PART I A

TECHNICAL PROPOSAL FOR:

JANITORIAL SERVICES FOR

WELFARE HENDERSON

RFP No. 3264

XCEL MAINTENANCE SERVICES

8920 COLORFUL PINES AVE

LAS VEGAS NV 89143

PROPOSAL OPENING DATE: AUGUST 17, 2016

PROPOSAL OPENING TIME: 2:00 PM

Xcel Maintenance Services, Inc.

Commercial Janitorial Services

July 23, 2016

State of Nevada

Thank you for allowing us to submit our proposal for janitorial services for your facilities.

Our concern for maintaining a high standard of cleanliness is, we assure you, as great as yours. We intend to supervise our work force very closely using the highest quality OSHA approved equipment employing only qualified respectable experienced and trainable personnel. We will strive to give you the ultimate in sanitation and building maintenance.

Again I thank you for this opportunity and if there are any questions, or if I can be of further assistance, please feel free to call on me any time. All of us at Xcel are looking forward to continue servicing the State of Nevada soon.

Sincerely,

Xcel Maintenance Services Inc.

Kathia Winchell

President

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III. VENDOR INFORMATION SHEET

VENDOR INFORMATION SHEET FOR RFP 3192

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	***Xcel Maintenance Services, Inc.***

V2	Street Address	***8920 Colorful Pines Ave.***

V3	City, State, ZIP	***Las Vegas, Nevada 89143***

V4	Telephone Number		
	Area Code: ***702***	Number: ***341-9235***	Extension:

V5	Facsimile Number		
	Area Code: ***702***	Number: ***341-0260***	Extension:

V6	Toll Free Number		
	Area Code:	Number:	Extension:

V7	***Contact Person for Questions / Contract Negotiations, including address if different than above***
	Name: ***Kathia Winchell***
	Title: ***President***
	Address: ***8920 Colorful Pines Ave. Las Vegas, Nevada 89143***
	Email Address: ***xcelmaintenance@cox.net***

V8	Telephone Number for Contact Person		
	Area Code: ***702***	Number: ***341-9235***	Extension:

V9	Facsimile Number for Contact Person		
	Area Code: ***702***	Number: ***341-0260***	Extension:

V10	***Name of Individual Authorized to Bind the Organization***	
	Name: ***Kathia Winchell***	Title: ***President***

V11	Signature ***(Individual must be legally authorized to bind the vendor per NRS 333.337)***	
	Signature:	Date: ***07/25/2016***

IV. STATE DOCUMNETS

A. *The signature page from all amendments*

B. *Attachment A*

C. *Attachment C*

D. *Copies of applicable certifications and licenses*

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 3264
RFP TITLE:	Janitorial Services For Welfare Henderson
DATE OF AMENDMENT:	July 25, 2016
DATE OF RFP RELEASE:	June 29, 1916
OPENING DATE:	August 17, 2016
OPENING TIME:	2:00 PM
CONTACT:	Marcy Troescher, Procurement Staff Member

The following shall be a part of RFP ***3264.*** 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. I've read through the entire document and wanted to clarify that you are requesting the awarded janitorial company provide all consumable supplies. Such as; toilet paper, trash bags, paper towels, etc. Just wanted to be sure I'm comprehending it correctly.

   Yes, the awarded vendor is responsible for providing all consumables and supplies, such as: paper towels, toilet paper, trash liners, sanitary wax bags, floor cleaner, and disinfectant cleaner, as well as the equipment to provide cleaning services.

ALL ELSE REMAINS THE SAME FOR RFP 3264.

Vendor must sign and return this amendment with proposal submitted.

Vendor Name: ***Xcel Maintenance Services, Inc.***

Authorized Signature: [signature]

Title: ***President / Owner*** Date: ***07/25/16***

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

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 2 to Request for Proposal 3264
RFP TITLE:	Janitorial Services for Welfare Henderson
DATE OF AMENDMENT:	August 9, 2016
DATE OF RFP RELEASE:	June 29, 1916
OPENING DATE:	August 17, 2016
OPENING TIME:	2:00 PM
CONTACT:	Marcy Troescher, Procurement Staff Member

The following shall be a part of RFP ***3264.*** 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.

RFP 3264 Attachment F, Reference Questionnaire, includes an incorrect attachment.

The correct attachment for use by references for embedded below. Please distribute this new embedded document to all references for responses to RFP 3264.

Ref Questionnaire - 10-12-15.doc

ALL ELSE REMAINS THE SAME FOR RFP 3264.

Vendor must sign and return this amendment with proposal submitted.

Vendor Name: Xcel Maintenance Services, INC

Authorized Signature: [signature]

Title: President/Owner Date: 8/10/16

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			
WE DON'T WANT OUR PRIVATE FINALCIAL INFORMATION TO BE AVALAIBLE TO THE PUBLIC			

XCEL MAINTENANCE SERVICES, INC.

Company Name

Signature

KATHIA WINCHELL ***07/25/2016***

Print Name 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.

XCEL MAINTENANCE SERVICES, INC.

Vendor Company Name

Vendor Signature

KATHIA WINCHELL — Print Name

07/25/2016 — Date

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

BUSINESS LICENSE

City of Las Vegas • Las Vegas, Nevada

IN ACCORDANCE WITH THE PROVISIONS OF THE LAS VEGAS MUNICIPAL CODE, AS AMENDED, LICENSE IS HEREBY GRANTED TO OPERATE THE BUSINESS REFERENCED BELOW.

LICENSE #: R60-00647

RENEWAL DATE: 04/01/2016

EXPIRE DATE: 10/01/2016

TYPE OF LICENSE: R60 - REPAIR AND MAINTENANCE
JANITORIAL SERVICES

BUSINESS LOCATION: 8920 COLORFUL PINES AVE

ISSUED TO:

XCEL MAINTENANCE SERVICES INC
8920 COLORFUL PINES AV
Las Vegas, NV 89143

Karen L. Deddeger

Deputy Director, Planning Department

CITY OF LAS VEGAS NEVADA

Failure to maintain an active state license or SNHD health permit, if required, renders this business license invalid.

Post in a conspicuous place.

FM-0152-11-10 SS
Form 167

City of Henderson Finance Department
Business License Division
P.O. Box 95050
Henderson, Nevada 89009-5050
702-267-1730

Business ID: 49790

XCEL MAINTENANCE SERVICES, INC
8920 COLORFUL PINES AVE
LAS VEGAS, NV 89143

BUSINESS LICENSE
CITY OF HENDERSON, NEVADA

EXPIRATION DATE:	October 31, 2016
Scope:	
License Class/No.:	309X-PROPERTY MAINTENANCE/2005305089
Business Name:	XCEL MAINTENANCE SERVICES, INC
Business Location:	8920 COLORFUL PINES AVE LAS VEGAS, NV 89143

Lana Hammond
BUSINESS LICENSE SUPERVISOR

CLARK COUNTY BUSINESS LICENSE

LICENSE NUMBER: 2001089-507

LICENSE PERIOD: 03/01/2016 - 02/28/2017

POST IN A CONSPICUOUS PLACE AT THE BUSINESS LOCATION

ISSUED TO:
Xcel Maintenance Services
8920 Colorful Pines Ave
Las Vegas, NV 89143

BUSINESS LOCATION ADDRESS:

8920 Colorful Pines Ave
Las Vegas, NV 89143

TYPE OF LICENSE: Janitorial/Cleaning Service

LAND USE: 110000

All signage must conform to standards set forth in Clark County Codes 30.72 and 30.48. Business owners are responsible to keep business property free of trash and graffiti, conform to all zoning codes requirements and, if applicable, all conditions set forth in a Notice of Final Action issued by Comprehensive Planning.

DISCLAIMER

ISSUANCE OF A BUSINESS LICENSE IS NOT AN ENDORSEMENT OF THE BUSINESS PRACTICE OF THE LICENSEE.
PLEASE SEE REVERSE SIDE FOR ADDITIONAL INFORMATION

Jacqueline R. Holloway

JACQUELINE R. HOLLOWAY
DIRECTOR OF BUSINESS LICENSE

DEPARTMENT OF BUSINESS LICENSE
500 S GRAND CENTRAL PARKWAY
BOX 551810
LAS VEGAS NV 89155-1810
PHONE: (702) 455-4252

BUSINESS LICENSE

City of North Las Vegas
2250 Las Vegas Boulevard North, Suite 110
North Las Vegas, NV 89030

Mailing Address:

XCEL MAINTENANCE SERVICES, INC.
8920 COLORFUL PINES AVE
LAS VEGAS, NV 89143

In conformity with and subject to the provisions of the Ordinances of the City of North Las Vegas and the laws of the State of Nevada, license is hereby granted to operate the business described hereon:

License Number: 91257 Period Ending: **08/31/2016**

Type of License: T011 TRUCKING

Business Location: **XCEL MAINTENANCE SERVICES, INC.**
8920 COLORFUL PINES AVE
LAS VEGAS, NV 89143

Owner/Principal(s) **2 VEHICLES**
XCEL MAINTENANCE SERVICES, INC.

CITY OF NORTH LAS VEGAS

Your Community of Choice

This license is **not** transferable
POST IN A CONSPICUOUS PLACE

Gregory Blackburn

Gregory Blackburn
Director
Community Development & Compliance

SECRETARY OF STATE

STATE OF NEVADA

NEVADA STATE BUSINESS LICENSE

XCEL MAINTENANCE SERVICES, INC.

Nevada Business Identification # NV20021426879

Expiration Date: September 30, 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 August 11, 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.

WAXIE SANITARY SUPPLY

Certificate of Training

For

Carpet Care Seminar

June 19, 2008

Kathia Winchell

Robert Pollack
Ecolab Street Sales Development Manager

Steve Pike
Nacecare Regional Sales

WAXIE SANITARY SUPPLY

Certificate of Training

For

Stone Care Seminar

October 23, 2008

Kathia Winchell

Robert Pollack
Ecolab Street Sales Development Manager

STONE MEDIC

WAXIE SANITARY SUPPLY

Certificate of Training

For

WAXIE HARD FLOOR CARE SEMINAR

Oct 22, 2009

Kathia Winchell

ECOLAB

Robert Pollack
Ecolab Street Sales Development Manager

WAXIE SANITARY SUPPLY

Certificate of Accomplishment

Awarded to

KATHIA WINCHELL

In Recognition of Professional Achievement by Successfully Completing

WAXIE Sanitary Supply's
Green Cleaning Seminar

May 30, 2007

Keith Schneringer
A LEED™ Accredited Professional
Marketing Manager

INSTITUTE of INSPECTION CLEANING and RESTORATION CERTIFICATION

be it known that:

KATHIA WINCHELL

Is a registrant in good standing with the INSTITUTE OF INSPECTION, CLEANING, AND RESTORATION CERTIFICATION, and has qualified by service and examination for Certification in the following areas:

CARPET CLEANING

and has pledged to perform services in these areas with skill, honesty, and integrity in order to provide the consumer with the highest degree of professionalism possible.

118618	**9/2011**
REGISTER NUMBER	***EXPIRATION DATE***

KENNY C. GUINN — STATE OF NEVADA — ROGER BREMNER

DEPARTMENT OF BUSINESS AND INDUSTRY
DIVISION OF INDUSTRIAL RELATIONS
SAFETY CONSULTATION AND TRAINING SECTION

Kathia Winchell
Participant

November 3, 2004
Presentation Date

Thank you for attending ***HAZARD COMMUNICATION AWARENESS***

The program was presented by the ***Safety Consultation and Training Section*** of the State of Nevada.

This awareness training is intended to familiarize the participant with:

- written program requirements
- labeling inventory
- material safety data sheets
- employee information and training

The safety and health standards and work practices are steps we can take to protect ourselves, our employees, and fellow workers.

The Safety Consultation and Training Section offices provide a wide variety of information concerning the Occupational Safety and Health Program in Nevada. The following services are available:

- workplace safety assessments
- consultation on safety regulations required for your industry
- training for management or employees on workplace safety
- answers to questions on workplace safety problems or programs

For further information, contact us at the number provided below.

Instructor — November 3, 2004 Date

Your Partner for a Safer Nevada

LAS VEGAS — RENO — ELKO

ISSA CIMS EXPERT — ISSA CIMS GB EXPERT

Kathia Winchell

is hereby CERTIFIED as an official
ISSA Cleaning Industry Management Standard
Certification Expert

after attending an official ISSA CIMS Certification Expert training workshop and successfully passing an examination to achieve such status.

This Certification is valid as of October 16, 2015 through November 1, 2017.

David Frank, ACS — ISSA — John Barnett, Executive Director, ISSA

ISSA MEMBER
3800 Dundee Rd.
Northbrook, IL 60062
847-982-0800/F 847-982-1012
ISSA.COM

XCEL Maintenance Services
Las Vegas, NV
Company ID#: 353440
Member Since: 2013
Exp. December 2016

V. ATTACHMENT B

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.

XCEL MAINTENANCE SERVICES, INC
Company Name

Signature

KATHIA WINCHELL ***07/25/16***
Print Name 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

VI. SECTION 3 – Scope of Work

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 – WELFARE HENDERSON – 520 SOUTH BOULDER HIGHWAY, HENDERSON NEVADA

3.1.1 This is a two (2) story building with approximately 19,000 square feet. This building has one (1) elevator, six (6) restrooms, and one (1) break room.

All vacuuming must cease by 8:00 a.m.

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

Carpet	16,000 sq. ft.
Bath Tile	200 sq. ft.
Porcelain Tile	2,500 sq. ft.
Windows (Under 12 Feet)	600 aq. ft.

3.1.3 This building will be cleaned five (5) days per week. Janitorial services will begin at 5:00 a.m., continuing through 11:00 a.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.

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

3.2.1.5 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.

3.2.2 Exposed Carpeted Areas

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

3.2.2.2 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.

3.2.2.3 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.

3.2.3 Staple/Paper Clip/Substance Removal

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

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

3.2.3.3 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.

3.2.4 Daily

3.2.4.1 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.

3.2.4.2 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.

3.2.4.3 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.

3.2.5 Care of Drinking Fountains

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

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

3.2.6 Customer Service Counters

Awarded vendor will disinfect all customer service counters daily.

3.2.7 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.

3.2.8 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.

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

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

3.2.9 Rubberized Mat/Carpet Care

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

3.2.10 Food Areas

3.2.10.1 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.

3.2.10.2 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.

3.2.11 Elevators

3.2.11.1 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.

3.2.11.2 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.

3.2.11.3 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.

3.5 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

3.6.1.1 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.

VII. SECTION 4 – Company Background and References

4.1 VENDOR INFORMATION

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

COMAPY NAME	***Xcel Maintenance Services***
COMAPY OWNERSHIP	***Corporation***
STATE OF INCORPORATION	***Nevada***
DATE OF INCORPORATION	***September 2002***
# OF YEARS IN BUSINESS	***14 years***
LIST OF TOP OFFICERS	***Kathia Winchell***
LOCATION OF COMPANY HEADQUARTERS	***8920 Colorful Pines Ave LV, NV. 89143***
LOCATION OF THE COMPANY OFFICES	***8920 Colorful Pines Ave LV, NV. 89143***
LOCATION OF OFFICE THAT WILL PROVIDE THE SERVICES DESCRIBED IN THIS RFP	***8920 Colorful Pines Ave LV, NV. 89143***
NUMBER OF EMPLOYEES LOCALLY WITH THE EXPERTISE TO SUPPORT THE RWEQUIREMENTS IN THIS RFP	***40***
NUMBER OF EMPLOYEES NATIONALLY WITH THE EXPERTISE TO SUPPORT THE REQUIREMENTS IN THIS RFP	***0***
LOCATION FROM WHICH EMPLOYEES WILL BE ASSIGNED FOR THIS PROJECT	***8920 Colorful Pines Ave LV, NV. 89143***

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://sos.state.nv.us.

NEVADA BUSINESS LICENSE NUMBER	***NV20021426879***
LEGAL INTITY NAME	***Xcel Maintenance Services, 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	***State of Nevada DMV @ 4110 Donovan Way***
State agency contact name	***Mrs. Shawanna Washington***
Date when services were performed	***2012 to Present***
Type of duties performed	***Janitorial Services***
Total dollar value of the contract	***RFP17735 $243,240.00***

Question	Response
Name of State agency	***State of Nevada DMV @ 7170 N. Decatur***
State agency contact name	***Ms. Sue Hall***
Date when services were performed	***2006 to Present***
Type of duties performed	***Janitorial Services***
Total dollar value of the contract	***RFP3102 $316,100.00***

Question	Response
Name of State agency	***State of Nevada Division of Welfare @ 611 N. Nellis***
State agency contact name	***Mr. Cornelius Coleman***
Date when services were performed	***2006 to Present***
Type of duties performed	***Janitorial Services***
Total dollar value of the contract	***RFP3102 $258,400.00***

Question	Response
Name of State agency	***State of Nevada DMV @ 1399 American Pacific***
State agency contact name	***Mr. Ralph Belis***
Date when services were performed	***2006 to Present***
Type of duties performed	***Janitorial Services***
Total dollar value of the contract	***RFP3102 $304,500.00***

Question	Response
Name of State agency	***State of Nevada DMV @ 8250 W. Flamingo***
State agency contact name	***Ms. Elvia Quintyne***
Date when services were performed	***2009 to Present***
Type of duties performed	***Janitorial Services***
Total dollar value of the contract	***RFP3017 $421,980.00***

Question	Response
Name of State agency	***State of Nevada DMV @ 2701 E. Sahara***
State agency contact name	***Mrs. Kathy Like***
Date when services were performed	***2009 to August 2013***
Type of duties performed	***Janitorial Services***
Total dollar value of the contract	***RFP1060 $221,100***

Question	Response
Name of State agency	***State of Nevada Division of Parole & Probation***
State agency contact name	***Captain Tom Ely***
Date when services were performed	***2010 to Present***
Type of duties performed	***Janitorial Services***
Total dollar value of the contract	***RFP3102 $411,760.00***

Question	Response
Name of State agency	***State of Nevada Department of Employment, Training & Rehabilitation***
State agency contact name	***Mr. Ron Little***
Date when services were performed	***2006 to December 2014***
Type of duties performed	***Janitorial Services***
Total dollar value of the contract	***RFP1535 $588,000***

Question	Response
Name of State agency	***Department of Administration Public Works, Building and Grounds Section***
State agency contact name	***Mr. Jose Aguirre***
Date when services were performed	***2006 to Present***
Type of duties performed	***Janitorial Services***
Total dollar value of the contract	***Many different RFPs for different Divisions of the State of Nevada since 2006***

Question	Response
Name of State agency	***State of Nevada Department of Transportation***
State agency contact name	***Mr. Ernie Hinojosa***
Date when services were performed	***2014 to Present***
Type of duties performed	***Janitorial Services***
Total dollar value of the contract	***RFP Q1-008-14 $188,052.40***

Question	Response
Name of State agency	***State of Nevada Job Connect Maryland Parkway***
State agency contact name	***Mrs. Nishon Burton***
Date when services were performed	***2016***
Type of duties performed	***Janitorial Services***
Total dollar value of the contract	***RFP3192 $149,920***

Question	Response
Name of State agency	***State of Nevada Jon Connect Las Vegas Blvd.***
State agency contact name	***Mr. Robert Borja***
Date when services were performed	***2016***
Type of duties performed	***Janitorial Services***
Total dollar value of the contract	***RFP3192 $92,720***

Question	Response
Name of State agency	***State of Nevada Job Connect A Street***
State agency contact name	***Mr. Lester Ratleff***
Date when services were performed	***2016***
Type of duties performed	***Janitorial Services***
Total dollar value of the contract	***RFP3192 $56,800***

Question	Response
Name of State agency	***State of Nevada Division of Welfare @ Cambridge Community Center***
State agency contact name	***Mrs. Teri Piert***
Date when services were performed	***2012 to Present***
Type of duties performed	***Janitorial Services***
Total dollar value of the contract	***RFP17735 $243,240.00***

Question	Response
Name of State agency	***State of Nevada Purchasing Warehouse***
State agency contact name	***Mr. Scott Stevens***
Date when services were performed	***2012 to Present***
Type of duties performed	***Janitorial Services***
Total dollar value of the contract	***RFP17735 $243,240.00***

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***	

4.1.8 Vendors must review the insurance requirements specified in ***Attachment E, Insurance Schedule for RFP 3264.*** 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 3264.***

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.

Xcel Maintenance Services, Inc. is a Nevada Corporation formed in 2002. Xcel is the result of the purchase, by the management of StoreCare Inc., formally owned by Diversified Maintenance Services LLC.
StoreCare was founded in June 1978 and is still providing services with the same management team but using the Xcel name.
Xcel Maintenance Services currently cleans and maintains 18 accounts. Many of these accounts have been serviced under Xcel and its former company for over 12 years.

This proposal has been produced within the guidelines of our management philosophy at Xcel Maintenance Services. That philosophy dictates that the primary focus of all of our energies and resources be directed toward fulfilling the expectations of our customer. In this case The State of Nevada.

Throughout this proposal you will find evidence that Xcel Maintenance Services is unusually suited and qualified to bring all the experience and expertise that your needs demand. And while we bring all the best of conventional wisdom and proven methodologies to bear, we are known for venturing beyond tradition to embrace new and innovative ideas.

We know from over thirty years of experience in this business that although there are many commonalities, there are requirements peculiar to each customer. In meeting and fulfilling those special needs lies the challenge we feel at Xcel. Xcel is committed to continue a partnership with The State of Nevada that would assist us in meeting, and then exceeding the objectives you set forth.

We base this assessment upon several distinct qualifications:

- ***The expertise and experience of Xcel's management team.***
- ***A foresighted management style that embraces an open and proactive dialogue between responsible parties which invites and fosters a "shared vision."***
- ***Xcel Maintenance Services is capable of providing a "bundled" package or specific individual services in janitorial and maintenance services to a wide variety of retail, commercial, industrial, healthcare, governmental, financial institutions, as well as corporate buildings and facilities.***

- *Minimal layers of overhead. All executive management has been cross functionally trained. And get involved wherever needed.*

- *Individuals form Xcel preparing the proposal will be the same individuals implementing the recommended program, and two years from now will still be the same individuals continuing to manage, tutor and guide the program.*

- *Most of our contracts have been continuously serviced for over 10 years. This is a true testament to our commitment*

It is our express intent to continue our "long-term" relationship that is mutually beneficial to The State of Nevada and Xcel Maintenance Services. The cornerstone of this plan is to continue offering a janitorial services department that provides a clean environment for your facility.

OUR COMMITMENT TO YOU

The main focus of our total cleaning program in your facility will be to establish an easy to see "Consistency" in high-performance cleaning.
You will quickly find our people to be hard-working and efficient, energy-conscious, security-minded and honest. This, we guarantee!
Once you have entrusted your facility to us, we will be doing all we possibly can with the size, expertise and experience we have--to keep your daily " involvement " with us to an absolute minimum. You can count on it!

MANAGEMENT AND SUPERVISION

Professional Management and supervision are the two indispensable components of cleaning programs which building owners and managers cannot easily supply themselves. The ability to supply and apply these are major justification for a contractor's existence.

Thus, a primary emphasis in any professional building services company must be developing and honing its ability to find and train supervisors to be professional. This is the XCEL strength.

XCEL building supervisors are the bedrock on which XCELS success stands. They are the directors of cleaning and maintenance activities. They are the primary communicators to building management and are the ones who respond with performance for store management. They are the ones who make the good programs work. They have the direct

responsibility for achieving cleanliness standards and store security, for managing their staff productively and safely. They report to their Division Managers and are accountable to them.

XCEL Division Managers manage store supervisors. They find, train, coach, evaluate and reward or discipline building supervisors. They help to plan, coordinate and influence performance of special projects. They inspect buildings to evaluate performance. They cause improvement where improvement is needed. They support and are a resource to their store supervisors. And they report to their XCEL Operations Manager and are accountable to him.

An XCEL Operations Manager is an implementer/administrator of operational planning. Their view is both broad and narrow, for they see the operation as a whole but carefully manage details as well. A vital responsibility is to find, train and nurture area supervisors, teaching them and developing them in their areas of responsibility. He reports to and is accountable to an XCEL Vice President.

An XCEL President is the captain of his operations ship. He reports to the President and is responsible and accountable to the President for the success of his operation as it performs for XCEL customers. He is the primary planner of operations in his area of responsibility. He interfaces with those customers regularly for their evaluation of service and he maintains sensitivity to their needs through his own field observation and that of quality control personnel. He coaches and directs and supports his Operations Manager. He is the operations team leader.

SCREENING

XCEL employs personnel that is responsible for managing our recruiting practices and human resource policies with the assistance of a third party company that specialize in Human Resources Paychex HR Essentials. In the initial interview, we screen for positive attitudes (second interview is conducted by our Operations Manager and Supervisor). We select the best possible crew for your requirements.
Sources of applicants are as follows:

- *State Employment Office*
- *Private Industry Council*
- *Churches*
- *Referrals*
- *Local Advertisements and Recruitment*

Many of our clients require a more extensive pre-screening / background check on our employees. These clients usually have restricted areas and/or have special security

requirements. We do drug testing and criminal background screening through a licensed, investigating company that specializes in background checks BSCAI

TRAINING

Our training development program us implemented in four stages as illustrated below:

- ***Personnel***
- ***Initial Training***
- ***On The Job Training***
- ***Following and Ongoing Training***

PERSONNEL

When an employee is first hired, the person is given an "Employee Training Manual". Our Personnel Administrator briefly reviews the manual, with special emphasis on our employee conduct policies, dress codes, vacation policy, and time cards. After the briefing, the employee is assigned to the initial training class

INITIAL TRAINING CLASS

Our policy is to provide each employee with adequate training to perform his or her assigned janitorial services competently. We maintain a training record for each employee. (Please see Figures 1.1 and 1.2) The training record includes the employee's name, date of employment, the type and date of each training class attended, and the class instructor.

Xcel provides each employee with a class on cleaning procedures. We repeat the class every six months. Here is a brief outlining of our training program:

- ***Introduction to Assignments***
- ***Basic Chemicals***

- *Tools and Equipment*
- *Dusting, Spot Cleaning and Trash Removal*
- *Restroom Cleaning, Disaffection, and Re-supply*
- *Carpet Care*
- *Hard Surface Floor Care*
- *Tasks and Frequencies*
- *Common Mistakes*
- *Quality Assurance*
- *Safety*
- *Customer Service Procedures*
- *Trouble-shooting Custodial an Facilities*

We use actual equipment and chemicals in our training programs. We also use written procedures, videotapes and slides. The instructor(s) can be our General Manager, the assigned Site Supervisor, or Area Supervisor. The class will be conducted at the job site. (For example, if we were training on clean-rooms, it would make sense to train the employee in a clean room environment.)

ON THE JOB TRAINING (OJT)

After the employee completes the initial training phase, he is then introduced to his/her supervisor and is assigned to the project. It is during this time frame that the supervisor and operations manager closely monitor the employee in action, and to see what was instructed in the classroom, is actually being followed out on the job site. The areas we pay close attention to are punctuality, dress and hygiene, ability to carry out instructions, cleaning techniques and organization.

ONGOING TRAINING

We realize that it is human nature to forget things, which is why every 6 months, (or more if needed) our employees go through a "refresher" training course, which again covers our "Employee Training Manual". This also occurs when we review new chemicals, equipment, safety laws, and cleaning procedures that have been introduced to the company while being employed by XCEL.

At XCEL, training of employees is not a one-time deal, but an ongoing process that is taken very seriously and involves all levels of management. We allocate a cost budget just for this purpose.

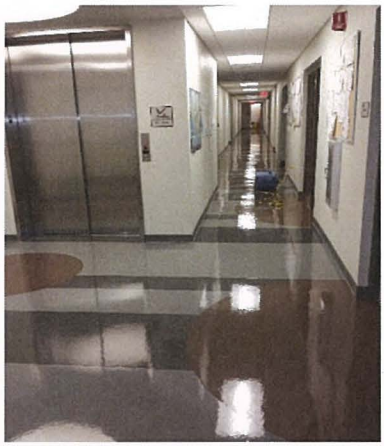
UNIFORMS

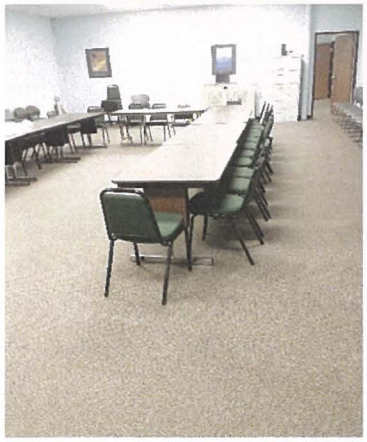
XCEL assures that all of its employees are clean, neat and properly attired. We provide each new employee with a new, freshly laundered uniform made of cotton and synthetic blend material, with at least 35% cotton. The uniform will consist of a shirt with our Company logo.

Identification badge.
If required, the employee will also wear your company identification badge.

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.

Kathia Winchell and Michael Roberts have been in the janitorial business for many years, Michael 40 and Kathia 15 years. Their combined experience makes Xcel a strong provider of janitorial services.
The following Images are evidence of the above statement.





Equipment owned and used by Xcel Maintenance Services

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

See attached enveloped marked Part III – Confidential Financial.

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 REFERRENCES

Reference #	***1***
Company Name	***State of Nevada Division of Welfare Nellis Office***
Identify role company will have for this RFP project (check one). **Vendor X** **Subcontractor**	
Project Name	***Janitorial Services @ Welfare Nellis Office***
Primary Contact Information	
Name	***Mr. Cornelius Coleman***
Street Address	***611 North Nellis Blvd***
City, State, Zip	***Las Vegas, NV 89110***
Phone, including area code	***702-486-4803***
Fax, including area code	***702-486-4827***
Email address	***ccoleman@dwss.nv.gov***

Project Information	
Brief description of the project/contract and description of services performed	***Janitorial Services***
Original Project/Contract Start Date	***2006***
Original Project/Contract End Date	***Present***
Original Project/Contract Value	***$68,400.00***
Final Project/Contract Date	***June 30, 2018***
Was project/contract completed in time originally allotted, and if not, why not?	***Ongoing contract***
Was project/contract completed within or under the original budget/cost proposal, and if not, why not?	***Yes***

Reference #	*2*
Company Name	*State of Nevada DWSS Employee Development Facility.*
Identify role company will have for this RFP project (check one). **Vendor X** **Subcontractor**	
Project Name	*Janitorial Services @ State of Nevada DWSS Employee Development Office*

Primary Contact Information	
Name	*Mr. Scott Nelson*
Street Address	*701 N. Rancho Drive*
City, State, Zip	*Las Vegas, NV 89106*
Phone, including area code	*702- 486-1491*
Fax, including area code	*702-486-1501*
Email address	*snelson@dwss.nv.gov*

Project Information	
Brief description of the project/contract and description of services performed	*Janitorial Services*
Original Project/Contract Start Date	*February 2016*
Original Project/Contract End Date	*Present*
Original Project/Contract Value	*$48,000.00 per year*
Final Project/Contract Date	*N/A*
Was project/contract completed in time originally allotted, and if not, why not?	*Ongoing contract*
Was project/contract completed within or under the original budget/cost proposal, and if not, why not?	*Yes*

Reference #	*3*
Company Name	*Rancho Pavilion, LLC. ETAL (Management Company)*
Identify role company will have for this RFP project (check one). **Vendor X** **Subcontractor**	
Project Name	*Janitorial Services @ State of Nevada DWSS Employee Development Office*

Primary Contact Information	
Name	*Mrs. Sharyn Briese, Dir. Of*
Street Address	*4785 S. Durango Drive, Suite 204*
City, State, Zip	*Las Vegas, NV 89147*
Phone, including area code	*702-852-3033*
Fax, including area code	*702-947-4826*
Email address	*sbriese@svn.com*

Project Information	
Brief description of the project/contract and description of services performed	*Janitorial Services*
Original Project/Contract Start Date	*February 2016*
Original Project/Contract End Date	*Present*
Original Project/Contract Value	*$48,000.00 per year*
Final Project/Contract Date	*N/A*
Was project/contract completed in time originally allotted, and if not, why not?	*Ongoing contract*
Was project/contract completed within or under the original budget/cost proposal, and if not, why not?	*Yes*

Reference #	*4*
Company Name	***State of Nevada DWSS Craig District Office***
Identify role company will have for this RFP project (check one). **Vendor X** **Subcontractor**	
Project Name	***Janitorial Services @ State of Nevada DWSS Craig District Office***

Primary Contact Information	
Name	***Mr. William Stark***
Street Address	***3223 W. Craig Rd #140***
City, State, Zip	***North Las Vegas, Nevada 89032***
Phone, including area code	***702-631-4011***
Fax, including area code	***702-631-3387***
Email address	***wstark@dwss.nv.gov***

Project Information	
Brief description of the project/contract and description of services performed	***Janitorial Services***
Original Project/Contract Start Date	***March 2014***
Original Project/Contract End Date	***Present***
Original Project/Contract Value	***$36,600.00 per year***
Final Project/Contract Date	***N/A***
Was project/contract completed in time originally allotted, and if not, why not?	***Ongoing Contract***
Was project/contract completed within or under the original budget/cost proposal, and if not, why not?	***Yes***

Reference #	*5*
Company Name	*Klossco, LLC (Management Company)*
Identify role company will have for this RFP project (check one). **Vendor X** **Subcontractor**	
Project Name	*Janitorial Services @ State of Nevada DWSS Craig District Office*
Primary Contact Information	
Name	*Mrs. Tammy Camp*
Street Address	*2320 Paseo Del Prado #B302*
City, State, Zip	*Las Vegas, NV 89102*
Phone, including area code	*702- 257-1300*
Fax, including area code	*N/A*
Email address	*vegasre@aol.com*

Project Information	
Brief description of the project/contract and description of services performed	*Janitorial Services*
Original Project/Contract Start Date	*March 2014*
Original Project/Contract End Date	*Present*
Original Project/Contract Value	*$36,000.00 per year*
Final Project/Contract Date	*N/A*
Was project/contract completed in time originally allotted, and if not, why not?	*Ongoing contract*
Was project/contract completed within or under the original budget/cost proposal, and if not, why not?	*Yes, every year*

Reference #	*6*
Company Name	*State of Nevada Department of Motor Vehicles @ Decatur*
Identify role company will have for this RFP project (check one). **Vendor X** **Subcontractor**	
Project Name	*Janitorial Services for DMV Decatur*
Primary Contact Information	
Name	*Ms. Sue Hall*
Street Address	*7170 N. Decatur Blvd*
City, State, Zip	*Las Vegas, NV 89131*
Phone, including area code	*702-486-5458*
Fax, including area code	*702-486-5970*
Email address	*shall@dmv.nv.gov*
Project Information	
Brief description of the project/contract and description of services performed	*Janitorial services*
Original Project/Contract Start Date	*2006*
Original Project/Contract End Date	*Present*
Original Project/Contract Value	*$316,100.00*
Final Project/Contract Date	*June 30, 2018*
Was project/contract completed in time originally allotted, and if not, why not?	*Ongoing contract*
Was project/contract completed within or under the original budget/cost proposal, and if not, why not?	*Yes*

Reference #	*7*
Company Name	*State of Nevada Department of Motor Vehicles @ Henderson*
Identify role company will have for this RFP project (check one). **Vendor X** **Subcontractor**	
Project Name	*Janitorial Services @ DMV Henderson*

Primary Contact Information	
Name	*Mr. Ralph Belis*
Street Address	*1399 American Pacific Drive*
City, State, Zip	*Henderson, NV 89074*
Phone, including area code	*702-486-1307*
Fax, including area code	*702-486-1335*
Email address	*rbelis@dmv.nv.gov*

Project Information	
Brief description of the project/contract and description of services performed	*Janitorial Services*
Original Project/Contract Start Date	*2006*
Original Project/Contract End Date	*Present*
Original Project/Contract Value	*$304,500.00*
Final Project/Contract Date	*June 30, 2018*
Was project/contract completed in time originally allotted, and if not, why not?	*Ongoing contract*
Was project/contract completed within or under the original budget/cost proposal, and if not, why not?	*Yes*

VIII. ATTACHMENT G – Proposed Staff Resume

PROPOSED STAFF RESUME FOR RFP 3264

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

Company Name Submitting Proposal:	***Xcel Maintenance Services, INC***

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

Contractor:	***X***	**Subcontractor:**	

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

Name:	***Kathia Winchell***	**Key Personnel: (Yes/No)**	***yes***
Individual's Title:	***President / Owner***		
# of Years in Classification:	***21***	**# of Years with Firm:**	***14***

BRIEF SUMMARY OF PROFESSIONAL EXPERIENCE

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

Sales, Customer Service, Logistics, Recruiting, Training, Bookkeeping, Human Recourses, Purchasing, Marketing, Supervising, Contracting.

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.

2002 to Present – Xcel Maintenance Services – President/ Owner – Janitorial Services Various Location in the State of Nevada and California, including Post Offices, State of Nevada various locations, Clark County various locations, Albertsons Grocery Stores, Vons Grocery Stores,

Ralph Stores, Stater Bros. Stores, McCarran International Airport Transit Trains, M&M World, La Petite Academies, Telepacific, The Whiting Turner Contracting Company, NDOT.

1996 to 2002 – DMS – General Manager in Las Vegas – Janitorial Services Albertsons Grocery Stores, Various State of Nevada locations, The World of Coca Cola, M&M World

EDUCATION

Information required should include: institution name, city, state,

Degree and/or Achievement and date completed/received.

María Inmaculada - San José, Costa Rica – High School Diploma - 1993

Universidad Internacional de Las Américas - San José, Costa Rica – International Relations – 1995

Western Nevada Community College – Carson City, Nevada – Business Technology – Diploma – 1997

University Of Phoenix – Las Vegas, Nevada – Business Administration - 2009

CERTIFICATIONS

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

Carson Tahoe Hospital – Carson City, Nevada Specialized Emergency Care – 1995

New Horizon – Las Vegas, Nevada – Book Keeping QuickBooks - 2001

Hazard Communication Awareness – Las Vegas, Nevada – State of Nevada Department of Business and Industry - 2004

Waxie – Las Vegas, Nevada – Green Cleaning – 2007

Waxie – Las Vegas – Nevada – Stone Care Seminar - 2008

Waxie – Las Vegas Nevada – Hard Floor Care Seminar - 2009

Institute of Inspection Cleaning and Restoration – Las Vegas, Nevada – Carpet Cleaning – 2009

ISSA – Cleaning Industry Management Standard Certification Expert - 2015

REFERENCES

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

1. Mr. Ernie Hinojosa
   Facilities Manager
   State of Nevada Department of Transportation
   Phone 702-494-9935
   Fax 702-486-5628
   Email ehinojosa@dot.state.nv.us

2. Mr. Brent Kircher
   Regional Facilities Manager
   Telepacific
   Phone 702-310-1147
   Fax 702- 310-8901
   Email bkircher@telepacific.com

3. Mr. Mike C. Verville
   CPA
   Wallace Neumann & Verville, LLC
   Phone 702-387-0999 ext. 101
   Fax 702-382-7910
   Email mikev@wnvcpa.com

4. Ms. Tracy Joyner
   Account Executive
   Waxie Sanitary Supply
   Phone 702-622-4807
   Fax 702-263-1376
   Email tjoyner@waxie.com

5. Ms. Sue Hall, CPM
   Operations Supervisor
   Department of Motor Vehicles Decatur Office
   Phone 702-486-5458
   Fax 702-486-5970
   Email shall@dmv.nv.gov

PROPOSED STAFF RESUME FOR RFP 3192

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

Company Name Submitting Proposal:	***Xcel Maintenance Services, INC***

Check the appropriate box as to whether the proposed individual is

prime contractor staff or subcontractor staff.

Contractor:	***X***	**Subcontractor:**	

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

Name:	***Rufino Cruz***	**Key Personnel: (Yes/No)**	***X***
Individual's Title:	***Operation Manager***		
# of Years in Classification:	***9***	**# of Years with Firm:**	***10***

BRIEF SUMMARY OF PROFESSIONAL EXPERIENCE
Information should include a brief summary of the proposed individual's professional experience.

Operation Management, Supervising, Carpet Care, Floor Care, Stone Care, Recruiting, Training, Human Recourses, Safety.

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.

2005 to Present – Xcel Maintenance Services – Operation Manager- Janitorial Services various locations in the State of Nevada, including State of Nevada buildings, Clark County, M&M World, Telepacific, The Whiting Turner Contacting Company, NDOT

EDUCATION

Information required should include: institution name, city, state,

Degree and/or Achievement and date completed/received.

Mexico High School Diploma 2002

CERTIFICATIONS

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

Waxie – Las Vegas, Nevada – Green Cleaning – 2007

Waxie – Las Vegas – Nevada – Stone Care Seminar - 2008

Waxie – Las Vegas Nevada – Hard Floor Care Seminar - 2009

Institute of Inspection Cleaning and Restoration – Las Vegas, Nevada – Carpet Cleaning – 2009

REFERENCES

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

1. Mr. Tony Riley
   Facilities
   State of Nevada, Public Works Division, Building and Grounds Section.
   Phone 702-486-4300
   Fax 702-486-4308
   Email trriley@admin.nv.gov

2. Mr. Ralph Bellis
   Operation Coordinator / Facility Manager Field
   DMV Henderson
   Phone 702-486-1307
   Fax 702-486-1335
   Email rbelis@dmv.nv.gov

3. Ms. Sue Hall, CPM
   Operations Supervisor
   Department of Motor Vehicles Decatur Office
   Phone 702-486-5458
   Fax 702-486-5970
   Email shall@dmv.nv.gov

IX. OTHER INFORMATION MATERIAL

QUALITY CONTROL

QUALITY CONTROL PROGRAM

POLICY STATEMENT:

The key to success for our entire operation is based on how we plan, schedule, and monitor the work that we do. Our work is based on area assignments. Unlike many other companies who use task assignments and gang cleaning to accomplish their work, we here, at Xcel Maintenance, believe that custodians should be able to perform all tasks within the realm of cleaning services. The area assignments are based on the frequencies of cleaning and the type of room, area, or space to be cleaned. We, believe that area assignments are the most productive and efficient method in accomplishing the work at hand.

PROCEDURES:

The contract manager will be responsible for the overall operations, with the supervisors being responsible for the day to day operations. The supervisor shall be responsible for weekly written inspections to be given to the operations manager and the facilities manager and the facilities supervisor. Daily contact shall be made with the facilities supervisor.

After the area assignments have been established, the supervisor will check to determine if these assignments are truly the most efficient by working closely with his employees. The supervisor will discuss with his employees the schedules that they have been given to ensure that they understand the work level and the quality that is expected.

In addition to the weekly inspection, monthly inspections shall be conducted by the management to ensure that the operations manager and supervisors are complying with the quality control program.

Records of all inspection and statements of corrective actions shall be maintained and available at our web base software CleanTelligent.

CleanTelligent® Software

PRESENTS:

Effective Quality Control

Ask Yourself

- How do you know your building is clean?
- How do you know contracted services are performed?
- How do you know you are receiving real value for the price being paid?

You can only know with proof.

THE SOLUTION

We Offer Proof through Effective Quality Control

- Know services will be completed as outlined.
- Submit messages that are documented.
- Receive customer service that exceeds expectations.
- Consistently get a cleaner building for the same cost.

THE CLEANTELLIGENT EXPERIENCE

Our Customer Service is Built on 3 Values:

- Quality
- Reassurance
- Communication

We accomplish this level of service with our quality control program, CleanTelligent® Software

QUALITY: INSPECTIONS

We input and document the services from our contract into CleanTelligent.

I. GENERAL CLEANING

A. *Daily Services:*

1. Empty wastepaper baskets and other receptacles; damp wipe or wash if necessary. Reinstall liners if necessary. Haul trash to the dumpster.
2. Spot clean door and partition glass, desks, counters and tables.
3. Dust conference rooms, break rooms and receptionist areas. Spot dust other areas if necessary.
4. Clean drinking fountains. Remove hard water deposits on drinking fountains if necessary.
5. Clean carpet spots smaller than one square foot.
6. Vacuum all carpet in common areas and traffic ways, as recommended by the Carpet and Rug Institute.
7. Vacuum under desks and tables if necessary.
8. Sweep/vacuum and then damp mop hard surface floors.
9. Spot vacuum crumbs or other dry spills on furniture.
10. Sweep/vacuum and spot mop stairwells.
11. Reposition all furniture correctly, turn out lights upon completion, and secure all areas as required.

QUALITY: INSPECTIONS

We inspect those services to make sure they are performed to above industry standards.

QUALITY: INSPECTIONS

Inspection results are available for review so you can see we are honoring our contract.

Inspection Details Expand All - Collapse All Inspection Legend

Group By SubLocation/Section Show Tracking Item Details

1st Floor - Offices, Lobby

Service Items:

100%	Empty wastepaper baskets, ashtrays, sand urns and other receptacles; damp wipe or wash if necessary. Reinstall liners if necessary. Haul trash to the dumpster.	Offices - 5XW - General Cleaning
100%	Spot clean door and partition glass, desks, counters and tables.	Offices - 5XW - General Cleaning
100%	Dust conference rooms, break rooms and receptionist areas. Spot dust other areas if necessary.	Offices - 5XW - General Cleaning
100%	Clean carpet spots smaller than one square foot.	Offices - 5XW - General Cleaning
50%	Clean drinking fountains. Remove hard water deposits on drinking fountains if necessary.	Offices - 5XW - General Cleaning
0%	Reposition all furniture correctly, turn out lights upon completion, and secure all areas as required.	Offices - 5XW - General Cleaning
100%	Sweep/vacuum and spot mop stairwells.	Offices - 5XW - General Cleaning
100%	Sweep/vacuum and then damp mop hard surface floors.	Offices - 5XW - General Cleaning
100%	Vacuum all carpet in common areas and traffic ways, as recommended by the Carpet and Rug Institute.	Offices - 5XW - General Cleaning
100%	Vacuum under desks and tables if necessary.	Offices - 5XW - General Cleaning

1st Floor - Offices, Lobby Score:

Service Detail Score: 85% - 8.5/10

REASSURANCE: JOB SCHEDULING

All work is scheduled based on the areas and frequencies specified in the contract.

I. GENERAL CLEANING

A. *Daily Services:*

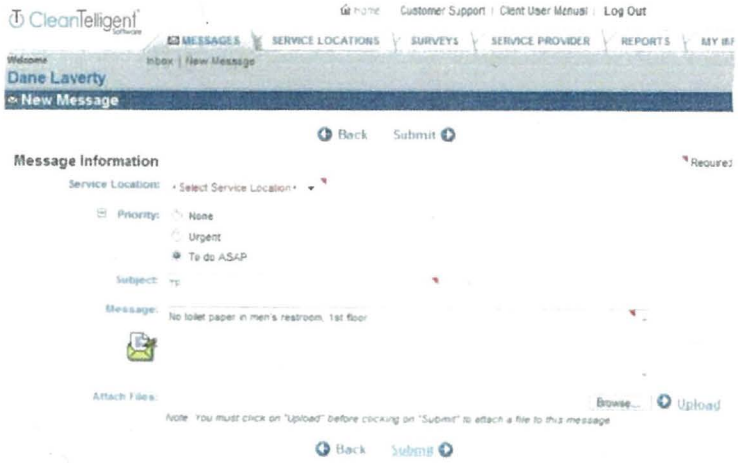
1. Empty wastepaper baskets and other receptacles; damp wipe or wash if necessary. Reinstall liners if necessary. Haul trash to the dumpster.
2. Spot clean door and partition glass, desks, counters and tables.
3. Dust conference rooms, break rooms and receptionist areas. Spot dust other areas if necessary.
4. Clean drinking fountains. Remove hard water deposits on drinking fountains if necessary.
5. Clean carpet spots smaller than one square foot.
6. Vacuum all carpet in common areas and traffic ways, as recommended by the Carpet and Rug Institute.
7. Vacuum under desks and tables if necessary.
8. Sweep/vacuum and then damp mop hard surface floors.
9. Spot vacuum crumbs or other dry spills on furniture.
10. Sweep/vacuum and spot mop stairwells.
11. Reposition all furniture correctly, turn out lights upon completion, and secure all areas as required.

REASSURANCE: JOB SCHEDULING

Detailed job schedules ensure all services are completed as promised.

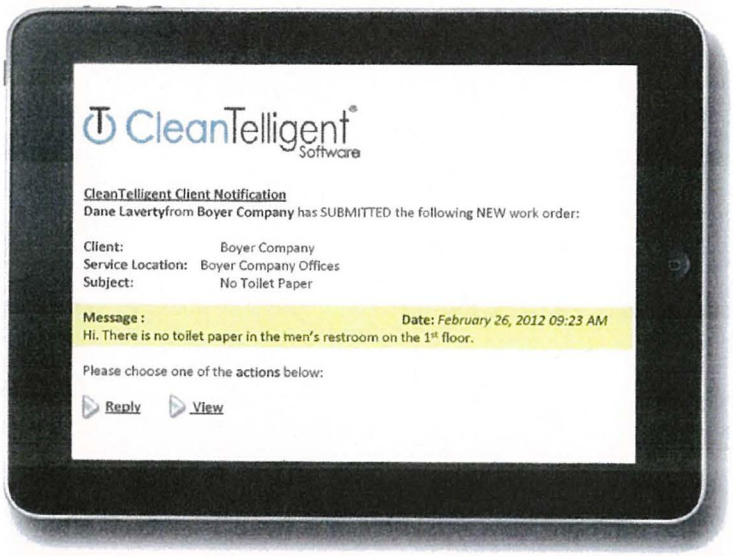
COMMUNICATION

Submit any issues using your current email system or submit directly into CleanTelligent.



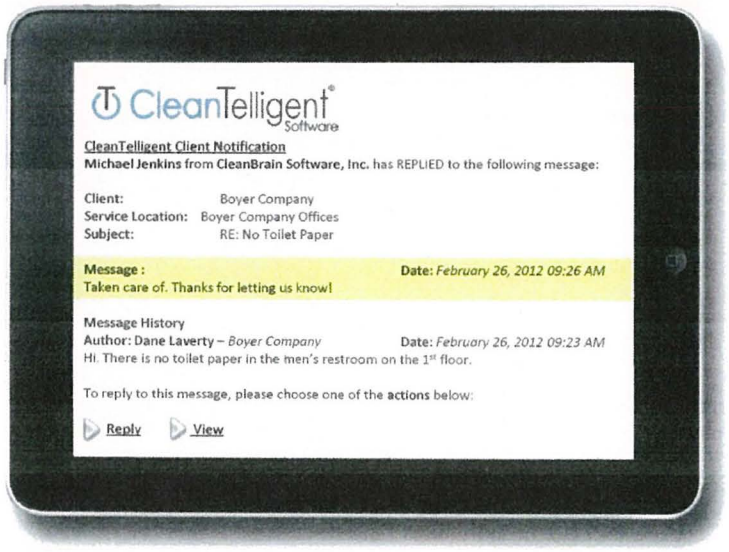
COMMUNICATION

All responsible personnel are notified. If the request does not receive a prompt response, management is informed.



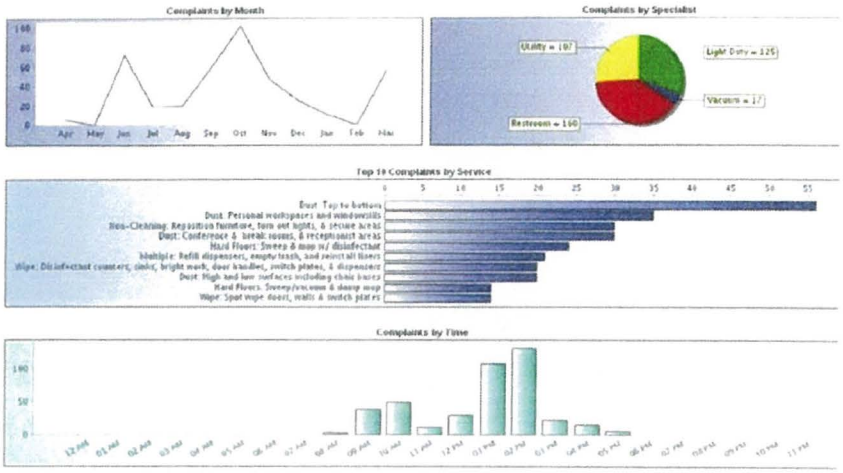
COMMUNICATION

We respond to your message and updates are logged as progress is made.



COMMUNICATION: REPORTS

Performance reports help us increase accountability and improve internal training.



COMMUNICATION: REPORTS

View average inspection scores to know that you are getting real value for the price.

Our Promise

With effective quality control you can know:

- Services are completed as contracted.
- Messages are documented and receive response.
- Customer service is exceeding your expectations.
- The building is consistently cleaner for what you are paying.

Simple Implementation

Get Started

- Receive a username and password.
- Click a desktop icon linking to the login.
- Submit and review information.
- All data is secure.

CleanTelligent®
Software

We Are Committed to Providing Exceptional Customer Service.