identifies documents that must be submitted with each package in order to be considered responsive. Any proposals received without these requisite documents may be deemed non-responsive and not considered for contract award.

| Part I A– Technical Proposal Submission Requirements | | Completed |
|---|---|---|
| Required number of Technical Proposals per submission requirements | | ✓ |
| Tab I | Title Page | ✓ |
| Tab II | Table of Contents | ✓ |
| Tab III | Vendor Information Sheet | ✓ |
| Tab IV | State Documents | ✓ |
| Tab V | Attachment B – Technical Proposal Certification of Compliance with Terms and Conditions of RFP | ✓ |
| Tab VI | Section 3 – Scope of Work | ✓ |
| Tab VII | Section 4 – Company Background and References | ✓ |
| Tab VIII | Attachment G – Proposed Staff Resume(s) | ✓ |
| Tab IX | Other Informational Material | ✓ |
| **Part I B – Confidential Technical Submission Requirements** | | |
| Required number of Confidential Technical Proposals per submission requirements | | DNA |
| Tab I | Title Page | DNA |
| Tabs | Appropriate tabs and information that cross reference back to the technical proposal | DNA |
| **Part II – Cost Proposal Submission Requirements** | | |
| Required number of Cost Proposals per submission requirements | | ✓ |
| Tab I | Title Page | ✓ |
| Tab II | Cost Proposal | ✓ |
| Tab III | Attachment I - Cost Proposal Certification of Compliance with Terms and Conditions of RFP | ✓ |
| **Part III – Confidential Financial Information Submission Requirements** | | |
| Required number of Confidential Financial Proposals per submission requirements | | ✓ |
| Tab I | Title Page | ✓ |
| Tab II | Financial Information and Documentation | ✓ |
| **CDs Required** | | |
| One (1) | Master CD with the technical and cost proposal contents only | ✓ |
| One (1) | Public Records CD with the technical and cost proposal contents only | ✓ |
| **Reference Questionnaire Reminders** | | |
| Send out Reference Forms for Vendor (with Part A completed) | | ✓ |
| Send out Reference Forms for proposed Subcontractors (with Part A and Part B completed, if applicable) | | ✓ |

# Bloodborne Pathogens

ProTrainings hereby certifies that

## ANA PIERROTT

has successfully completed Bloodborne Pathogens Training consistent with OSHA Bloodborne Pathogens Standard 29 CFR 1910.1030

**This course includes the following objectives and is consistent with OSHA Bloodborne Pathogens Standard 29 CFR 1910.1030**

- Universal Precautions
- Identification of pathogens of primary concern
- Ways pathogens can enter the body
- Use of personal protective equipment
- Importance of handwashing
- Work practices that help eliminate or reduce exposure risks
- Procedures if an exposure occurs

**Date Issued:** 03/01/2011 **Renewal Date:** 03/01/2012

**Certificate Number:** 129900678643

**Instructor:** ROY W. SHAW Roy W. Shaw

ProTrainings 5005 Plainfield Ave., NE Suite B Grand Rapids, MI 49525 1-888-406-7487 support@protrainings.com www.probloodborne.com

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BUCKEYE reflections® wood floor program

# Certificate of Accomplishment

awarded to

## *Ana Pierrott*

In Recognition of Professional Achievement by
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## Buckeye Wood Floor Seminar

*April 21, 2011*

Larry Barsky

*Larry Barsky, Buckeye Wood Floor Director*

*Authorized Buckeye Distributor*

**Buckeye International, Inc.**
2700 Wagner Place • Maryland Heights, MO 63043 • USA • 314.291.1900

**From:** Cheryl Warren <cwarren@admin.nv.gov>
**Date:** May 5, 2015 at 10:16:04 AM PDT
**To:** "'Ana'" <apierrott@sbcglobal.net>
**Subject: FW: Bryan Bldg. Cleaning Crew**

Nice!!


*Cheryl Warren*
*Custodial Supervisor III*
*SPWD/B&G*
*515 E. Musser Ste #102*
*Carson City, NV 89701*
*Direct:(775)684-1809*
*Cell: (775)690-3546*
*Main: (775)684-1800*
*Fax: (775)684-1821*
cwarren@admin.nv.gov


every survival kit should include a sense of humor...

**From:** Sandy Quilici
**Sent:** Tuesday, May 05, 2015 9:49 AM
**To:** Cheryl Warren
**Subject:** FW: Bryan Bldg. Cleaning Crew

It's nice to have a positive comment about the cleaning staff.

**From:** Alison Oakley
**Sent:** Tuesday, May 05, 2015 9:45 AM
**To:** Sandy Quilici
**Subject:** Bryan Bldg. Cleaning Crew

Sandy,

I am not sure who to send this to, but I want to let the administration know that I think the new cleaning crew is doing an excellent job and I appreciate that.
Thank you.

---


**Alison Oakley, CEM**
**Bureau of Corrective Actions**
**Nevada Division of Environmental Protection**
**901 S. Stewart Street, Suite 4001**
**Carson City, Nevada 89701-5249**
**(775) 687-9396**


NDEP

**From:** Cheryl Warren <cwarren@admin.nv.gov>
**Date:** April 30, 2015 at 2:44:39 PM PDT
**To:** "'Ana'" <apierrott@sbcglobal.net>
**Subject: FW: Janitorial Service**

Keep up the good work Ana!

Thank you!


# *Cheryl Warren*

*Custodial Supervisor III*
*SPWD/B&G*
*515 E. Musser Ste #102*
*Carson City, NV 89701*
*Direct:(775)684-1809*
*Cell: (775)690-3546*
*Main: (775)684-1800*
*Fax: (775)684-1821*
cwarren@admin.nv.gov


every survival kit should include a sense of humor...

**From:** Sandy Quilici
**Sent:** Wednesday, April 29, 2015 8:37 AM
**To:** Cheryl Warren
**Subject:** FW: Janitorial Service

Nice to hear positive comments.

**From:** Kimberly A. Copeland
**Sent:** Wednesday, April 29, 2015 8:34 AM
**To:** Sandy Quilici
**Subject:** Janitorial Service

Good morning,
I just wanted to send you a quick little note to tell you how great I think the new janitorial crew is doing. The bathrooms smell amazing and are very clean. I just saw them cleaning our breakroom which honestly I kinda felt bad. Some of the people up here are piggo's lol. Anyways, I appreciate the work they put into your building.


Kim Copeland
Accountant Technician
Nevada State Parks
901 S. Stewart Street
Carson City, NV 89701
Phone: (775) 684-2779
Fax: (775) 684-2777
copeland@parks.nv.gov


Visit Nevada State Parks at http://parks.nv.gov

**From:** Cheryl Warren <cwarren@admin.nv.gov>
**Date:** March 26, 2015 at 8:34:17 AM PDT
**To:** "'Ana'" <apierrott@sbcglobal.net>
**Subject: FW: kudos**

*Cheryl Warren*
Custodial Supervisor III
State Public Works Division
Buildings & Grounds Section
515 E. Musser Ste #102
Carson City, NV 89701
Direct:(775)684-1809
Cell: (775)690-3546
Main: (775)684-1800
Fax: (775)684-1821
cwarren@admin.nv.gov

save the earth!
it's the only planet that has chocolate

**From:** Sandy Quilici
**Sent:** Tuesday, March 24, 2015 1:33 PM
**To:** Cheryl Warren
**Cc:** Susan Joseph-Taylor
**Subject:** FW: kudos

Cheryl,

Some positive comments!

**From:** Susan Joseph-Taylor
**Sent:** Tuesday, March 24, 2015 1:32 PM
**To:** Sandy Quilici
**Cc:** Kay Scherer
**Subject:** kudos

Sandy, We at Water Resources would like you to share with B&G or whomever how pleased we are with our new cleaning crew. They are going through the office today cleaning the legs on chairs, dusting and washing the sides of filing cabinets. Our offices are being vacuumed and today I had a staff member tell me how much better her allergies have been since this new crew took over. Thought you might like to hear a positive spin. Susan

Susan Joseph-Taylor, Esq.
Deputy Administrator
Nevada Division of Water Resources
901 S. Stewart Street, Suite 2002
Carson City, Nevada 89701
775-684-2872

**From:** Cheryl Warren <cwarren@admin.nv.gov>
**Date:** March 17, 2015 at 3:05:13 PM PDT
**To:** "'Ana'" <apierrott@sbcglobal.net>
**Subject: FW: Positive Comment**

Keep up the good work. Thank you. ☺

*Cheryl Warren*
Custodial Supervisor III
State Public Works Division
Buildings & Grounds Section
515 E. Musser Ste #102
Carson City, NV 89701
Direct:(775)684-1809
Cell: (775)690-3546
Main: (775)684-1800
Fax: (775)684-1821
cwarren@admin.nv.gov

save the earth!
it's the only planet that has chocolate

**From:** Sandy Quilici
**Sent:** Monday, March 16, 2015 3:08 PM
**To:** Cheryl Warren
**Subject:** Positive Comment

I wanted to share a positive comment.

Sandy,
I just wanted to let you know that I really appreciate the new cleaning crew. They are very nice and courteous and seem to do a great job. I haven't had my office vacuumed this much in years which has been great! So thank you.

Liz

Elizabeth Kingsland
Lake Tahoe Coordinator
Nevada Tahoe Resource Team
Nevada Division of State Lands
901 S Stewart Street, Suite 5003
Carson City, NV 89701

(775) 684-2736 (phone)
(775) 684-2720 (fax)