

Purchase Order



Marshall University
Office of Purchasing
One John Marshall Drive
Huntington WV, 25755-4100

Purchase Order #
MU24JANITORIAL

Direct all inquires regarding this order to: (304) 696-2918

TO: HHS Education Services LLC
12495 Silver Creek Road
Dripping Springs, TX 78620

FEIN: 843527671 PH: 512-478-1888

Vendor Code:
843527671

Ship to:
Marshall University
One John Marshall Drive
Huntington, WV 25755

Room #

THIS ORDER IS SUBJECT TO
THE GENERAL TERMS AND
CONDITIONS AS SET FORTH
HEREIN

WVFIMS Account #:

P.O. Date	FY	Buyer	Ship Via	F.O.B	Terms	Contract #
03/12/24	24	MD	FOB	Destination	Net 30	MU24JANITORIAL

CONTRACT ACCEPTANCE

On behalf of the Governing Board, MARSHALL UNIVERSITY
hereby accepts the quotation of HHS Education Services LLC
for Janitorial Services

signed by Randall Holden
Title Vice President of Sales, Education
on 02/02/2024

Approved as to form this 27th day of March, 2024
West Virginia Attorney General

By: John S. Gray
Chief Counsel

Open-end Janitorial Services Contract
Effective: July 1, 2024 - 6/30/2025
Renewals: Five (5) one-year, optional renewals

THIS ORDER IS EXEMPT FROM ALL SALES TAX
LIMIT EACH INVOICE TO A SINGLE PURCHASE ORDER NUMBER


Line No.	Fund	Org.	Account	Encumber Amount
1.	Varies	Varies	Varies	Varies
2.				
3.				
4.				

Total: **Open-End**

Mail Original Invoice and 1 Copy to:
Marshall University Accounts Payable
One John Marshall Drive Huntington,
WV 25755-4500

Michelle Wheeler
Authorized Signature

3/28/2024
Date

Request for Quotation		 Marshall University Office of Purchasing One John Marshall Drive Huntington, WV 25755-4100 Direct all inquiries regarding this order to: delong16@marshall.edu		Bid# MU24JANITORIAL	
Vendor:				For information contact: Purchasing Contact: Misty DiSilvio Phone: (304) 696-2918 Email: delong16@marshall.edu Purchasing@marshall.edu	
Sealed requests to bid for furnishing the supplies, equipment or services described below will be received by the institution. TO RECEIVE CONSIDERATION FOR AWARD, UNLESS OTHERWISE NOTED, THE BID WILL BE SUBMITTED ON THIS FORM AND UPLOADED INTO THE MU BONFIRE PORTAL ON OR BEFORE THE DATE AND TIME SHOWN FOR THE BID OPENING. When applicable, prices will be based on units specified; and Bidders will enter the delivery date or time for items contained herein. The institution reserves the right to accept or reject bids on each item separately or as a whole, to reject any or all bids, to waive informalities or irregularities and to contract as the best interests of the institution may require. BIDS ARE SUBJECT TO THE GENERAL TERMS AND CONDITIONS AS SET FORTH HEREIN.					
DATE 12/14/2023		MANDATORY BID MEETING on January 10, 2024, and January 11, 2024, SEE NOTES BELOW		DEPARTMENT REQUISITION NO. MU24JANITORIAL	
				BIDS OPEN: 02/06/24 @ 3:30PM EST. Broadcast via TEAMS link below: http://tinyurl.com/MU24JANITORIAL	
Item #	Quantity	Description		Unit Price	Extended Price
		<u>Request for Quotation: MU24JANITORIAL</u> Marshall University is soliciting bids on behalf of the Facilities and Operations Department to establish a contract for Janitorial Services. RFQ Schedule: Note bidders must attend both Prebid meetings. Each meeting will include a site visit. 1. Main Campus Mandatory Pre-bid Meeting: January 10, 2024, 9:00 AM, EST. at Drinko Library 349 One John Marshall Drive, Huntington, WV 25755. This meeting will include a review of the solicitation package and a site visit of the Huntington campus. 2. South Charleston Mandatory Prebid Meeting (2): January 11, 2024, 9:00AM EST. Admin Bldg. 116, 100 Angus E Peton Dr., South Charleston, WV 25303. This meeting will be a site walkthrough of the South Charleston Campus. 3. Technical Questions: Due January 19, 2024 at 3:30 PM, EST. 4. Bids due and opened: February 6, 2024 at 3:30 PM, EST. in person, or online via Teams: http://tinyurl.com/MU24JANITORIAL			
				Total	

To the Office of Purchasing,
 In compliance with the above, the undersigned offers and agrees, if this offer is accepted within _____ calendar days (30 calendar days unless a different period is inserted by the purchaser) from the bid open date, specified above, to furnish any or all items upon which prices are offered, at the price set opposite each item, delivered at the designated point(s), within the time specified.

Bidder's Name HHS Education Services, LLC
 Signed By 
 Typed Name Randall Holden
 Title Vice President of Sales, Education
 Email rholden@hhs1.com
 Street Address 12495 Silver Creek Road
 City/State/Zip Dripping Springs, TX, 78620
 Date 02/02/2024 Phone 512-478-1888
 Fcin 84-3527671

Exhibit A Pricing Page
Solicitation: MU24JANITORIAL

Company Name: HHS Education Services

Bidders must complete the pricing page as detailed in Specifications section 6.2. Chart details are provided below:

Chart 1: Contract award will be based on the pricing included in Chart 1. This chart includes all buildings that we intend to award as part of this solicitation. Bidder must provide a monthly rate for each building. The monthly rate shall be all-inclusive of janitorial services required as part of the contract, unless otherwise noted in the specifications. Chart 1 included three (3) cleaning Tiers. Award will be based on Tier 1. University may switch to Tier 2 or 3 based on process detailed in specifications.

Chart 2: The items listed in Chart 2 will be awarded as part of this contract. The usage of these items is not guaranteed and will be requested as needed.

Chart 3: The items listed in Chart 3 are optional items that we may review adding to the contract if the pricing is beneficial to the University. These items will not be exclusive to the awarded vendor. Written approval from both parties is required for the use of these items.

Chart 4: Marshall University currently utilizes in-house janitorial staff for the buildings listed in Chart 4. We are requesting pricing in the event that we need to utilize Vendor services for a listed building during the term of the contract. Written approval is required from both parties to utilize janitorial services for these buildings as part of this contract.

Chart 1: Janitorial Services for Buildings Included in Contract				
Item #	Building / Description	Monthly Rate - Tier 1	Monthly Rate - Tier 2	Monthly Rate - Tier 3
1-1	Warrick Hall	\$4,442.77	\$4,190.08	\$3,888.34
1-2	Education Building	\$3,065.15	\$2,850.71	\$2,683.87
1-3	East Hall	\$1,744.35	\$1,622.12	\$1,527.28
1-4	Prochard Hall	\$2,647.86	\$2,462.81	\$2,318.48
1-5	Sorell Maintenance Building	\$816.88	\$759.72	\$715.26
1-6	Morris Hall	\$1,072.48	\$997.42	\$939.05
1-7	Joseph M. Gillette Welcome Center	\$538.24	\$503.05	\$471.72
1-8	Office Public Safety	\$408.89	\$378.42	\$354.27
1-9	Brooks Library	\$8,253.35	\$7,675.01	\$7,225.84
1-10	Shawney Building	\$3,200.84	\$3,052.23	\$2,879.59
1-11	Dot Hicks Complex	\$257.33	\$239.14	\$226.15
1-12	Softball Press Box	\$206.38	\$191.76	\$180.53
1-13	Bobby Pruitt Weight Room	\$1,278.37	\$1,188.93	\$1,119.34
1-14	Visual Arts Center	\$4,416.93	\$4,126.11	\$3,855.00
1-15	Child Development Academy	\$80.20	\$80.80	\$780.34
1-16	Walker Athletic Complex/Buck Harless & Hall of Fame	\$1,278.37	\$1,188.93	\$1,119.34
1-17	Corby Hall	\$7,151.81	\$6,851.45	\$6,262.16
1-18	Montrow Library	\$7,859.38	\$7,123.88	\$6,706.94
1-19	Career Services	\$364.71	\$341.05	\$321.09
1-20	Soccer Complex	\$1,143.76	\$1,061.34	\$999.41
1-21	Art Warehouse/Receiving Warehouse	\$1,514.31	\$1,408.37	\$1,325.94
1-22	Engineering Lab	\$1,285.40	\$1,195.47	\$1,125.50
1-23	Smith Business Building	\$6,620.30	\$6,256.94	\$5,796.60
1-24	Baseball & Softball Operations Bldg	\$1,354.05	\$1,259.33	\$1,195.62
1-25	South Charleston Academic Bldg	\$1,481.44	\$1,377.80	\$1,297.16
1-26	South Charleston Graduate Bldg	\$3,092.03	\$2,875.62	\$2,707.37
1-27	Garage Elevators/Stairwells (2nd Ave)	\$436.30	\$407.63	\$383.78
1-28	Garage Elevators/Stairwells (5th Ave)	\$251.67	\$237.79	\$223.87
1-29	Pedestrian Bridge (Henderson Center)	\$162.81	\$151.25	\$142.56
Monthly total		\$67,139.06		

Chart 2: Additional Services Included in Contract		
Item #	Description	Hourly Rate
2-1	Emergency Clean-up - Large Emergency Events	\$30.00
2-2	Event Setup/Cleanup over 2 hours	\$20.00
2-3	Additional Floor Stripping and Waxing (5.11.4)	\$20.00

Chart 3: Optional Alternative Services		
Item #	Description	Hourly Rate
3-1	Landscaping (5.11.3.1) - Mowing, string trimming and removal of grass from sidewalks (Vendor Supplied Equipment)	\$30.28
3-2	Landscaping (5.11.3.2) - Leaf Removal (Vendor Supplied Equipment)	\$20.10
3-3	Landscaping (5.11.3.3) - Snow Removal (Vendor Supplied Equipment)	\$20.10
3-4	Pressure Washing (5.11.5)	\$20.10
3-5	Window Cleaning at ground floor (5.11.6.1)	\$20.10
3-6	Window Cleaning above ground floor (5.11.6.2)	\$32.77
3-7	Window Cleaning repairing (R) (5.11.6.3)	\$48.85
3-8	Campus Trash Removal (5.11.7)	\$20.10

Chart 4: Janitorial Services for Optional Buildings				
Item #	Building	Monthly Rate Tier 1	Monthly Rate Tier 2	Monthly Rate Tier 3
4-1	Dietetics (Downtown)	\$950.58	\$800.43	\$737.36
4-2	Huntington Glazers	\$320.56	\$269.97	\$248.65
4-3	RCB	\$3,044.54	\$2,544.31	\$2,362.33

MARSHALL UNIVERSITY
GENERAL TERMS AND CONDITIONS

1. CONTRACTUAL AGREEMENT: Issuance of an Award Document constitutes acceptance of this contract (the Contract) made by and between Marshall University (University or Marshall) and the Vendor. Vendor's signature to the Contract signifies Vendor's agreement to be bound by and accept the terms and conditions contained in the Contract. Therefore, the parties agree that the following contractual terms and conditions are dominate over any competing terms made a part of the Contract. **IN THE EVENT OF ANY CONFLICT BETWEEN VENDOR'S FORM(S) AND THESE GENERAL TERMS AND CONDITIONS, THESE GENERAL TERMS AND CONDITIONS SHALL CONTROL.**

2. DEFINITIONS: As used in this Solicitation/Contract, the following terms shall have the meanings attributed to them below. Additional definitions may be found in the specifications, if applicable, included with the Solicitation/Contract.

2.1 "Award Document" means the document that identifies the Vendor as the Contract holder when signed by the Vendor and Marshall University's Office of Purchasing and, when necessary, approved as to form by the Attorney General.

2.2 "Bid" or "Proposal" means the Vendor's verbal bid or written bid provided in response to a solicitation by the University.

2.3 "Board" means the Governing Board of Marshall University.

2.4 "Buyer" means an individual designated by a Chief Procurement Officer to perform designated purchasing and acquisition functions as authorized by the Chief Procurement Officer.

2.5 "Chief Procurement Officer" means the individual designated by the President of Marshall University to manage, oversee and direct the purchasing and acquisition of supplies, equipment, services, and printing for the University.

2.6 "Contract" means the binding agreement that is entered between the University and the Vendor to provide requested goods and/or services requested in the Solicitation.

2.7 "Governing Board" means the Marshall University Board of Governors as provided for in the West Virginia state code.

2.8 "Higher Education Institution" means an institution as defined by Sections 401(f), (g) and (h) of the federal Higher Education Facilities Act of 1963, as amended.

2.9 "Office of Purchasing" means the section within Marshall University headed by the Chief Procurement Officer and its personnel.

Revised: 10/12/21

2.10 "Purchasing Card" or "P-Card" means The State of West Virginia's Purchasing Card program, administered under contract by a banking institution, processes payment for goods and services through state designated credit cards.

2.11 "Responsible Bidder" and "Responsible Vendor" mean a person and/or vendor who have the capability in all respects to perform contract requirements, and the integrity and reliability which will assure good faith performance.

2.12 "Responsive Bidder" and "Responsive Vendor" mean a person and/or a vendor who has submitted a bid which conforms in all material respects to the invitation to bid.

2.13 "Solicitation" means the notice of an opportunity to supply the University with goods and services.

2.14 "State" means the State of West Virginia and/or any of its agencies, commissions, boards, departments or divisions as context requires.

2.15 "University" means Marshall University or Marshall.

2.16 "Vendor" or "Vendors" means any entity providing either a verbal or written bid in response to the solicitation, the entity that has been selected as the lowest responsible bidder, or the entity that has been awarded the Contract as context requires.

2.17 "Will", "Shall" and "Must" identifies a mandatory item or requirement that concludes the duty, obligation or requirement imposed is mandatory, as opposed to being directory or permissive.

3. CONTRACT TERM; RENEWAL; EXTENSION: The term of the Contract shall be determined in accordance with the category that has been identified as applicable to the Contract below:

Term Contract

Initial Contract Term: The Contract becomes effective on July 1, 2024
and extends for a period of One (1) year(s).

Renewal Term: The Contract may be renewed upon the mutual written consent of the University and the Vendor. Any request for renewal should be submitted to the University thirty (30) days prior to the expiration date of the initial contract term or appropriate renewal term. A Contract renewal shall be in accordance with the terms and conditions of the original contract. Renewal of the Contract is limited to 5 (five) successive one (1) year periods or multiple renewal periods of less than one year, provided that the multiple renewal periods do not exceed 60 (Sixty) months in total. Automatic renewal of the Contract is prohibited.

Revised: 10/12/21

Any language that seeks to automatically renew, modify, or extend the Contract beyond the initial term or automatically continue the Contract period from term to term is deleted. The Contract may be renewed or continued only upon mutual written agreement of the Parties.

Alternate Renewal Term – This contract may be renewed for _____ successive _____ year periods or shorter periods provided that they do not exceed the total number of months contained in all available renewals. Automatic renewal of this Contract is prohibited. Renewals must be approved by the Vendor and Agency.

Fixed Period Contract: The Contract becomes effective upon Vendor's receipt of the notice to proceed and must be completed within _____.

Fixed Period Contract with Renewals: The Contract becomes effective upon Vendor's receipt of the notice to proceed and part of the Contract must be completed within _____ days. Upon completion, the Vendor agrees that maintenance, monitoring, or warranty services will be provided for _____ successive one-year periods or multiple periods of less than one year provided that the multiple renewal periods do not exceed _____ months in total.

One-Time Purchase: The term of the Contract shall run from the issuance of the Award Document until all the goods contracted for have been delivered, but in no event, will the Contract extend for more than one fiscal year.

Other: See attached.

4. NOTICE TO PROCEED: Vendor shall begin performance of the Contract immediately upon receiving notice to proceed unless otherwise instructed by the University. Unless otherwise specified, the fully executed Award Document will be considered notice to proceed.

5. QUANTITIES: The quantities required under the Contract shall be determined in accordance with the category that has been identified as applicable to the Contract below.

Open End Contract: Quantities stated in the solicitation are approximations only, based on estimates supplied by the University. It is understood and agreed that the Contract shall cover the quantities ordered for delivery during the term of the Contract, whether more or less than the quantities shown.

Service: The scope of the service to be provided will be more clearly defined in the specifications included herewith.

Revised: 10/12/21

- Combined Service and Goods:** The scope of the service and deliverable goods to be provided will be more clearly defined in the specifications included herewith.
- One-Time Purchase:** The Contract is for the purchase of a set quantity of goods that are identified in the specifications included herewith. Once those items have been delivered, no additional goods may be procured under the Contract without an appropriate change order approved by the Vendor, University, and/or when necessary, the Attorney General's office.

6. EMERGENCY PURCHASES: The Chief Procurement Officer may suspend the use of a university wide mandatory contract (the University's Office of Purchasing has created standard specifications that are establish University wide contracts for commonly used commodities and services that are needed on a repetitive basis), or the competitive bidding process to allow a Department to purchase goods or services in the open market if for immediate or expedited delivery in an emergency.

Emergencies shall include, but are not limited to, delays in transportation or an unanticipated increase in the volume of work, provided that a required University emergency purchase with another vendor does not cause a breach of contract.

7. REQUIRED DOCUMENTS: All the items checked below must be provided to the University by the Vendor as specified below.

- BID BOND (Construction Only):** Pursuant to the requirements contained in W. Va. Code § 5-22-1(c), All Vendors submitting a bid on a construction project shall furnish a valid bid bond in the amount of five percent (5%) of the total amount of the bid protecting the State of West Virginia. The bid bond must be submitted with the bid.
- PERFORMANCE BOND:** The apparent successful Vendor shall provide a performance bond in the amount of 100% of the contract. The performance bond must be received by the Marshall University Office of Purchasing Office prior to Contract award.
- LABOR/MATERIAL PAYMENT BOND:** The apparent successful Vendor shall provide a labor/material payment bond in the amount of 100% of the Contract value. The labor/material payment bond must be received by the Marshall University Office of Purchasing Office prior to Contract award.
- MAINTENANCE BOND:** The successful Vendor shall provide a two (2) year maintenance bond covering the roofing system. The maintenance bond must be issued and received by the Marshall University Office of Purchasing Office prior to Contract award.
- LICENSE(S) / CERTIFICATIONS / PERMITS:** In addition to anything required under the Section entitled Licensing, of the General Terms and Conditions, the Vendor shall furnish proof of the following licenses, certifications, and/or permits prior to Contract award, in a form acceptable to the University.

Revised: 10/12/21

INSERT ADDITIONAL CONDITIONS BELOW:

West Virginia Contractor's License

Other Licenses and certifications as listed in Specifications

The apparent successful Vendor shall also furnish proof of any additional licenses or certifications prior to Contract award regardless whether that requirement is listed above.

8. INSURANCE: The Vendor shall furnish proof of the insurance identified by a checkmark below prior to Contract award. Subsequent to contract award, and prior to the insurance expiration date, Vendor shall provide the University with proof that the insurance mandated herein has been continued. Vendor must also provide with immediate notice of any changes in its insurance policies mandated herein, including but not limited to, policy cancelation, policy reduction, or change in insurers. The insurance coverages identified below must be maintained throughout the life of the contract. The Vendor shall also furnish proof of any additional insurance requirements prior to the Contract award regardless of whether that insurance requirement is listed in this section.

Any provisions requiring the University to maintain any type of insurance for either of its or the Vendors benefit is deleted.

Vendor must maintain:

Commercial General Liability Insurance in at least an amount of: \$1,000,000 per occurrence and an aggregate of \$3,000,000.

Automobile Liability Insurance in at least an amount of: _____ per occurrence and an aggregate of _____.

Professional/Malpractice/Errors and Omission Insurance in at least an amount of: _____ per occurrence and an aggregate of _____.

Commercial Crime and Third-Party Fidelity Insurance in an amount of: _____ per occurrence and an aggregate of _____.

Cyber Liability Insurance in an amount of: _____ per occurrence and an aggregate of _____. Coverage shall be sufficiently broad to respond to the duties and obligations as is undertaken by Vendor in performance of the Contract and shall include, but not limited to, claims involving infringement of intellectual property, including but not limited to infringement of copyright, trademark, trade dress, invasion of privacy violations, information theft, damage to or destruction of electronic information, release of private information, alteration of electronic information, extortion and network security. The policy shall provide coverage for breach response costs as well as regulatory fines and penalties as well as credit monitoring expenses with limits sufficient to respond to these obligations.

Revised: 10/12/21

Builders Risk Insurance in an amount equal to 100% of the amount of the Contract.
_____ per occurrence and an aggregate of _____.

9. WORKERS' COMPENSATION INSURANCE: The apparent successful Vendor shall comply with laws relating to workers compensation, shall maintain workers' compensation insurance when required, and shall furnish proof of workers' compensation insurance upon request.

10. LIQUIDATED DAMAGES: This clause shall in no way be considered exclusive and shall not limit the University's right to pursue any other available remedy. Vendor shall pay liquidated damages in the amount specified below or as described in the specifications:

NA _____ for NA _____

Liquidated Damages Contained in the Specifications

11. ACCEPTANCE: Vendor's signature on the certification and signature page, constitutes an offer to the University that cannot be unilaterally withdrawn, signifies that the product or service proposed by Vendor meets the mandatory requirements for that product or service, unless otherwise indicated, and signifies acceptance of the terms and conditions unless otherwise indicated.

12. STATUTE OF LIMITATIONS - Any clauses limiting the time in which the State may bring suit against the Vendor or any other third party are deleted.

13. PRICING/BEST PRICE GUARANTEE: The pricing set forth herein is firm for the life of the Contract, unless specified elsewhere within this Solicitation by the University. A Vendor's inclusion of price adjustment provisions in its bid, without an express authorization in the Solicitation to do so, may result in bid disqualification. Notwithstanding the foregoing, Vendor must extend any publicly advertised sale price to the University and invoice at the lower of the contract price or the publicly advertised sale price.

14. PAYMENT IN ARREARS: Payments for goods/services will be made in arrears only upon receipt of a proper invoice, detailing the goods/services provided or receipt of the goods/services, whichever is later. Notwithstanding the foregoing, payments for software licenses, subscriptions, or maintenance may be paid annually in advance.

15. PAYMENT METHODS: The Vendor must accept payment by electronic funds transfer or P-Card for payment of all orders under this Contract unless the box below is checked.

Vendor is not required to accept the State of West Virginia's P-Card or by electronic funds transfer as payment for all goods and services for the reason(s) stated below:

Revised: 10/12/21

16. ADDITIONAL FEES: Vendor is not permitted to charge additional fees or assess additional charges that were not either expressly included in the unit price or lump sum bid amount that Vendor is required by the solicitation to provide. Requesting such fees or charges be paid after the contract has been awarded may result in cancellation of the contract. Any references contained in the Contract, Vendor's bid, or in any American Institute of Architects documents obligating the University to pay to compensate Vendor, in whole or in part, for lost profit, pay a termination fee, pay liquidated damages if the Contract is terminated early, seeking to accelerate payments in the event of Contract termination, default, or non-funding, costs of collection, court costs, or attorney's fees, unless ordered by a court of competent jurisdiction is hereby deleted. Any language imposing and interest or charges due to late payment is deleted.

17. FEES OR COSTS: Any language obligating the State to pay costs of collection, court costs, or attorney's fees, unless ordered by a court of competent jurisdiction is deleted.

18. RISK SHIFTING: Any provision requiring the State to bear the costs of all or a majority of business/legal risks associated with this Contract, to indemnify the Vendor, or hold the Vendor or a third party harmless for any act or omission is hereby deleted.

19. LIMITING LIABILITY: Any language limiting the Vendor's liability for direct damages is deleted.

20. TAXES: The Vendor shall pay any applicable sales, use, personal property or other taxes arising out of the Contract and the transactions contemplated hereby. The University is exempt from federal and state taxes and will not pay or reimburse such taxes. The University will, upon request, provide a tax-exempt certificate to confirm its tax-exempt status.

21. FISCAL YEAR FUNDING: The Contract shall continue for the term stated herein, contingent upon funds being appropriated by the WV Legislature or otherwise being made available for this Contract. In the event funds are not appropriated or otherwise available, the Contract becomes of no effect and is null and void after June 30 of the current fiscal year. If that occurs, the University may notify the Vendor that an alternative source of funding has been obtained and thereby avoid the automatic termination. Non-appropriation or non-funding shall not be considered an event of default.

22. CANCELLATION/RIGHT TO TERMINATE: The University reserves the right to cancel/terminate the Contract immediately upon written notice to the Vendor if the materials or workmanship supplied do not conform to the specifications contained in the Contract. The University may also cancel any purchase or Contract upon thirty (30) days written notice to the Vendor. In the event of early cancellation, the University agrees to pay the Vendor only for all undisputed services rendered or goods received before the termination's effective date. All provisions are delete that seek to require the State to (1) compensate Vendor, in whole or in part, for loss profit, (2) pay a termination fee, or (3) pay liquidated damages if the Contract is terminated early.

In the event that a vendor fails to honor any contractual term or condition, the Chief Procurement Officer may cancel the contract and re-award the contract to the next lowest responsible and responsive bidder in accordance with the Marshall University Board of Governors Policy No. FA-9 Purchasing Policy, section 7.4.1

Revised: 10/12/21

Any language seeking to accelerate payments in the event of Contract termination, default or non-funding is hereby deleted.

23. RIGHT OF FIRST REFUSAL Any language seeking to give the Vendor a Right of First Refusal is hereby deleted.

24. DISPUTES – Any language binding the University to any arbitration or to the decision of any arbitration board, commission, panel, or other entity is deleted; as is any requirement to waive a jury trial.

Any language requiring or permitting disputes under this Contract to be resolved in the courts of any state other than the State of West Virginia is deleted. All legal actions for damages brought by Vendor against the University shall be brought in the West Virginia Legislative Claims Commission. Other causes of action must be brought in the West Virginia Court authorized by statute to exercise jurisdiction over it.

Any language requiring the State to agree to, or be subject to, any form of equitable relief not authorized by the Constitution or laws of State of West Virginia is deleted.

25. TIME: Time is of the essence with regard to all matters of time and performance in the Contract.

26. DELIVERY -All deliveries under the Contract will be FOB destination unless the State expressly and knowingly agrees otherwise. Any contrary delivery terms are hereby deleted.

27. APPLICABLE LAW: The Contract is governed by and interpreted under West Virginia law without giving effect to its choice of law principles. Any information provided in specification manuals, or any other source, verbal or written, which contradicts or violates the West Virginia Constitution, W. Va. Code or Marshall University Board of Governors Policy No. FA-9 Purchasing Policy is void and of no effect. Any language requiring the application of the law of any state other than the State of West Virginia in interpreting or enforcing the Contract is deleted. The Contract shall be governed by the laws of the State of West Virginia

28. COMPLIANCE WITH GOVERNING LAWS: Vendor shall comply with all applicable federal, state, and local laws, regulations and ordinances. By submitting a bid, Vendor acknowledges that it has reviewed, understands, and will comply with all applicable laws, regulations, and ordinances. Vendor shall notify all subcontractors providing commodities or services related to this Contract that, as subcontractors, they too are required to comply with all applicable laws, regulations, and ordinances.

29. ARBITRATION: Any references made to arbitration contained in the Contract, Vendor's bid, or in any American Institute of Architects documents pertaining to the Contract are hereby deleted, void, and of no effect.

30. MODIFICATIONS: Notwithstanding anything contained in the Contract to the contrary, no modification of the Contract shall be binding without mutual written consent of the University, and the Vendor.

31. AMENDMENTS - The parties agree that all amendments, modifications, alterations or changes to the Contract shall be by mutual agreement, in writing, and signed by both parties. Any language to the contrary is deleted.

Revised: 10/12/21

32. NO WAIVER: The failure of either party to insist upon a strict performance of any of the terms or provision of the Contract, or to exercise any option, right, or remedy herein contained, shall not be construed as a waiver or a relinquishment for the future of such term, provision, option, right, or remedy, but the same shall continue in full force and effect. Any waiver must be expressly stated in writing and signed by the waiving party.

Any provisions requiring the University to waive any rights, claims or defenses is hereby deleted.

33. SUBSEQUENT FORMS: The terms and conditions contained in the Contract shall supersede any and all subsequent terms and conditions which may appear on any form documents submitted by Vendor to the University such as price lists, order forms, invoices, sales agreements, or maintenance agreements, and includes internet websites or other electronic documents. Acceptance or use of Vendor's forms does not constitute acceptance of the terms and conditions contained thereon.

34. ASSIGNMENT: Neither the Contract nor any monies due, or to become due hereunder, may be assigned by the Vendor without the express written consent of the University and any other government or office that may be required to approve such assignments.

The Vendor agrees not to assign the Contract to any person or entity without the State's prior written consent, which will not be unreasonably delayed or denied. The State reserves the right to assign this Contract to another State agency, board or commission upon thirty (30) days written notice to the Vendor. These restrictions do not apply to the payments made by the State. Any assignment will not become effective and binding upon the State until the State is notified of the assignment, and the State and Vendor execute a change order to the Contract.

35. WARRANTY: The Vendor expressly warrants that the goods and/or services covered by the Contract will: (a) conform to the specifications, drawings, samples, or other description furnished or specified by the University; (b) be merchantable and fit for the purpose intended; and (c) be free from defect in material and workmanship.

36. UNIVERSITY EMPLOYEES: University employees are not permitted to utilize the Contract for personal use and the Vendor is prohibited from permitting or facilitating the same.

37. PRIVACY, SECURITY, AND CONFIDENTIALITY: The Vendor agrees that it will not disclose to anyone, directly or indirectly, any such personally identifiable information or other confidential information gained from the University, unless the individual who is the subject of the information consents to the disclosure in writing or the disclosure is made pursuant to the University's policies, procedures, and rules.

Proposals are NOT to be marked as confidential or proprietary Any Provisions regarding confidential treatment or non-disclosure of the terms and conditions of the Contract are hereby deleted. State contracts are public records under the West Virginia Freedom of Information Act ("FOIA") (W.Va. Code §29B-1-1, et. seq.) and public procurement laws. This Contract and other public records may be disclosed without notice to the vendor at the University's sole discretion. The University shall not be liable in any way for disclosure of any such records

Revised: 10/12/21

Any provisions regarding confidentiality of or non-disclosure related to contract performance are only effective to the extent they are consistent with FOIA and incorporated into the Contract through a separately approved and signed non-disclosure agreement.

38. YOUR SUBMISSION IS A PUBLIC DOCUMENT: Vendor's entire response to the Solicitation and the resulting Contract are public documents. As public documents, they will be disclosed to the public following the bid/proposal opening or award of the contract, as required by the competitive bidding laws of W. Va. Code §18B-5-4 and the Freedom of Information Act in W.Va. Code Chapter 29B.

**DO NOT SUBMIT MATERIAL YOU CONSIDER TO BE CONFIDENTIAL,
CONTAINING A TRADE SECRET(S), OR IS OTHERWISE NOT SUBJECT TO
PUBLIC DISCLOSURE.**

Submission of any bid, proposal, or other document to the Marshall University Office of Purchasing constitutes your explicit consent to the subsequent public disclosure of the bid, proposal, or document.

39. LICENSING: Vendor must be licensed and in good standing in accordance with any and all state and local laws and requirements by any state or local University of West Virginia, including, but not limited to, the West Virginia Secretary of State's Office, the West Virginia Tax Department, West Virginia Insurance Commission, or any other state University or political subdivision. Upon request, the Vendor must provide all necessary releases to obtain information to enable the University to verify that the Vendor is licensed and in good standing with the above entities.

40. ANTITRUST: In submitting a bid to, signing a contract with, or accepting an Award Document from Marshall University, the Vendor agrees to convey, sell, assign, or transfer to the University all rights, title, and interest in and to all causes of action it may now or hereafter acquire under the antitrust laws of the United States and the State of West Virginia for price fixing and/or unreasonable restraints of trade relating to the particular commodities or services purchased or acquired by Marshall University. Such assignment shall be made and become effective at the time the University tenders the initial payment to Vendor.

41. THIRD-PARTY SOFTWARE: If this Contract contemplates or requires the use of third-party software, the vendor represents that none of the mandatory click-through, unsigned, or web-linked terms and conditions presented or required before using such third-party software conflict with any term of this Addendum or that it has the authority to modify such third-party software's terms and conditions to be subordinate to this Addendum. The Vendor shall indemnify and defend the State against all claims resulting from an assertion that such third-party terms and conditions are not in accord with, or subordinate to, this Addendum.

42. RIGHT TO REPOSSESSION NOTICE: Any provision for repossession of equipment without notice is hereby deleted. However, the State does recognize a right of repossession with notice.

43. VENDOR CERTIFICATIONS: By signing its bid or entering into the Contract, Vendor certifies (1) that its bid or offer was made without prior understanding, agreement, or connection with any corporation, firm, limited liability company, partnership, person or entity submitting a bid or offer for the same material, supplies, equipment or services; (2) that its bid or offer is in all respects fair and without collusion or fraud; (3) that the Contract is accepted or entered into without any prior understanding, agreement, or connection to any other entity

Revised: 10/12/21

that could be considered a violation of law; and (4) that it has reviewed the Contract in its entirety; understands the requirements, terms and conditions, and other information contained herein. Vendor's signature on its bid or offer also affirms that neither it nor its representatives have any interest, nor shall acquire any interest, direct or indirect, which would compromise the performance of its services hereunder. Any such interests shall be promptly presented in detail to the University. The individual signing this bid or offer on behalf of Vendor certifies that he or she is authorized by the Vendor to execute this bid or offer or any documents related thereto on Vendor's behalf; that he or she is authorized to bind the Vendor in a contractual relationship; and that, to the best of his or her knowledge, the Vendor has properly registered with the all State agencies as required.

44. VENDOR RELATIONSHIP: The relationship of the Vendor to the University shall be that of an independent contractor and no principal-agent relationship or employer-employee relationship is contemplated or created by the Contract. The Vendor as an independent contractor is solely liable for the acts and omissions of its employees and agents. Vendor shall be responsible for selecting, supervising, and compensating any and all individuals employed pursuant to the terms of this Solicitation and resulting contract. Neither the Vendor, nor any employees or subcontractors of the Vendor, shall be deemed to be employees of the University for any purpose whatsoever. Vendor shall be exclusively responsible for payment of employees and contractors for all wages and salaries, taxes, withholding payments, penalties, fees, fringe benefits, professional liability insurance premiums, contributions to insurance and pension, or other deferred compensation plans, including but not limited to, Workers' Compensation and Social Security obligations, licensing fees, etc. and the filing of all necessary documents, forms, and returns pertinent to all of the foregoing. Vendor shall hold harmless the State, and shall provide the State and University with a defense against any and all claims including, but not limited to, the foregoing payments, withholdings, contributions, taxes, Social Security taxes, and employer income tax returns.

45. INDEMNIFICATION: The Vendor agrees to indemnify, defend, and hold harmless the State and the University, their officers, and employees from and against: (1) Any claims or losses for services rendered by any subcontractor, person, or firm performing or supplying services, materials, or supplies in connection with the performance of the Contract; (2) Any claims or losses resulting to any person or entity injured or damaged by the Vendor, its officers, employees, or subcontractors by the publication, translation, reproduction, delivery, performance, use, or disposition of any data used under the Contract in a manner not authorized by the Contract, or by Federal or State statutes or regulations; and (3) Any failure of the Vendor, its officers, employees, or subcontractors to observe State and Federal laws including, but not limited to, labor and wage, and hour laws.

46. PURCHASING AFFIDAVIT: In accordance with West Virginia Code §18B-5-5 and §5A-3-18 the University is prohibited from awarding a contract to any bidder that owes a debt to the State or a political subdivision of the State, Vendors are required to sign, notarize, and submit the Purchasing Affidavit to the Marshall University Office of Purchasing affirming under oath that it is not in default on any monetary obligation owed to the state or a political subdivision of the state.

47. WEST VIRGINIA DRUG-FREE WORKPLACE CONFORMANCE AFFIDAVIT West Virginia Alcohol and Drug-Free Workplace Act requires public improvement contractors to have and implement a drug-free workplace policy that requires drug and alcohol testing. This act is applicable to any construction, reconstruction, improvement, enlargement, painting, decorating or repair of any public improvement let to contract for which the value of contract is over \$100,000. No public authority may award a public improvement contract which is to be let to bid to a contractor unless the terms of the contract require the

Revised: 10/12/21

contractor and its subcontractors to implement and maintain a written drug-free workplace policy and the contractor and its subcontractors provide a sworn statement in writing, under the penalties of perjury, that they maintain a valid drug-free workplace policy.

48. DISCLOSURE OF INTERESTED PARTIES A state agency may not enter into a contract, or a series of related contracts, that has/have an actual or estimated value of \$1,000,000 or more until the business entity submits to the contracting state agency a Disclosure of Interested Parties to the applicable contract.

49. CONFLICT OF INTEREST: Vendor, its officers, members, or employees shall not presently have or acquire an interest, direct or indirect, which would conflict with or compromise the performance of its obligations hereunder. Vendor shall periodically inquire of its officers, members and employees to ensure that a conflict of interest does not arise. Any conflict of interest discovered shall be promptly presented in detail to the University.

50. MARSHALL UNIVERSITY'S INFORMATION TECHNOLOGY SERVICES AND SUPPORT DEPARTMENT (IT) FEES: If a vendor requires services through the Marshall University's IT Department, they must reimburse the University at the IT Rate Schedule which is located at: <https://www.marshall.edu/it/rates/>.

51. PUBLICITY: Vendor shall not, in any way or in any form, publicize or advertise the fact that Vendor is supplying goods or services to the University without the express written consent of the Marshall University Communications Department. Requests should be sent to ucomm@marshall.edu.

52. UNIVERSITY MARKS: Vendor shall not, in any way or in any form use the University's trademarks or other intellectual property without the express written consent of the Marshall University Communications Department. Requests should be sent to ucomm@marshall.edu.

53. INTELLECTUAL PROPERTY: The University will own all rights, title and interest in any and all intellectual property rights created in the performance or otherwise arising out of the agreement, and Vendor will execute any assignments of other documents necessary for the University to perfect such rights, provided that, for research collaboration pursuant to subcontracts under sponsored research agreements, intellectual property rights will be governed by the terms of the grant or contract to the University to the extent such intellectual property terms to apply to subcontractors.

54. FERPA: Vendor agrees to abide by the Family Education Rights and Privacy Act of 1974 ("FERPA). To the extent that Vendor receives personally identifiable information from education records as defined in (FERPA), Vendor agrees to abide by the limitations on re-disclosure set forth in which states that the officers, employees and agents of a party that receives education record information from Marshall may use the information, but only for the purposes for which the disclosure was made.

Revised: 10/12/21

55. REPORTS: Vendor shall provide the University with the following reports identified by a checked box below:

- Such reports as the University may request. Requested reports may include, but are not limited to, quantities purchased, agencies utilizing the contract, total contract expenditures by University, etc.
- Quarterly reports detailing the total quantity of purchases in units and dollars, along with a listing of purchases by University.

56. PREFERENCE FOR THE USE OF DOMESTIC STEEL PRODUCTS IN STATE CONTRACT PROJECTS: Pursuant to W.Va. Code §5A-3-56, (a)(1) Except when authorized pursuant to the provisions of subsection (b) of this section, no contractor may use or supply steel products for a state contract project other than those steel products made in the United States. A contractor who uses steel products in violation of this section may be subject to civil penalties pursuant to W.Va. Code §5A-3-56. As used in this section (2):

(A) "State contract project" means any erection or construction of, or any addition to, alteration of or other improvement to any building or structure, including, but not limited to, roads or highways, or the installation of any heating or cooling or ventilating plants or other equipment, or the supply of any materials for such projects, pursuant to a contract with the State of West Virginia for which bids were solicited on or after the effective date of this section on or after June 6, 2001.

(B) "Steel products" means products rolled, formed, shaped, drawn, extruded, forged, cast, fabricated or otherwise similarly processed, or processed by a combination of two or more of such operations, from steel made by the open hearth, basic oxygen, electric furnace, bessemer or other steel making process.

(b) Notwithstanding any provision of subsection (a) of this section to the contrary, the Director of the West Virginia Department of Administration, Purchasing Division ("Director of the Purchasing Division") may, in writing, authorize the use of foreign steel products if:

(1) The cost for each contract item used does not exceed one tenth of one percent of the total contract cost or \$2,500, whichever is greater. For the purposes of this section, the cost is the value of the steel product as delivered to the project; or

(2) The Director of the Purchasing Division determines that specified steel materials are not produced in the United States in sufficient quantity or otherwise are not reasonably available to meet contract requirements.

57. PREFERENCE FOR DOMESTIC ALUMINUM, GLASS AND STEEL PRODUCTS:

In Accordance with W. Va. Code § 5-19-1 et seq.,

(a) Every state spending unit, as defined in chapter five-a, shall require that every contract or subcontract for the construction, reconstruction, alteration, repair, improvement or maintenance of public works or for the purchase of any item of machinery or equipment to be used at sites of public works contain a provision that, if any aluminum, glass or steel products are to be supplied in the performance of the contract, or subcontract, only domestic aluminum, glass or steel products shall be supplied unless the spending officer, as defined in chapter five-a, determines, in writing, after the receipt of offers or bids, that the cost of domestic aluminum, glass or steel products is unreasonable or inconsistent with the public interest or that domestic aluminum, glass or steel products are not produced in sufficient quantities to meet the contract requirements: Provided,

Revised: 10/12/21

That this article applies to any public works contract awarded in an amount more than \$50,000, and with regard to steel only, this article applies to any public works contract awarded in an amount more than \$50,000 or requiring more than ten thousand pounds of steel products.

The cost of domestic aluminum, glass, or steel products may be unreasonable if the cost is more than twenty percent (20%) of the bid or offered price for foreign made aluminum, glass, or steel products. If the domestic aluminum, glass or steel products to be supplied or produced in a "substantial labor surplus area", as defined by the United States Department of Labor, the cost of domestic aluminum, glass, or steel products may be unreasonable if the cost is more than thirty percent (30%) of the bid or offered price for foreign made aluminum, glass, or steel products.

This preference shall be applied to an item of machinery or equipment, as indicated above, when the item is a single unit of equipment or machinery manufactured primarily of aluminum, glass or steel, is part of a public works contract and has the sole purpose or of being a permanent part of a single public works project. This provision does not apply to equipment or machinery purchased by a spending unit for use by that spending unit and not as part of a single public works project.

All bids and offers including domestic aluminum, glass or steel products that exceed bid or offer prices including foreign aluminum, glass or steel products after application of the preferences provided in this provision may be reduced to a price equal to or lower than the lowest bid or offer price for foreign aluminum, glass or steel products plus the applicable preference. If the reduced bid or offer prices are made in writing and supersede the prior bid or offer prices, all bids or offers, including the reduced bid or offer prices, will be reevaluated in accordance with this rule.

Revised: 10/12/21

DESIGNATED CONTACT: Vendor appoints the individual identified in this Section as the Contract Administrator and the initial point of contact for matters relating to the Contract.

Randall Holde, Vice President of Sales, Education

(Name, Title)

RANDALL HOLDEN, VICE PRESIDENT OF SALES, EDUCATION

(Printed Name and Title)

12495 Silver Creek Road

(Address)

804-380-1216

512-478-1971

(Phone Number)

(Fax Number)

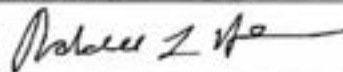
rholden@hhs1.com

(Email Address)

CERTIFICATION AND SIGNATURE: By signing below, I certify that I have reviewed this Contract in its entirety; that I understand the requirements, terms and conditions, and other information contained herein; that the product or service proposed meets the mandatory requirements contained in the Contract for that product or service, unless otherwise stated herein; that the Vendor expressly accepts the terms and conditions contained in the Contract; **that Vendor understands and acknowledges that the terms and conditions contained in this contract take precedence over and any terms and conditions that Vendor seeks to be made a part of this contract (regardless of when the terms and conditions become effective) to the extent there is a conflict;** that I am authorized by the Vendor to execute and submit this Contract or any documents related thereto on Vendor's behalf; that I am authorized to bind the Vendor in a contractual relationship; and that to the best of my knowledge, the Vendor has/will properly register with the WV Purchasing Division and Marshall University.

HHS Education Services, LLC

(Company)



(Authorized Signature)

RANDALL HOLDEN, VICE PRESIDENT OF SALES, EDUCATION

(Printed Name and Title of Authorized Representative)

02/02/2024

(Date)

804-380-1216

512-478-1971

(Phone Number)

(Fax Number)

Revised: 7/15/21

SOLICITATION NUMBER: MU24JANITORIAL

Addendum Number: 1

The purpose of this addendum is to modify the solicitation identified as ("Solicitation") to reflect the change(s) identified and described below.

Applicable Addendum Category:

- Modify bid opening date and time
- Modify specifications of product or service being sought
- Attachment of vendor questions and responses
- Attachment of pre-bid sign-in sheet
- Correction of error
- Other

Description of Modification to Solicitation:

Addendum issued to publish and distribute the attached documentation to the vendor community.
Attachment of vendor questions and responses

NO OTHER CHANGES.

Additional Documentation: Documentation related to this Addendum (if any) has been included herewith and is specifically incorporated herein by reference.

Terms and Conditions:

1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.
2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

Technical Questions and Responses

Solicitation: MU24JANITORIAL

Project: Janitorial Services

Technical Question Deadline: January 19, 2024, at 3:30 PM, EST.

Please see list of technical questions and responses below:

1. I have a question in regard to vendor participation, we are not a local vendor, but we are a Women Owned Business, do we qualify, or do we also need to be a small business?
 - a. Yes, you will still qualify as a Women Owned Business. Additional information can be found on form WV-10 - <https://www.state.wv.us/admin/purchase/VRC/Venpref.pdf>
2. If we do qualify as out of state WBE what discount would we receive?
 - a. The exact preference percentage is based on the categories checked on form WV-10.
3. Can we submit a bid if we did not attend the pre-bid meeting?
 - a. While any vendor is permitted to submit a bid, the contract can only be awarded to vendors that attended both days of the pre-bid meeting and site visit.
4. What is the total possible landscaping area?
 - a. We estimate the mowable area on campus to be around 63 acres. The campus is 127 acres in total.
5. Can the winning vendor utilize landscaping equipment owned by Marshall University?
 - a. Yes, the vendor will be allowed to use University landscape equipment including ride on mowers, push mowers and string trimmers. Marshall will provide training on all equipment.
6. Will the use of landscaping equipment require training?
 - a. Yes. We will provide training on University owned equipment being used by the vendor.
7. If the cleaning tiers are changed, will it be by location or all of campus?
 - a. If we change tiers, we plan to make this change across campus. The change will be communicated and planned with the vendors' involvement. It is unlikely, but possible, that we could change the tier of one building.
8. With regards to Exhibit E, Contract Day Porter Hours Per Building. Are these hours to be built into Base Price or separately/billable hours? Please clarify.
 - a. These hours are to be built into the base pricing and are not separate billable hours.
9. With regards to Exhibit A, Pricing Page, Chart 2 Additional Services Included in Contract. Are these to be included into the contract pricing, or, separately/billable hours? Please clarify.
 - a. This chart is separate billable services. Please note in the specifications that there are guidelines that clarify when these types of services are included in the base contract pricing and when they may be billed separately at the hourly rate.
10. Under General Terms & Conditions: Must maintain Insurance

**Professional/Malpractice/Errors and Omission
Commercial Crime and Third-Party Fidelity Insurance
Cyber Liability Insurance**

None of the above listed any amounts in the terms and conditions. Is the Vendor required to have these types of insurance, if so to what amount?

a. These are not required. Only insurance with the checkbox marked is required.

11. Floor Types: Do you have a breakdown of flooring type? i.e., carpet, VCT, etc.

a. No. Vendors may visit campus during normal operating hours to inspect buildings for floor types. Operating hours are: M-TH 8 am – 10 pm and F 8 am – 6 pm.

12. Memorial Student Center Isn't listed on the Building Contractor square footage page, but we did get drawings for this building. Should it be included?

a. The Memorial Student Center is not included in this contract. We currently utilize Marshall University staff for janitorial services.

13. The new additional areas in athletics, are there going to be floor plans information given on them?

a. Assuming this question is about the new baseball and softball operations buildings, those floor plans are included in the bid package.

14. Can you send a map showing which buildings are being contracted out?

a. No. All building floor plans are included in the bid package and potential vendors were taken on a tour of each building during the pre-bid meeting.

15. Day Porters, do you want them incorporated in the regular building pricing or shown separately?

a. Day Porters should be included in the regular building pricing.

16. Confirming that you are only requiring one weekend porter?

a. Yes, that is correct. One day porter (8 hrs, 7am – 3 pm) on both Saturday and Sunday.

17. How much is the current contract spend?

a. Our current average contract spend is around \$860,000 per fiscal year.

18. As far as the extra quotes for landscaping, do you just want an hourly rate using your equipment?

a. Yes, however vendors may submit quotes for landscaping using their own equipment as well. Please clearly specify when quoting.

19. What is the approximate acreage to be mowed?

a. We estimate the mowable area on campus to be around 63 acres. The campus is 127 acres in total.

20. Besides the trash bags, will the University provide a vehicle for the campus outside trash removal?

a. No. The vendor will be responsible for providing a vehicle to remove campus trash. Please note campus trash removal is an optional service.

21. Exhibit B - Building with Special Exclusions or Cleaning Requirements: Is the square footage for the "Excluded" areas excluded from the square footage provided for the facilities listed?

a. Yes.

22. Will the University allow the vendor to utilize their mowing equipment if asked to mow, string trim, leaf removal /grass clippings, or for any other grounds/landscaping purpose?

- a. Vendors may provide quotes using their own equipment or using University equipment. Please clearly specify when quoting.
- 23. Is the vendor responsible for providing batteries for other uses than clock batteries?**
- a. The vendor is not responsible for providing any batteries. The University will provide batteries for items requiring batteries (such as paper towel dispensers).
- 24. Is HHS allowed to use images of Marshall's campus and or/logo solely for the purpose of the proposal process?**
- a. Yes, the Marshall's campus and/or logo can be used for the proposal submitted in response to this solicitation. Other uses must be approved per the terms and conditions.
- 25. Based on our site visit walk-through inspections, are we correct in assuming that the landscaping service referenced in section 5.11.3 would be limited (and only on an as-needed basis) to a 20-30-foot distance from each building's foundations for the removal of leaves, mowing, trimming; and the snow and grass removal on the steps, stairs, ADA ramps and sidewalks?**
- a. No. Landscaping services would need to be provided for the entire campus (appx. 63 acres of mowable area).
- 26. How are the landscaping services mentioned above currently being provided?**
- a. Currently, landscaping services are being performed by in-house staff.
- 27. If supplemental grounds equipment (line trimmers, blowers, etc.) is required for the efficient and effective completion of assigned landscaping tasks, will it be the responsibility of HHS to purchase the equipment from Marshall University?**
- a. Vendors will be allowed to use University landscape equipment including ride on mowers, push mowers and string trimmers. Marshall will provide training on all equipment.

**ADDENDUM ACKNOWLEDGEMENT
FORM SOLICITATION NO.: MU24JANITORIAL**

1

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specifications, etc.

Addendum Numbers Received:

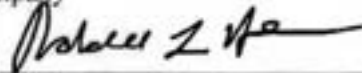
(Check the box next to each addendum received)

- | | |
|--|--|
| <input checked="" type="checkbox"/> Addendum No. 1 | <input type="checkbox"/> Addendum No. 6 |
| <input type="checkbox"/> Addendum No. 2 | <input type="checkbox"/> Addendum No. 7 |
| <input type="checkbox"/> Addendum No. 3 | <input type="checkbox"/> Addendum No. 8 |
| <input type="checkbox"/> Addendum No. 4 | <input type="checkbox"/> Addendum No. 9 |
| <input type="checkbox"/> Addendum No. 5 | <input type="checkbox"/> Addendum No. 10 |

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any University personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

HHS Education Services, LLC

Company



Authorized Signature

1/30/2024

Date

NOTE: This addendum acknowledgment should be submitted with the bid to expedite document processing.

REQUEST FOR QUOTATION
MU24JANITORIAL
Janitorial Services

1. **Purpose and Scope:** Marshall University is soliciting bids on behalf of the Facilities and Operations Department to establish a contract for Janitorial Services.
2. **Definitions:** The terms listed below shall have the meanings assigned to them below. Additional definitions can be found in Section 2 of the Terms and Conditions.
 - 2.1. **"Contract Services"** means Janitorial Services as more fully described in the specifications.
 - 2.2. **"Pricing Page"** means the pages contained in Exhibit A, upon which the Vendor should list its proposed price for Contract Services.
 - 2.3. **"Solicitation"** means the official notice of an opportunity to supply the University with goods and services that is published by the Office of Purchasing.
 - 2.4. **"University"** means Marshall University.
 - 2.5. **"Vendor" or "Bidder"** means the company that is responding to the solicitation.
3. **Background:** The mission of the Facilities and Operations at Marshall University is to effectively and efficiently provide maintenance and operational services that support the faculty, staff, and students. One of the main goals of the Facilities and Operations is to create a campus environment that welcomes visitors, enhances the living and learning experience and promotes a positive image; therefore, creating and managing the campus environment in support of the mission of Marshall University.
4. **Qualifications:** Vendor, or Vendor's staff if requirements are inherently limited to individuals rather than corporate entities, shall have the following minimum qualifications:
 - 4.1. **Experience:** Bidders must have at least five (5) years of experience with similar size and scope contracts.
 - 4.1.1. Bidders must have sufficient equipment, staff, knowledge, experience, and vehicles to support a contract of this size. This contract will include approximately 32 buildings/locations equating to approximately 735,000 square feet of net cleanable space.
 - 4.2. **Staffing:** Vendor should describe their standard staffing levels in their bid. This should include an Organization Chart, and a description of management levels specifying who is responsible for the daily supervision of vendor staff working on University property and who responsible for training and certifications
 - 4.2.1. The vendor is required to maintain a minimum staffing level of 95% of staff required to complete contract requirements. If staffing levels fall below 95%, vendor must provide a staffing plan for hiring/recruiting and timeline to return to a standard staffing level.
 - 4.2.2. Vendor supervisors are responsible for initiating, maintaining, and supervising all safety precautions in connection with work under contract.
 - 4.2.3. Vendor supervisors are responsible for being on-site to inspect and oversee all custodial activities required in this contract.

REQUEST FOR QUOTATION
MU24JANITORIAL
Janitorial Services

- 4.2.4. Vendor Supervisors must be available, either by cell phone or radio, while work is in progress to receive notices, reports, or requirements for the University.
- 4.3. **References/Portfolios:** Bidders must provide examples of three (3) existing contracts that should include:
- 4.3.1.1. Higher Education Experience,
 - 4.3.1.2. Similar size facilities,
 - 4.3.1.3. Similar scope level.
- 4.3.2. Bidders should provide at least three (3) references. References should include (1) Company name, (2) Contact person's name, (3) Phone number, and (4) email address.
5. **Mandatory Requirements and Deliverables:** Contract Services must meet or exceed the mandatory requirements listed below.
- 5.1. **Operating Procedures:** Vendor should provide a copy of their standard cleaning operation procedures with their bid. Throughout the duration of the contract, the vendor must be able to provide their standard cleaning operation procedures as requested by the University.
- 5.2. **Cleaning Standards:** The required cleaning standard is based on APPA Operations Guidelines for Educational Facilities, Custodial. The Vendor must maintain a minimum standard cleaning level as established in APPA Level 2. This cleaning level includes:
- 5.2.1.1. Floors and base moldings shine and/or are bright and clean. There is no buildup in corners or along walls but can be up to two days' worth of dust, dirt, stains, or streaks.
 - 5.2.1.2. All vertical and horizontal surfaces are clean; however, marks, dust, smudges, and fingerprints are noticeable upon close observation.
 - 5.2.1.3. The lights all work and fixtures are clean.
 - 5.2.1.4. Washroom and shower fixtures and tile gleam and are odor-free. Supplies are adequate.
 - 5.2.1.5. Trash containers and pencil sharpeners hold only daily waste and are clean and odor-free.
- 5.2.2. The Vendor must provide Service Tier I (Full Service) unless otherwise noted. The University may require reduced services during certain times of the year or during emergency situations, such as a pandemic. The Facilities and Operations group will provide two weeks' notice regarding changes in levels of service.
- 5.3. **Schedule:**
- 5.3.1. The vendor must provide cleaning services Monday through Friday (unless otherwise noted), as well as for weekend events. Further scheduling details are provided in the Exhibits.
 - 5.3.1.1. Day Porters – See Exhibit D

REQUEST FOR QUOTATION
MU24JANITORIAL
Janitorial Services

5.3.1.2. Evening Shift

5.3.1.2.1. Evening shift starts no earlier than 5 pm and must be completed by 8 am.

5.3.2. Vendor is required to lock and unlock all assigned buildings daily, including weekend for scheduled events. A Daily Locking schedule will be provided to the vendor. A weekly weekend report will be provided to Vendor by the Facilities and Scheduling office. Vendor is required to close windows as requested.

5.3.3. Vendor must provide Facilities and Operations with Day Porter schedule detailing who is assigned to what building and the times they will be servicing each building. Vendor must also provide a full staff listing and update it monthly.

5.3.4. **Special Building Schedules:** The following Buildings have alternative schedule and staffing requirements, as specified below:

5.3.4.1. Smith Center for Business and Innovation:

5.3.4.1.1. One Day Porter: M-F 8 hours each day

5.3.4.1.2. Evening Shift Supervisor: M-F 8 hours each day

5.3.4.1.3. Three Evening Shift Cleaners: M-F 8 hours each

5.3.4.2. Shewey Building:

5.3.4.2.1. One Day Porter: 7 days per week, 8 hours per day

5.3.4.2.2. Two Evening Shift Cleaners: 7 days per week, 8 hours per day

5.4. **Supplies:** See notes below for provided supplies.

5.4.1. The University is responsible for providing disposables such as hand drying towels, toilet tissue, liquid hand soap, paper products, hand sanitizer refills and correlating dispensers, trash can liners, trash, and ash receptacles. The University is also responsible for supplying batteries for University owned fixtures including but not limited to hand sanitizer stations, soap dispensers, paper towel dispensers, etc.

5.4.2. The Vendor is responsible for providing the labor, equipment, and chemical/cleaning supplies to meet the specifications of this contract. The cost of these supplies must be included in the total bid pricing. The University will not reimburse these individually.

5.4.3. The Vendor is responsible for refilling the supplied dispensers noted in section 5.4.1.

5.5. **Training:** Bidders shall ensure their staff are trained on the performance of tasks required by the contract and is training on all equipment they are expected to utilize.

5.5.1. Bidders must provide an overview of their training program for review. The overview should include:

5.5.1.1. Frequency of training,

5.5.1.2. Topics covered,

5.5.1.3. Training verification or tracking process.

5.5.2. The Vendor's training program must include the following items. This list is intended to be the minimum requirements.

5.5.2.1. Proper use and handling of chemicals, supplies, and equipment,

REQUEST FOR QUOTATION
MU24JANITORIAL
Janitorial Services

- 5.5.2.2. Care and Maintenance of property,
- 5.5.2.3. Fire Prevention and Safety procedures,
- 5.5.2.4. Individual responsibility and schedules,
- 5.5.2.5. Process for replenishing supplies and refilling dispensers,
- 5.5.2.6. Location and understanding of Safety Data Sheets (SDS), and
- 5.5.2.7. Accident reporting and prevention.
- 5.5.3. Throughout the duration of the contract, vendor must provide verification of training completion as requested by the University.
- 5.5.4. Vendor is responsible for ensuring their employees understand the requirements of this contract.
- 5.5.5. Vendor will ensure their employees complete any University training required by the Facilities and Operations Department or Environmental, Health and Safety Department.
- 5.5.6. All Vendor staff provided for contract must have the physical ability to perform contract requirements; including climbing ladders, lift up to 50 pounds on a regular basis, stand, walk, bend, and stoop on a daily basis.
- 5.5.7. All Vendor staff provided for contract must follow all set policies of the University while completing contract services. The Vendor is responsible for understanding the University policies and ensuring their staff members are aware of policies. These include, but are not limited to the following:
 - 5.5.7.1. Tobacco products (including e-cigarettes and vapes) are only permitted in designated areas.
 - 5.5.7.2. Fire Prevention and safety procedures
- 5.5.8. Vendor is responsible for supplying employees with valid parking permits. Permits are available for purchase at Marshall Public Safety.
- 5.6. **Uniforms and Identification:** All vendor personnel are required to wear uniforms meeting the following requirements:
 - 5.6.1. Visible company patch or logo that clearly identifies the person as an employee of Vendor,
 - 5.6.2. Badge that includes photo, person's name, and company logo.
 - 5.6.3. Shirts must be a set style and color to allow quick identification of Vendor employees.
 - 5.6.4. Shirts must be an appropriate style and size to allow the person to fulfill the requirements of their role.
 - 5.6.5. Long pants are required. Shorts are not permitted.
 - 5.6.6. Shoes must be closed toe, with slip-resistant soles.
 - 5.6.7. Uniforms must be clean and in good repair.
- 5.7. **General Cleaning/Service Requirements:**
 - 5.7.1. Unless otherwise noted, all building interiors and entryways up to 10 feet in height are to be serviced according to this contract.

REQUEST FOR QUOTATION
MU24JANITORIAL
Janitorial Services

- 5.7.2. Building entrances are to be serviced up to 15 ft. from the building.
- 5.7.3. Vendor is responsible for turning off classroom and office lights upon completion of cleaning during the evening hours.
- 5.7.4. All mechanical areas are excluded from this contract.
- 5.7.5. Vendor storage areas are required to be orderly and presentable.
- 5.7.6. Task and frequency indicate minimum acceptable cleaning frequencies. The vendor is responsible for re-cleaning to correct deficiencies that have been identified and reported to the vendor.
- 5.7.7. Vendor shall perform contract requirements with minimal interruption to the University Operations. The adjustment of cleaning schedules may be required to avoid interruptions. Schedule adjustments shall be agreed to by both parties and will not be billed at an increased rate.
- 5.7.8. For specialized equipment, such as a man lift, the vendor will provide an operator that has the appropriate certifications and training to operate the equipment.
- 5.7.9. Vendor is not responsible for the following items:
 - 5.7.9.1. Laundry services,
 - 5.7.9.2. Cleaning up after animals or cleaning animal enclosures,
 - 5.7.9.3. Cleaning kitchenettes,
 - 5.7.9.4. Cleaning appliances (ovens, refrigerators, microwaves, coffee pots, etc.),
 - 5.7.9.5. Replacing lightbulbs or clock batteries,
 - 5.7.9.6. Other special requests that do not align with the contract requirements or that have not been approved by the Facilities and Operation department and added by an approved change order from the Purchasing office.

5.8. Trash and Recycling Services:

- 5.8.1. Trash collection and removal in offices, classrooms, and other indoor space will be provided as part of standard contract pricing for each building.
- 5.8.2. Trash must be placed in the dumpsters located on campus.
- 5.8.3. Vendor shall notify the Facilities and Operations department if dumpsters need to be emptied or repaired.
- 5.8.4. Recycling bins must be emptied weekly, or when full, whichever occurs first. Recycling shall be collected and placed in designated holding areas.

5.9. Emergency Clean-up: The vendor shall provide the supervision, labor, equipment, and supplies necessary for emergency cleanups. The Vendor must be available to respond to emergency situations 24/7 for the duration of the contract. Vendor must respond to emergency incidents within 1 hour during working hours, and within 2 hours during off hours.

- 5.9.1. Normal Working Hours are defined as Monday – Friday from 8:00 AM, EST – 11:00 PM, EST.
- 5.9.2. Small Emergency incidents must be addressed, and the area returned to normal use within 24 hours.
- 5.9.3. Large Emergency incidents are defined as incidents that require more than 24 man hours to return to normal use. The Vendor and University will reach an agreement

REQUEST FOR QUOTATION
MU24JANITORIAL
Janitorial Services

based on the situation for an appropriate timeline for the area to be returned to normal use. Large Emergency incidents will be billed at the "Large Emergency" rate listed on Exhibit A.

5.9.3.1. Large emergency incidents also includes:

5.9.3.1.1. Interior cleanup due to roof leaks, water leaks, flooding, wind or hail damage, and

5.9.3.1.2. Snow or ice removal from building entryways beyond 15ft.

5.9.4. The following equipment must be on campus and in good working conditions for the duration of this contract. The University will provide adequate storage areas for all Emergency equipment.

5.9.4.1. Carpet Dryer Fan: 10 each

5.9.4.2. Dehumidifier with pump: 6 each

5.9.4.3. Wet Vacuum with squeegee and at least 18-gallon capacity: 6 each

5.9.4.4. Floor squeegee: 6 each

5.9.4.5. Snow shovel: 6 each

5.10. **Event Setup and Cleanup:** The Vendor shall assist the University with event set-up and clean-up, as requested. This will include setting up and taking down tables, chairs, and other equipment for meetings and special events. Events with less than two (2) man hours is considered part of the base pay for this contract. Events with more than two (2) man hours will be billed at the "Event Setup" rate as listed in Exhibit A Pricing Page.

5.11. **Additional Services:** This contract is intended to cover Janitorial Services for buildings managed by the Facilities and Operations department. A list of existing buildings is included in these specifications.

5.11.1. The University reserves the right to add additional buildings owned, purchased, leased, or built during the term of the contract. Additional buildings may only be added via an authorized change order signed by both the Vendor and Office of Purchasing before any work begins. Vendor must provide a quote and updated pricing page if a building is added to the contract.

5.11.2. If the Vendor can provide services in addition to the specified janitorial services, these must be listed in the Vendor's proposal and on the included Pricing Page. Additional services are not a requirement of the contract, and the use of these services will be coordinated with the Vendor, Facilities and Operations Department, and Purchasing Office. If any of the following services are utilized, they must meet the listed requirements.

5.11.3. **Landscaping:** If needed landscaping services shall be provided at the rate indicated on Exhibit A Pricing Page. Landscaping services includes:

5.11.3.1. Mowing, string trimming and removal of grass from sidewalks,

5.11.3.2. Leaf removal,

REQUEST FOR QUOTATION
MU24JANITORIAL
Janitorial Services

5.11.3.3. Snow removal.

5.11.3.3.1. Includes sidewalks, ADA ramps and steps campus-wide.

5.11.4. **Additional Floor Stripping and Waxing:** If needed these services shall be provided at the rate indicated on Exhibit A Pricing Page. Services includes:

5.11.4.1. Full stripping of floors,

5.11.4.2. Waxing with a minimum of three (3) coats of wax, and

5.11.4.3. Cleaning baseboards along stripped and waxed floors.

5.11.5. **Pressure Washing:** If needed these services shall be provided at the rate indicated on Exhibit A Pricing Page. Services includes:

5.11.5.1. Pressure washing of ground level exterior items, such as building entryways, benches, planters, tables, chairs, pavers, and sidewalks.

5.11.5.2. Vendor shall provide a pressure washer with a minimum of 3,000 PSI.

5.11.6. **Window Cleaning:** If needed these services (window cleaning inside and outside w/ vendor supplied equipment) shall be provided at the rate indicated on Exhibit A Pricing Page. Services includes

5.11.6.1. Windows at ground floor,

5.11.6.2. Windows above ground floor, and

5.11.6.3. Windows requiring a lift.

5.11.7. **Campus Trash Removal:** If needed these services shall be provided at the rate indicated on Exhibit A Pricing Page. Services include the emptying of exterior trash cans (approximately 100), replacing with new trash bag/liner (supplied by the University), and transporting to trash dumpsters located on/near campus.

5.12. **Inspections:** The University will perform inspections of contract services. These inspections may be conducted with or without the presence of a Vendor representative. Deficiencies brought to the Vendor's attention must be corrected within two (2) business days. Safety Deficiencies must be corrected immediately. The University may report inspection findings either verbally or in writing.

5.13. **Reporting:** Vendor must report any damages, infestations, maintenance items, or other problems observed during the work performance in the appropriate University work order system.

Vendor is required to report ALL EMERGENCIES to the Marshall University Police Department (MUPD) as soon as safely possible.

5.14. **Contract Completion:** Vendor shall vacate assigned areas, including storage space, at the end of the contract period. This includes removal of all Vendor owned equipment from University property and repairs of damage to assigned areas caused by Vendor use.

REQUEST FOR QUOTATION
MU24JANITORIAL
Janitorial Services

5.15. **Attachments:** Additional information is provided in the following attachments. Vendor is responsible for reviewing all attachments in their entirety.

- Exhibit A Pricing Page
- Exhibit B Day Porter Cleaning Activities and Frequencies
- Exhibit C Evening Shift Cleaning Activities and Frequencies
- Exhibit D Day Porter Hours per Building
- Exhibit E Garage and Pedestrian Bridge Cleaning Activities and Frequencies
- Exhibit F Cleaning Priorities Over Student Breaks
- Exhibit G Definitions for Cleaning Activities and Frequencies
- Exhibit H Building Square Footage
- Exhibit I Buildings with Special Exclusions or Instructions

6. Contract award and Pricing Page:

6.1. **Contract Award:** The Contract is intended to provide Department with a purchase price for the Contract Services. The Contract shall be awarded to the Vendor that provides the Contract Services meeting the required specifications for the lowest overall total cost for Chart 1 Janitorial Services for Buildings Included in Contract (Monthly Rate – Tier 1) as shown on the Pricing Page. Chart 2, Chart 3, and Chart 4 on the Pricing Page will not be used when evaluating the lowest overall total cost.

6.2. **Pricing Page:** Vendor should complete the Pricing Page by entering the requested rate for each listed service in Exhibit A Pricing Page. Vendor should complete the Pricing Page in full as failure to complete the Pricing Page in its entirety may result in Vendor's bid being disqualified.

6.2.1. Vendor should type or electronically enter the information into the Pricing Pages through Banner, if available, or as an electronic document. In most cases, the Vendor can request an electronic copy of the Pricing Pages for bid purposes by sending an email request to the following address: [insert buyer's contact info.]

7. **Performance:** Vendor and Facilities and Operations shall agree upon a schedule for performance of Contract Services and Contract Services Deliverables, unless such a schedule is already included herein by Facilities and Operations. In the event that this Contract is designated as an open-end contract, Vendor shall perform in accordance with the purchase orders that may be issued against this Contract.

8. **Payment:** University shall pay for services provided in accordance with the Pricing Pages, for all Contract Services performed and accepted under this Contract. The vendor shall accept payment in accordance with the payment procedures of the State of West Virginia.

9. **Travel:**

REQUEST FOR QUOTATION
MU24JANITORIAL
Janitorial Services

- 9.1. Vendor shall be responsible for all mileage and travel costs, including travel time, associated with performance of this Contract. Any anticipated mileage or travel costs may be included in the flat fee or hourly rate listed on Vendor's bid, but such costs will not be paid by the University separately.

10. **Facilities access:** Performance of Contract Services may require access cards and/or keys to gain entrance to the University's facilities. In the event that access cards and/or keys are required:
 - 10.1. Vendor must identify principal service personnel which will be issued access cards and/or keys to perform service.
 - 10.2. Vendor will be responsible for controlling cards and keys and will pay replacement fee, if the cards or keys become lost or stolen. Vendor is not permitted to duplicate any keys or cards provided by the University.
 - 10.3. Vendor shall not lend keys or permit access to locked areas to anyone, unless specifically authorized by the University.
 - 10.4. The University will provide direction regarding the Locking and Unlocking of buildings and rooms.
 - 10.5. Vendor shall notify the University immediately of any lost, stolen, or missing card or key.
 - 10.5.1. Lost or broken keys/cards will be replaced by the University at a rate of \$25 per item. This fee will be deducted from the monthly invoice.
 - 10.5.2. Lost keys that result in the door needing to be re-keyed will cost \$25 per lock cylinder. This fee will be deducted from the monthly invoice.
 - 10.6. Anyone performing under this Contract will be subject to the University's security protocol and procedures.
 - 10.7. Vendor shall inform all staff of the University's security protocol and procedures.

11. **Vendor default:**
 - 11.1. The following shall be considered a vendor default under this Contract.
 - 11.1.1. Failure to perform Contract Services in accordance with the requirements contained herein.
 - 11.1.2. Failure to comply with other specifications and requirements contained herein.
 - 11.1.3. Failure to comply with any laws, rules, and ordinances applicable to the Contract Services provided under this Contract.
 - 11.1.4. Failure to remedy deficient performance upon request.
 - 11.2. The following remedies shall be available to the University upon default.
 - 11.2.1. Immediate cancellation of the Contract.
 - 11.2.2. Immediate cancellation of one or more release orders issued under this Contract.
 - 11.2.3. Any other remedies available in law or equity.

**REQUEST FOR QUOTATION
MU24JANITORIAL
Janitorial Services**

12. Miscellaneous:

12.1. **Contract Manager:** During its performance of this Contract, Vendor must designate and maintain a primary contract manager responsible for overseeing Vendor's responsibilities under this Contract. The Contract manager must be available during normal business hours to address any customer service or other issues related to this Contract. Vendor should list its Contract manager and his or her contact information below.

Company Name:	HHS Education Services, LLC
Contract Manager Name:	Randall Holden
Office Number:	512-478-1888
Cell Number:	804-380-1216
Email Address:	rholden@hhs1.com

Exhibit B: Building with Special Exclusions or Cleaning Requirements

Building	Included	Excluded	Special Notes
Harris Hall	All non-excluded areas	Basement	
Prichard Hall	All non-excluded areas	Basement	
Drinko Library	All non-excluded areas	Basement	
Visual Arts	All non-excluded areas	Basement	
Sornell Maintenance	All non-excluded areas	Basement, Electric shop, Locksmith shop, Paint shop, HVAC shop, and all first floor shops.	2nd floor offices and common areas of Facilities and Operations, Planning and Construction, Environmental Health and Safety and Sustainability are included in this contract.
Indoor Athletic Complex (Buck Harless Study Center and Hall of Fame)	First floor: The entryway, foyer, stairs, and Hall of Fame areas Second Floor: Foyer and Buck Harless Study Center	First floor areas not on the inclusion list, such as the Indoor track, restrooms, and medical areas.	
Morrow Library	All Restrooms and water fountains on the 3rd floor	3rd Floor areas outside of the restrooms and water fountains.	The floors in the "stacks" area of the library are to be dust mopped monthly. No other service, besides emergency cleanup is needed in this area.
Receiving Warehouse	All non-excluded areas	Caged area on north-east side and dock area.	High dusting must be performed annually (includes removal of dust and cobwebs from walls and ceiling).
Art Warehouse	All areas	No exclusions	High dusting must be performed annually (includes removal of dust and cobwebs from walls and ceiling).
Baseball and Softball Operations Building	All non-excluded areas	Pitching areas, batting cages, infield areas, and concession areas.	

Day Porter Contract Cleaning Activities and Frequencies

Janitorial Contract Exhibit C

Miscellaneous	
Daily	Policing of trash, stocking of supplies, monitoring and spot-cleaning areas of concern of assigned building(s)
Daily	Respond to requests for assistance/emergency cleanup within assigned building as well as across campus
Daily	Lock/Unlock buildings, classrooms, labs, etc.
Daily	Clean/polish all drinking fountain fixtures
Restrooms & Showers	
Daily	Police all restrooms for trash, cleanliness and stocking of supplies. Restock and spot clean areas as necessary.
Elevators	
Daily	Inspect and spot clean floors as needed
Weekly	Clean and polish elevator bright work
Weekly	Clean elevator track
Stairs	
Daily	Police stairs for trash. Spot clean, as necessary.
Weekly	Sweep stairs, dust railings, ledges, and spot clean as necessary
Weekly	Sweep all stairs
Entryways / Lobbies	
Daily	Inspect and spot clean and/or sweep floors as needed
Daily	Clean entryways (doors and side glass) removing dirt, fingerprints, etc
Daily	Clean and polish all bright metal work
Daily	Dust and spot clean all horizontal & vertical surfaces removing fingerprints, smudges and stains
Daily	Maintaining of building entryways up to 15' from entry doors including: ice melt treatment, ice and snow removal, leaf, litter and debris removal

Evening Shift Contract Cleaning Activities and Frequencies

Janitorial Contract Exhibit B

Tier I	Classrooms/Laboratories/Computer Rooms	Tier II	Tier III
Daily	Empty trash/recycling receptacles, replace liners as needed, remove to designated area	Daily	Daily
Daily	Spot vacuum carpeted areas	Semi-Weekly	Weekly
Daily	Spot clean carpeted areas	Semi-Weekly	Weekly
Daily	Dust mop, all hard surface floors	Semi-Weekly	Weekly
Daily	Mop all stains and spills	Daily	Daily
Daily	Clean dry-erase marker boards chalk boards & trays	Daily	N/A
Daily	Dust and spot clean all horizontal & vertical surfaces removing fingerprints, smudges and stains	Daily	Weekly
Weekly	Vacuum all carpeted areas and upholstered furniture	Bi-Weekly	Bi-Monthly
Weekly	Damp mop all hard surface flooring	Bi-Weekly	Bi-Monthly
Monthly	Dust all window blinds	Bi-Monthly	Semi-Annual
Monthly	Dust all high and low reach areas	Bi-Monthly	Semi-Annual
Quarterly	Clean HVAC registers.	Semi-Annual	N/A
Quarterly	Clean baseboards	Semi-Annual	N/A
Annually	Clean diffusers and exposed areas of light fixtures	Annually	N/A
Annually	Deep clean carpeted areas.	Annually	N/A
Annually	Scrub and refinish hard surface flooring.	Annually	N/A
Administrative Offices/Conference Rooms/Training Rooms/Common Areas			
Daily	Empty trash/recycling receptacles, replace liners as needed, remove to designated area	Daily	Daily
Daily	Dust mop, all hard surface floors	Weekly	Bi-Monthly
Daily	Spot mop all hard surface floors	Weekly	Bi-Monthly
Daily	Spot vacuum carpeted areas	Weekly	Bi-Monthly
Daily	Spot clean carpeted areas	Weekly	Bi-Monthly
Daily	Clean and disinfect all drinking fountains/water bottle fill stations	Daily	Daily
Daily	Clean dry-erase marker boards chalk boards & trays	Weekly	N/A
Daily	Dust and spot clean all horizontal & vertical surfaces removing fingerprints, smudges and stains	Weekly	Bi-Weekly
Weekly	Vacuum all carpeted areas and upholstered furniture	Bi-Weekly	Monthly

Monthly	Dust all high and low reach areas	Quarterly	Semi-Annual
Monthly	Dust all window blinds	Quarterly	Semi-Annual
Quarterly	Clean HVAC registers	Semi-Annual	N/A
Quarterly	Clean baseboards	Semi-Annual	N/A
Annually	Clean diffusers and exposed areas of light fixtures	Annually	N/A
Annually	Deep clean carpeted areas	Annually	N/A
Annually	Scrub and refinish hard surface flooring	Annually	N/A
Restrooms/Showers/Locker Rooms			
Daily	Empty trash/recycling receptacles, replace liners as needed, remove to designated area	Daily	Daily
Daily	Empty personal hygiene containers, clean and disinfect, replace liners as needed	Daily	Daily
Daily	Restock soap and paper products	Daily	Daily
Daily	Clean mirrors	Daily	Daily
Daily	Clean and disinfect fixtures, sinks, and countertops. Verify dispensers and fixtures are operational.	Daily	Daily
Daily	Clean and disinfect shower walls and floors	Weekly	Monthly
Daily	Spot clean walls and partitions	Weekly	Monthly
Daily	Vacuum carpeted floors	Weekly	Monthly
Daily	Sweep and mop hard surface floors	Weekly	Monthly
Weekly	Dust and spot clean all horizontal & vertical surfaces removing fingerprints, smudges and stains	Bi-Monthly	Quarterly
Weekly	Dust all high and low reach areas	Bi-Monthly	Quarterly
Monthly	Wash all ceramic tile walls	Quarterly	Semi-Annual
Monthly	Scrub all restroom floors using germicidal detergent	Quarterly	Semi-Annual
Quarterly	Clean HVAC registers	Annually	N/A
Quarterly	Deep clean carpets	Annually	N/A
Quarterly	Clean baseboards	Annually	N/A
Semi-Annual	Clean lockers	Annually	N/A
Annually	Clean diffusers and exposed areas of light fixtures	Annually	N/A
Stairs			
Daily	Empty trash/recycling receptacles, replace liners as needed, remove to designated area	Daily	Daily
Daily	Police stairs and pick up litter	Semi-Weekly	Weekly
Daily	Remove any posters or flyers	Weekly	Bi-Weekly
Semi-Weekly	Clean handrails and ledges	Bi-Weekly	Quarterly
Semi-Weekly	Dust mop stairs and landings	Bi-Weekly	Weekly

Weekly	Damp mop stairs	Monthly	Quarterly
Elevators			
Daily	Damp mop hard surface flooring	Semi-Weekly	Weekly
Daily	Vacuum carpeted floors	Semi-Weekly	Weekly
Daily	Spot clean carpeted areas	Semi-Weekly	Weekly
Daily	Remove outdated or unauthorized posters/flyers	Daily	Weekly
Weekly	Clean and polish elevator bright work	Semi-Weekly	Weekly
Weekly	Clean elevator track	Monthly	Quarterly
Annually	Clean diffusers and exposed areas of light fixtures	Annually	N/A
Annually	Deep clean carpeted areas	Annually	N/A
Annually	Scrub and refinish hard surface flooring	Annually	N/A
Corridors			
Daily	Empty trash/recycling receptacles, replace liners as needed, remove to designated area	Daily	Daily
Daily	Spot clean door glass and side glass	Weekly	Bi-Monthly
Daily	Spot vacuum carpeted areas	Weekly	Bi-Monthly
Daily	Mop all stains and spills	Weekly	Bi-Monthly
Daily	Dust mop	Semi-Weekly	Weekly
Daily	Clean and disinfect all drinking fountains/water bottle fill stations	Daily	Daily
Daily	Remove outdated or unauthorized posters/flyers	Daily	Weekly
Daily	Dust and spot clean all horizontal & vertical surfaces removing fingerprints, smudges and stains	Weekly	Bi-Weekly
Weekly	Vacuum all carpeted areas and upholstered furniture	Monthly	Bi-Weekly
Weekly	Spot clean walls removing soil, tape residue, etc	Bi-Weekly	Monthly
Weekly	Dust all high and low reach areas	Bi-Weekly	Monthly
Monthly	Machine scrub hard surface floors with automatic scrubber as needed	Quarterly	Semi-Annual
Monthly	Deep clean carpeted area as needed	Quarterly	Semi-Annual
Quarterly	Clean HVAC registers	Annually	N/A
Quarterly	Clean baseboards	Annually	N/A
Annually	Clean diffusers and exposed areas of light fixtures	Annually	N/A
Annually	Deep clean carpeted areas	Annually	N/A
Annually	Scrub and refinish hard surface flooring	Annually	N/A
Entry Lobbies			
Daily	Empty trash/recycling receptacles, replace liners as needed, remove to designated area	Daily	Daily

Daily	Clean and disinfect all drinking fountains/water bottle fill stations	Daily	Daily
Daily	Vacuum carpeted floors	Semi-Weekly	Weekly
Daily	Dust mop	Semi-Weekly	Weekly
Daily	Mop all stains and spills	Semi-Weekly	Weekly
Daily	Spot clean entry doors and side glass	Semi-Weekly	Weekly
Daily	Clean and polish bright metal work	Semi-Weekly	Weekly
Daily	Dust and spot clean all horizontal & vertical surfaces removing fingerprints, smudges and stains	Semi-Weekly	Weekly
Monthly	Vacuum all carpeted areas and upholstered furniture	Bi-Monthly	Quarterly
Weekly	Dust all high and low reach areas	Bi-Weekly	Quarterly
Quarterly	Window Cleaning of Building Entryways and Vestibules (Interior and Exterior).	Semi-Annual	Annually
Quarterly	Clean HVAC registers	Annually	N/A
Quarterly	Clean baseboards	Annually	N/A
Annually	Clean diffusers and exposed areas of light fixtures	Annually	N/A
Annually	Deep clean carpeted areas	Annually	N/A
Annually	Scrub and refinish hard surface flooring	Annually	N/A
Daycare Facilities			
Daily	Empty trash/recycling receptacles, replace liners as needed, remove to designated area	Daily	Daily
Daily	Clean and disinfect all drinking fountains/water bottle fill stations	Daily	Daily
Daily	Hard surface floors - Clean and Sanitize	Daily	Daily
Daily	Door, cabinet, and cubicle handles/knobs - Clean and Sanitize	Daily	Daily
Daily	Carpet and area rugs - Vacuum and spot clean	Daily	Daily
Daily	Clean and sanitize sinks, faucets, toilets, toilet bowls, toilet seats, soap dispensers, and surrounding counters	Daily	Daily
Daily	Mops and Cleaning Rags - Clean and sanitize at start and end of shift	Daily	Daily
Daily	Spot clean entry doors and side glass	Daily	Daily
Daily	Clean and polish bright metal work	Daily	Daily
Daily	Dust and spot clean all horizontal & vertical surfaces removing fingerprints, smudges and stains	Daily	Daily
Weekly	Deep clean small area rugs	Weekly	Weekly
Weekly	Dust all high and low reach areas	Weekly	Weekly
Monthly	Vacuum all carpeted areas and upholstered furniture	Monthly	Monthly
Monthly	Deep clean carpeted areas (including large area rugs).	Monthly	Monthly
Quarterly	Window Cleaning of Building Entryways and Vestibules (Interior and Exterior).	Quarterly	Quarterly

Quarterly	Clean HVAC registers	Quarterly	Quarterly
Quarterly	Clean baseboards	Quarterly	Quarterly
Annually	Clean diffusers and exposed areas of light fixtures	Annually	Annually
Annually	Scrub and refinish hard surface flooring	Annually	Annually
Miscellaneous			
As Needed	Building entrances snow, ice, leaf, and debris removal (15 ft from building)	As Needed	As Needed
Monthly	Fire extinguisher cabinets	Quarterly	Semi-Annual
Annually	Window cleaning of interior and exterior windows (up to 10 ft)	N/A	N/A
Annually	Pressure Wash Building Entryways	N/A	N/A
Annually	High reach Stairwell dusting (up to 25 ft).	N/A	N/A

Contract Day Porter Hours per Building

Janitorial Contract Exhibit E

		Tier I (Full Service)	Tier II (Partial Service)	Tier III (Reduced Service)
1	Harris Hall	4	2	0
2	Education Building	4	2	0
3	East Hall	4	2	0
4	Prichard Hall	4	2	0
5	Sorrell Maintenance Building	0	2	0
6	Myers Hall	0	2	0
7	Joseph M. Gillette Welcome Center	0	2	0
8	Office Public Safety	0	2	0
9	Drisko Library	16	8	0
10	Shewey Building (& Bobby Pruett Weight Room)	7 (1)	3 (1)	0
11	Dot Hicks Complex	0	0	0
12	Softball Press Box	0	0	0
13	Visual Arts Center	4	4	0
14	Child Development Academy	0	0	0
15	Buck Harless Study Center & HOF	2	2	0
16	Corbly Hall	4	2	0
17	Morrow Library	4	2	0
18	Career Services	0	2	0
19	Soccer Complex	0	2	0
20	Smith Business Building	8	4	0
21	Baseball Operations Bldg.	0	0	0
22	Softball Operations Bldg.	0	0	0
23	South Charleston Academic Center	0	0	0
24	South Charleston Administrative Bldg	0	0	0
25	Art Warehouse/Receiving Warehouse	0	0	0
26	3rd & 6th Ave. Parking Garage/ Pedestrian Bridge	0	0	0
27	Engineering Lab	0	0	0
28	Day Porter Supervisor	8	8	8
29	Day Porter Floater 1	8	8	8
30	Day Porter Floater 2	0	0	8
31	Weekend Day Porter Floater (Sat & Sun)	8	8	8

Day Porter Schedule:*

16 = 7am - 3pm AND 4pm - 12pm

8 = 7 am - 3 pm

4 = 7am- 11 am OR 12pm - 4pm

2 = Anytime between 7 am and 3 pm

1 = Anytime between 7 am and 3 pm

Floaters = 8am - 4 pm

* - Day Porter schedule may be adjusted with Facilities and Operations approval.

Evening Shift: Starts at 5pm or later.

Parking Garage and Pedestrian Bridge Cleaning Activities and Frequencies

Janitorial Contract Exhibit F

Tier I	Stairs	Tier II	Tier III
Daily	Police stairs and pick up litter	Weekly	Bi-Weekly
Daily	Remove any posters or flyers	Weekly	Bi-Weekly
Daily	Spot clean door glass and side glass and stairway glass	Weekly	Bi-Weekly
1 X Week	Sweep/Clean stairs	Bi-Weekly	Monthly
1 X Week	Clean handrails and ledges	Bi-Weekly	Monthly
Quarterly	Clean diffusers and exposed areas of light fixtures	Annually	N/A
1 X Year	Clean all interior windows/glass	Annually	N/A
Elevators			
Daily	Sweep/Clean hard surface flooring	Weekly	Bi-Weekly
Daily	Remove outdated or unauthorized posters/flyers	Weekly	Bi-Weekly
Weekly	Clean and polish elevator bright work	Bi-Weekly	Monthly
Weekly	Clean elevator track	Bi-Weekly	Monthly
1 X Week	Damp mop elevator floor	Bi-Weekly	Monthly
Quarterly	Clean diffusers and exposed areas of light fixtures	Annually	N/A
Annually	Deep clean elevator floor and tracks	Annually	N/A
Pedestrian Bridge (3rd Ave)			
Daily	Empty trash/recycling receptacles, replace liners as needed, remove to designated area	Weekly	Bi-Weekly
Daily	Spot clean door glass and side glass and corridor glass	Weekly	Bi-Weekly
Daily	Police bridge and pick up litter	Weekly	Bi-Weekly
Daily	Mop/Clean up all stains and spills	Weekly	Bi-Weekly
Daily	Remove outdated or unauthorized posters/flyers	Weekly	Bi-Weekly
Weekly	Dust and spot clean all horizontal & vertical surfaces removing fingerprints, smudges and stains	Bi-Weekly	Monthly
Weekly	Spot clean walls removing soil, tape residue, etc	Bi-Weekly	Monthly
1 X Week	Sweep/Clean corridor floor and steps	Bi-Weekly	Monthly
Weekly	Dust all high and low reach areas	Bi-Weekly	Monthly
Quarterly	Clean diffusers and exposed areas of light fixtures	Annually	N/A
Miscellaneous			
As Needed	Stairwell entrances snow, ice, leaf, and debris removal	As Needed	As Needed

Contract Cleaning Priorities Over Student Breaks

Janitorial Contract Exhibit G

	Task	Target Buildings
Spring Break	Spray-Buffering of waxed floors.	Prichard Hall, Welcome Center
	Detail Cleaning of Restrooms.	Career Services, Welcome Center, Jomie Jazz, Prichard Hall
	Carpet cleaning/extraction of high use areas.	Career Services, Welcome Center, Jomie Jazz, MSC
	Machine cleaning vinyl flooring of high use areas.	Prichard Hall, Welcome Center
	Restroom Floor Scrubbing	MU/Contractor Determined
Summer Break	Task	Target Buildings
	Stripping and Waxing of all waxed floors.	All Contractor Cleaned Buildings, Parking Garages and Pedestrian Bridges
	Machine cleaning/scrubbing of LVT flooring.	
	Detail Cleaning of Restrooms.	
	Low and High Dusting/Cleaning.	
	High reach Stairwell dusting (up to 25 ft).	
	Carpet cleaning/extraction.	
	Detail Cleaning of Stairwells.	
	Pressure Washing.	
Window Cleaning of Building Entryways and Vestibules (Interior and Exterior).		
Restroom Floor Scrubbing.		
Thanksgiving Break	Task	Target Buildings
	Requested areas of concern.	MU/Contractor Determined
	Spray-Buffering of waxed floors.	Morrow Library, Engineering Lab, East Hall
	Detail Cleaning of Restrooms.	East Hall, Prichard Hall, Morrow Library, Engineering Lab
	Carpet cleaning/extraction of high use areas.	East Hall, Prichard Hall, Morrow Library
	Machine cleaning vinyl flooring of high use areas.	Morrow Library, Engineering Lab, East Hall
Restroom Floor Scrubbing.	MU/Contractor Determined	
Christmas Break	Task	Target Buildings
	Spray buffing of waxed floors.	Harris Hall, Corbly Hall, Visual Arts, Drinko Library
	Carpet cleaning/extraction.	Drinko Library, Study Center (Indoor Facility), Jenkins Hall, Harris Hall, Corbly Hall, Visual Arts, SMB
	Low and High Dusting/Cleaning.	Drinko Library, Study Center (Indoor Facility), Education Bldg, Harris Hall, Corbly Hall, Visual Arts, SMB
	Detail Cleaning of Restrooms.	Drinko Library, Study Center (Indoor Facility), Education Bldg, Harris Hall, Corbly Hall, Visual Arts, SMB
	Extra High Reach Dusting	All Contractor Cleaned Buildings
	Detail Cleaning of Stairwells.	All Contractor Cleaned Buildings and Parking Garages
Restroom Floor Scrubbing.	MU/Contractor Determined	

Note: Tasks and Target Buildings may be adjusted as necessary with Facilities and Operations approval.

Cleaning Activity Descriptions/Definitions

Janitorial Contract Exhibit H

Empty trash/recycling receptacles, replace liners as needed, remove to designated area: Self-explanatory.
Empty personal hygiene containers, clean and disinfect, replace liners as needed: Self-explanatory.
Spot vacuum carpeted areas: Vacuum to remove visible debris.
Spot clean carpeted areas: Remove stains by mechanical or manual agitation.
Dust mop all hard surface floors: Using a dry dust mop all exposed flooring and under furniture and equipment where accessible.
Mop all stains and spills: Using a damp mop clean stain or spill. Wet floor signage is to be utilized.
Clean dry-erase marker boards, chalk boards & trays: With clean water and a sponge clean boards in a manner to avoid leaving streaks. Trays should be cleaned last.
Dust and spot clean all horizontal & vertical surfaces removing fingerprints, smudges and stains: Using an approved chemical remove any stains, visible soil, graffiti, fingerprints, etc.
Vacuum all carpeted areas and upholstered furniture: Vacuum carpet and upholstered furniture edge to edge and corners.
Damp mop all hard surface flooring: Using damp mop and properly mixed approved chemical, mop all exposed flooring and under furniture and equipment where accessible. Wet floor signage is to be utilized.
Dust all high reach areas: Dust all accessible areas above shoulder height to remove soil, dust, and cobwebs.
Dust all low reach areas: Dust all accessible areas below knee height to remove soil, dust, and cobwebs.
Clean HVAC registers: Dust registers or where necessary clean with damp sponge and properly mixed approved chemical.
Clean baseboards: Using a damp sponge and properly mixed approved chemical, clean all accessible baseboards.
Clean diffusers and exposed areas of light fixtures: Using a damp sponge or cloth and properly mixed approved chemical, clean both sides of diffuser and exposed areas of the light fixture.
Clean and disinfect all drinking fountains/water bottle fill stations: Using an approved cleaner/disinfectant wipe down all exposed areas and under the bottle fill mat.
Dust all window blinds: Self-explanatory.
Restock soap and paper products: When necessary refill dispensers, check for proper operation to include batteries.
Clean mirrors: Using a lint free cloth, paper towel, or squeegee, and an approved glass cleaner, clean mirror removing access cleaner to avoid streaking.
Clean and disinfect fixtures, sinks, and countertops. Verify dispensers and fixtures are operational: Using a damp sponge or cloth and properly mixed approved chemical clean and disinfect all surfaces to include bright works. Check fixtures for proper operation and verify batteries do not need replaced.
Clean and disinfect shower walls and floors: By either manual or mechanical means and with approved properly mixed chemical. Clean and disinfect all surfaces to include bright works and drains.
Spot clean walls and partitions: Using a damp sponge or cloth and properly mixed approved chemical remove any stains, visible soil, graffiti, fingerprints, etc.
Sweep and mop hard surface floors: Sweep floors then using damp mop and properly mixed approved chemical, mop all exposed flooring and under furniture and equipment where accessible. Wet floor signage is to be utilized.
Wash all ceramic tile walls: By either manual or mechanical means and with approved properly mixed chemical. Clean and disinfect all surfaces.
Scrub all restroom floors using germicidal detergent: By either manual or mechanical means and with approved properly mixed chemical. Clean and disinfect floors edge to edge and corners.
Clean lockers: Using a damp sponge or cloth and properly mixed approved chemical clean and disinfect all accessible surfaces. If locker is not in use clean interior.
Police stairs and pick up litter: Inspect stairwells remove all litter and visible debris.
Remove any posters or flyers: Per the State Fire Marshal there is to be no fliers, notices, or posters affixed to the stairwell walls or doors.
Clean handrails and ledges: Using a damp sponge or cloth and properly mixed approved chemical remove any stains, visible soil, graffiti, fingerprints, etc from handrails and ledges.

Dust mop stairs and landings: Using a dry dust mop clean steps and landings paying extra attention to corners and edges.
Damp mop stairs: Using damp mop and properly mixed approved chemical, mop all exposed flooring. Wet floor signage is to be utilized.
Remove outdated or unauthorized posters/flyers: Only fliers and posters directly related to University activities should be posted. Advertisements and out of date items should be removed.
Clean and polish bright works: Using a damp sponge or cloth with approved properly mixed chemical. Clean and disinfect all surfaces and control buttons.
Clean elevator track: Clean door track to remove visible dirt or debris.
Spot clean door glass and side glass: Using a lint free cloth, paper towel, or squeegee, and an approved glass cleaner clean glass removing access cleaner to avoid streaking.
Spot clean walls removing soil, tape residue, etc.: Using a damp sponge or cloth and properly mixed approved chemical remove any stains, visible soil, graffiti, fingerprints, etc. Use a single edge razor blade scraper to remove tape.
Machine scrub hard surface floors with automatic scrubber as needed: Self-explanatory.
Deep clean carpeted area as needed: Using a carpet extractor and approved cleaning chemical deep clean carpets.
Scrub and refinish hard surface flooring (Strip and Wax where applicable): Scrub all hard surface floors, where applicable, apply at minimum of three coats of high quality floor finish.
Building entrances; snow, ice, leaf, and debris removal: Clean the area fifteen feet from all building entrances using manual, chemical or mechanical methods.
Fire extinguisher cabinets: Using a damp sponge or cloth and properly mixed approved chemical remove any stains, visible soil, graffiti, fingerprints, etc interior and exterior.

Janitorial Contract Building Square Footage

Janitorial Contract Exhibit 1

Note: The square footage listed below is the estimated net area per building/location that is required to be cleaned by this contract.

	Building/Location	Square Footage
1	Harris Hall	48,633
2	Education Building	33,568
3	East Hall	19,101
4	Prichard Hall	28,998
5	Sorrell Maintenance Building	8,946
6	Myers Hall	11,745
7	Joseph M. Gillette Welcome Center	5,900
8	Office Public Safety	4,456
9	Drinko Library	90,376
10	Shewey Building	35,941
11	Dot Hicks Complex	2,816
12	Softball Press Box	2,258
13	Bobby Pruett Weight Room	14,000
14	Visual Arts Center	48,591
15	Child Development Academy	9,760
16	Indoor Athletic Complex/Buck Harless & Hall of Fame	14,000
17	Corbly Hall	78,323
18	Morrow Library	83,886
19	Career Services	4,016
20	Soccer Complex	12,500
21	Art Warehouse/Receiving Warehouse	16,584
22	Engineering Lab	14,077
23	Smith Business Building	72,500
24	Baseball & Softball Operations Bldgs.	14,829
25	South Charleston Academic Center	16,224
26	South Charleston Administrative Bldg.	33,862
27	Garage Elevators/Stairwells (3rd Ave)	4,800
28	Garage Elevators/Stairwells (6th Ave)	2,800
29	Pedestrian Bridge (Henderson Center)	1,783
	Total:	735,273
30	RCBI*	24,700
31	Dietetics (Downtown)*	7,710
32	Huntington Kitchen*	2,600

* - Optional buildings.



HHS PROPOSAL

Janitorial Services
MU24JANITORIAL

2/6/2024

Michael DiSparano, President
Randy Holden, VP of Sales

PREPARED FOR:





TABLE OF CONTENTS

- 03 Cover Letter**
- 04 I. Background**
- 07 II. Experience & Qualifications**
- 25 III. Mandatory Requirements, Staffing,
and Deliverables**
- 40 IV. HHS' Approach to Effective
Training**
- 48 V. Transition Schedule and Plan**
- 57 VI. Pricing Document**
- 61 VII. Required Documents**
 - VIII.** Bid Signature Page
 - IX.** Designated Contact Form
 - X.** Certification and Signature Form
 - XI.** Addendum Acknowledgment Forms
 - XII.** West Virginia Certification
- 75 VIII. Appendix**

January 26, 2024

Marshall University

Office of Purchasing
Old Main Building, Room 125,
One John Marshall Drive,
Huntington, WV 25755-4100.



RE: Bid# MU24JANITORIAL

Dear Ms. DiSilvio:

Thank you and the site visit guides for the privilege of visiting the Marshall University campus locations leading up to the development of our bid/proposal.

Our Janitorial Systems and Programs are designed with detailed employee job descriptions and activity routines supported by thorough advanced quality assurance measures to ensure consistent APPA Level 2 / APPA Level 1 cleaning results and operational efficiency.

It is our sincere desire to support the continued success of the University with proven janitorial practices assuring that next year's enrollment and subsequent annual commencement will achieve an even higher level of satisfaction and pride in those learning, working, and growing at this historic West Virginia institution.

In small, detailed "cleaning for health first" tasks to student-sponsored internships and academic scholarships - HHS seeks a transparent partnership with the University where knowing we have made a difference is reflected in receiving the highest customer satisfaction survey results possible as well as in the student's pride for a job well done. The foundation of our partnership will be based on providing services with people who are committed to the janitorial quality you expect and deserve.

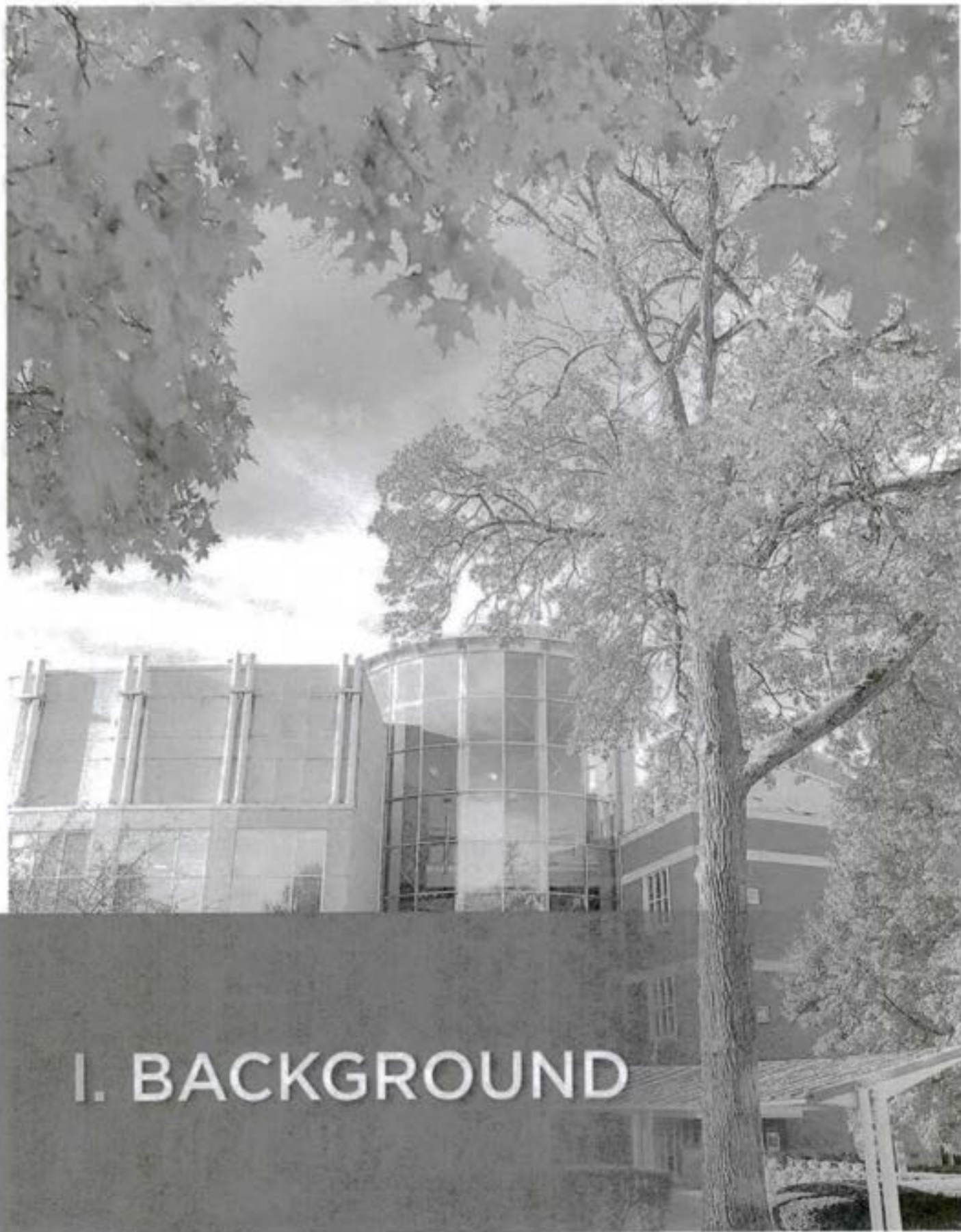
At HHS we love what we do, and it shows in our people, customer retention, and satisfaction surveys. We operate in an inclusive environment where our team members feel valued, heard, and respected. In that regard, we understand that the current janitorial staff are part of Marshall University's community. If selected to serve Marshall University, it is our desire to offer employment to each individual now working on your campus for the current vendor. This creates a sense of continuity while reducing the stress of transitioning to a new approach. They will be given new tools and equipment along with the support and training necessary to improve the level of cleanliness currently provided.

We appreciate your thoughtful consideration and welcome your questions. Thank you!

Sincerely,

A handwritten signature in black ink, appearing to read "Randy Holden", with a stylized flourish at the end.

Randy Holden
Vice President of Sales, Education



I. BACKGROUND

For nearly 50 years, building on a foundation rooted in the demanding healthcare janitorial/custodial industry, HHS has consistently improved its services for our ever-expanding list of satisfied higher education customers. By incorporating cutting-edge technologies and applying common-sense principles, we have achieved higher cleanliness levels, increased staff productivity, elevated employee morale, and lowered overall costs for our clients. And it all begins with a straightforward concept.

At HHS, we firmly believe in the principle of treating others as one would want to be treated and rewarding those who embrace this fundamental idea. This approach has helped us minimize turnover while enhancing customer satisfaction. It's a proven system that we wholeheartedly endorse for its simplicity and its positive outcomes.

Our goals and objectives coincide with Marshall University's goals and objectives. We bring all our experience, expertise, and business acumen fully to bear on achieving your Mission, Vision, and Creed. It begins with an understanding of your campuses' historical culture and how HHS can help provide continuous improvement. We find:

Mission

"Marshall University is a public comprehensive university with a rich history as one of the oldest institutions of higher learning in West Virginia. Founded in 1837 and named after Chief Justice John Marshall, definer of the Constitution, Marshall University advances the public good through innovative, accredited educational programs.

- Marshall University's mission, inspired by our Vision and Creed, includes a commitment to:
- Offer a wide range of high-quality, affordable, and accessible undergraduate, graduate, and professional education that prepares students to think, learn, work, and live in an evolving global society.
- Create opportunities and experiences to foster understanding and appreciation of the rich diversity of thought and culture.
- Maintain a dynamic intellectual, artistic, and cultural life by promoting and supporting research and creative activities by undergraduates, graduates, and faculty.
- Contribute to the quality of life of the community, region, and beyond through applied research, economic development, health care, and cultural enrichment.
- Cultivate the development of an inclusive, just, and equitable community.

Vision

To inspire learning and creativity that ignites the mind, nurtures the spirit, and fulfills the promise of a better future.

Creed

... we, the students, faculty, and staff of Marshall University, pledge to pursue the development of our intellects and the expansion of knowledge, and to devote ourselves to defending individual rights and exercising civic responsibility. We strive to exemplify in our own lives the core values of independence, initiative, achievement, ethical integrity, and commitment to community through association and service. As Marshall University, we form a community that promotes educational goals and that allows individuals maximum opportunity to pursue those goals.

Marshall University is:

- **An Educational Community** in which all members work together to promote and strengthen teaching and learning
- **An Open Community** uncompromisingly protecting freedom of thought, belief, and expression
- **A Civil Community** treating all individuals and groups with consideration, decency, and respect, and expressing disagreements in rational ways
- **A Responsible Community** accepting obligations and following behavioral guidelines designed to support the common good
- **A Safe Community** respecting each other's rights, privacy, and property
- **A Well Community** respecting and promoting physical and emotional health
- **An Ethical Community** reflecting honesty, integrity, and fairness in both academic and extracurricular activities
- **A Pluralistic Community** celebrating and learning from our diversity
- **A Socially Conscious Community** acting as citizens of the world and seeking to contribute to the betterment of people and their environments; and
- **A Judicious Community** remaining alert to the threats posed by hatred, intolerance and other injustices and ever prepared to correct them."

The Mission of Marshall University's Facilities Operations

"The mission of the Facilities Operations at Marshall University is to effectively and efficiently provide maintenance and operational services that support the faculty, staff, and students. One of the main goals is to create a campus environment that welcomes visitors, enhances the living and learning experience and promotes a positive image; therefore, creating and managing the campus environment in support of the mission of Marshall University".

HHS is Ready to Serve

Throughout the last five decades, HHS has heavily invested time and resources into developing industry-leading systems, processes, and training programs in custodial services management. We focus our investments in areas that enable our on-site team members, both hourly and managerial, to be efficient and effective in delivering exceptional service.





II. EXPERIENCE & QUALIFICATIONS

HHS has successfully been competing in the public, higher education facilities management market. We have been proudly awarded and currently provide janitorial services at an additional 33 public college campuses within the past 36 months and 16 state college campuses within the past 13 months. We provide APPA Level 2 and above cleaning standards for over seven million cleanable square feet by a staff of hundreds of fully trained custodians, lead persons, supervisors, managers, and directors. We are qualified to meet your janitorial expectations.

The vision of HHS' founder included a commitment to our employees' success as defined by their personal growth and professional development. The cumulative HHS employee job satisfaction rate has resulted in some of the highest customer service satisfaction results in the higher education custodial services industry. Indeed, the management team at HHS has a career tenure average of 14.2 years beginning with entry-level custodians to senior-level management. Currently, we have also increased the recruitment and retention of our hourly employees to 95% of capacity. Voluntary management turnover reflects a 10% year-over-year improvement as well.

All our employees are entitled to the fringe benefits reflective of their employment status. Our corporate Employee Handbook Table of Contents and Benefits Overview describes our detailed fringe benefits, including paid holidays, vacation, and sick leave policies, which are included in the Appendix of this proposal. We believe each employee deserves a quality healthcare program and offer it along with Employee Recognition measures as a cultural HHS benefit. Given the proprietary nature of our Handbook, the complete Employee Handbook will be made available by HHS upon the award.

By providing quality career opportunities, encouraging campus and community engagement in good stewardship, and promoting student internships with a path for advancement, HHS improves the quality of daily life for the people we serve and the communities in which we live, work, and grow. Word-of-mouth referrals and expanding customer satisfaction have been how we progress together.

As a privately owned company, we remain responsive and creative with our solutions and autonomous in our decision-making processes. Being privately owned enables us to be more decisive and more committed to the success of every partner institution. At HHS, we take great satisfaction in our ability to positively impact the overall experience of every campus community we serve, driving continuous improvements by applying common sense, accountability, and state-of-the-art technologies.

MISSION	To be successful in identifying and serving our customers' needs.
VISION	To be forward-thinking in creating solutions for our customers.
VALUES	WE ARE <ul style="list-style-type: none">• honest• problem solvers• quality driven• team oriented• proactive• adaptive• dedicated• balanced• humble• diverse
	
	WHY WE DO WHAT WE DO <p>To make a difference in the lives of our team members, to remove problems and concerns for our customers, to be profitable to shareholders, and be charitable to those in need.</p>

HHS employs over 20,000 team members globally and provides services to over 850 partner organizations. In addition to the higher education industry, we also provide services in the healthcare, senior living, hospitality, aviation, and federal government markets.

The success of our janitorial programs begins with the vision of our leadership and the consistency of our services. We support our on-site teams through training, corporate support, and supervisor mentorships. This proven approach helps ensure that our partners and the surrounding communities receive the best possible service while achieving critical operational and financial metrics reflecting our employee job satisfaction.

What We Learned at the University's Prebid Meetings and Site Tours

The challenges and opportunities observed within the University environment have greatly contributed to the development of our innovative janitorial program. This forms the cornerstone of our commitments and the standards by which we will be held accountable, ensuring the satisfaction of all members of the Marshall University community.

HHS attended and participated in the Mandatory Prebid Meetings held on January 10th and 11th 2024. The hosted campus tour on-site, allowed us to understand further the current conditions of the janitorial services being provided at the Huntington and South Charleston campus locations. It is not the intent of HHS to be unnecessarily critical of what we feel are significantly less than the quality standards you deserve. Quite frankly, Marshall University is compensating the current janitorial services vendor to provide an APPA 2 level of cleanliness which is required and expected. Unfortunately, we found, with very few exceptions, that an APPA Level 4 (unkempt neglect) is what is being delivered.

The detailed Request for Quotation, campus site visits, and subsequent questions and answers submitted to Misty DiSilvio further helped us to understand the issues important to the campus community. The greater the level of detail regarding the issues, the better our understanding of the actions that HHS needs to take to achieve these objectives.

Photographs, intended to be used as "Before" and "After" evidence documenting the impact we will make are included in this proposal. We welcome the accountability of the entire campus community during our engagement for the privilege to serve the University at APPA Level 2 or higher.

Establishing Benchmarks

Our program and overall operating plan are designed specifically to accomplish the desired performance outcomes that help define our immediate and long-term success.

Understanding exactly where your current custodial provider has been adequately (or inadequately) performing is essential in establishing a benchmark for performance and added accountability.

At the outset, we propose meeting with each of the key users of Facilities/Janitorial Management Services to help us understand their unique perspectives on what is important to them and how it impacts the institution. We have developed and applied this approach as a Best Practice learned over decades of service.

The key users of the University's janitorial management program may include the following individuals with whom feedback, and direction are essential for our mutual success. Working in cooperation with the University's administration for selection and approval, HHS proposes to conduct interviews with those assigned and each of the following University officials upon notice to proceed:

- Ms. Cora Pyles, Admin, to the President
- Dr. Monica Brooks, Associate VP Dean of Libraries
- Ms. Brandi D. Jacobs-Jones, Sr. V.P. for Administration
- Ms. Debra Hart, Director of Equality Programs
- Mr. Christian Spears, Director of Athletics
- Ms. Angela Negley, Director of Purchasing
- Mr. Travis Bailey, Director of Facilities
- Others as assigned by the University

Again, this does not represent a final comprehensive list, but those we feel may have insights needing to be heard. HHS remains open to meeting with those officials you feel are essential for us to further understand the janitorial issues important and unique to the University campus community. The senior HHS Managers conducting these interviews are seasoned professionals, each possessing over 30 years of higher education management experience and expertise.

The first phase of implementation involves an initial meeting between HHS leadership and the University's administration to discuss contracted services, current needs, proposed plan specifics, expected roles, and any special requirements. We will also establish baseline performance and quality control measurements and review all established campus operating protocols.

Applying these individuals' experiences with our awareness of new custodial techniques, state-of-the-art technology, and manpower management strategies, HHS will develop a comprehensive program within the implementation timeframe that is responsive to the entire University campus community.

We propose working with the Janitorial/Custodial Advisory Committee or assisting in establishing such a committee, including representatives of the key departments to be served on campus. In that way, issues can be addressed early before becoming long-term problems.



Customer References

HHS has significant experience in providing custodial and janitorial services for entities of similar size, scope, and complexity as Marshall University. The campuses listed below demonstrate our capacity to deliver on your janitorial expectations. Please feel free to contact them or us directly if the administration requires further information about any of these institutions.

After completing extensive Request for Proposal (RFP) processes, in which many janitorial service providers were considered, these fine institutions selected HHS based on our outstanding record of service to all our customers regardless of market segment. In our higher education sector, HHS received the highest scores leading to the contracts being awarded based in part on the following categories:

- **Willingness to commit to a Fixed-price financial structure**
- **Stability in the workforce and responsive manpower needs**
- **Tenure of the corporate leadership in the industry as well as with HHS**
- **Responsiveness in their decision-making processes when needed**
- **Strategic partnerships with HUBZone and MBE/Small Businesses**

"We are proud and honored to have been selected at these renowned institutions as their janitorial services provider," said Bobby Floyd, HHS Chairman. *"We are committed to serving the students, faculty, staff, and campus community of these great facilities by providing our trademark quality, and ensuring the cleanest and best maintained buildings possible,"* he added.





PROJECT INFORMATION

Project Description

Custodial Services Management and Integrated Facilities Management

Address

1300 Holman St, Houston, TX 77004

Contact Person

Betty Brown: Coordinator of Facilities & Custodial Services

Phone: 713-718-7577

Email: betty.brown2@hccs.edu

Size

Nearly 4.6 million square feet

Contract Length

09/01/21 - 08/31/24

Summary

The current contract is set to expire in August 2024, although extension years are possible.

Background

HHS has been conducting janitorial services for HCC campuses that cover nearly 4.6 million square feet over 86 facilities and areas. Staff includes in part; one executive director, six assistant directors, one administrative assistant, many floor technicians, and a flexible and responsive custodial staff of 100-150.0 FTEs custodian and porter employees, depending on the college campus schedule. Our floor teams utilize state-of-the-art equipment, including low-speed side-by-side scrubbers, high-speed burnishers, walk-behind T3 auto-scrubbers, and more.

Quality Control

Quality control is performed by frequent walkthroughs with HCC campus managers, facility managers, the HHS Vice President, the HHS Executive Vice President, and assistant directors. HHS currently employs the SchoolDude online work order management system to schedule tasks, track deficiencies, and manage other work tickets.

Since the beginning of the contract, HHS has contracted with HUB and SBE partner Caring Commercial Services to clean 25% of the space for 25% of the revenue.

Cuyahoga Community College



PROJECT INFORMATION

Project Description

Custodial Services Management

Address

700 Carnegie Ave, Cleveland, OH 44115

Contact Person

Shehadeh Abdelkarim: Executive
Director of Facilities Operations

Phone: 216-987-4899

Email: shehadeh.abdelkarim2@tri-c.edu

Size

Nearly 2.7 million square feet

Contract Length

07/01/20 - 06/30/25

Summary

The current contract is set to expire in June 2025 with the possibility of two extension years.

Background

HHS has provided Cuyahoga Community College (Tri-C) with janitorial and facilities management services covering nearly 2.7 million square feet across 10 campuses. No small businesses were subcontracted for the work. The staff consisted of one executive director, an assistant director, a one night operations manager, three night supervisors, and approximately 60 custodians. None of the work is subcontracted, and all hourly staff are members of the Service Employees International Union, Local 1 (SEIU-Local 1). Equipment includes low-speed side-by-side scrubbers, high-speed burnishers, walk-behind T3 auto-scrubbers, a 32" ride-on scrubber, extractors, wet-dry vacs, backpack vacs/upright vacs, and Kaivac machines for indoor/restroom pressure washing.

Quality Control

Quality control is performed by frequent walkthroughs with Tri-C campus managers and the facility director, along with the HHS vice president, executive director, and assistant directors. HHS currently employs the FAMIS online work order management system to schedule tasks, track deficiencies, and manage other service requests.

Tri-C also contracts with a third-party quality control vendor, Elliott Affiliates LTD, to conduct quarterly inspections. HHS scores have increased quarter over quarter since the beginning of the contract.



JPS Health Network
Fort Worth, Texas

PROJECT INFORMATION

Project Description

Custodial Services Management

Contact Person

Joy Parker, VP of Operations
JParker03@jpshealth.org
817-702-7143

Size

1.8 million square feet

Contract Length

9/25/22 - 9/25/25

Summary

The existing agreement is scheduled to remain in effect until September 2025, with the option for two additional extension years, reflecting our commitment to ensuring continued excellence in custodial services.

Background

HHS proudly oversees custodial services across the extensive John Peter Smith Health Network, covering a substantial 1.9 million square feet across five municipalities. Our dedicated custodial team, comprising approximately 266.0 FTEs, consists of cleaners, grounds attendants, and skilled project and specialty service technicians. Beyond routine cleaning, our versatile staff actively participates in various community events and plays a crucial role in infection control, emergency response, and comprehensive cleanup services.

Quality Control

To ensure the highest standards of custodial services, HHS employs rigorous quality control measures. Regular walkthroughs are conducted with JPS Health Network facilities managers and the HHS leadership team. This collaborative approach facilitates continuous improvement and prompt response to any evolving needs. With well-defined procedures and robust oversight, we are committed to delivering best-in-class custodial services to John Peter Smith Health Network.



PROJECT INFORMATION

Project Description

Custodial Services Management

Address

4205 Ryan St, Lake Charles, LA 70605

Contact Person

Kevin Martin: Director of Facilities and Plant Operations

Phone: 337-842-3108

Email: kmartin@mcneese.edu

Size

Nearly 1.15 million square feet

Contract Length

10/1/22 - 6/30/25

Summary

The current contract is slated to run through June 2025, with the possibility of two optional extension years, signifying our dedication to maintaining exceptional custodial services at McNeese State University.

Background

One of our more recent custodial partnerships, McNeese State, is one of the largest universities in the Bayou region, with approximately 1.15 million cleanable square feet. HHS currently performs custodial services across the expansive campus that covers 68 buildings over 500 acres of university land. Our services are performed by a custodial team of approximately 35.0 FTEs, including cleaners, porters, drivers, and project and specialty service technicians.

Quality Control

MSU quality control is done continually, including daily rounding with the HHS Account Manager and the University Project Maintenance Manager. Our staff handles multiple sporting and special events on a supplemental basis, as well as infection control and emergency response and clean-up services.

McNeese Recommendation Letter

HHS has been a true blessing since being awarded the contract for custodial services at McNeese State University. Their strong commitment to our University has been felt across the campus as has been evidenced by the numerous emails received thanking you all for the hard work you do. Thank you again for making a difference at McNeese State University and making this a place we are proud to show off to visitors and students.

Kevin W. Martin

KEVIN W. MARTIN

McNeese State University

Director, Facilities and Plant Operations

Work – (337) 475-5888

Mobile – (337) 842-3108

Email – kmartin@mcneese.edu

4406 Common St

Lake Charles, LA 70605

*My***M**CNEESE



PROJECT INFORMATION

Project Description

Custodial Services Managemet

Address

1601 Botham Jean Blvd, Dallas, TX
75215

Contact Person

Steve Chambers, Sr. Manager of EVS

Phone: 903-504-8219

Email: steven.chambers@dallascollege.edu

Size

570,000 square feet

Contract Length

11/1/2022 - Present

Summary

The current contract is slated to run through November 2024, with the possibility of two optional extension years, underscoring our commitment to sustaining high-quality services.

Background

An HHS customer celebrating our first year with management responsibilities maintaining high APPA level cleaning standards for approximately 570,000 cleanable sq. ft. at 11 campuses, served by 33+ FTEs with an on-site Director and working supervisory staff. Supplemental state-of-the-art equipment, technologies, CMMS utilization and Green Cleaning environmentally sound products and practices have increased employee performance and service quality delivery.

Quality Control

Ongoing quality control inspections, including daily rounding with the HHS Account Manager and the Dallas College's administration, allow continuous improvement with employee recognition assuring campus community satisfaction. HHS staff provides responsive on-call services for routine and extracurricular events on campus including infection control and cleanup services.



Dallas College Recommendation Letter

HHS provides a top notch service at Dallas College. They came in and hit the ground running with staffing in place on day one. HHS provides quality training to its employees and excellent cleaning services with attention to details. I would recommend HHS to any establishment.

Steve Chambers

Sr Manager of EVS Dallas College
C (903) 504-8219
W (214) 860-2058
801 Main St. Dallas, TX 75202
steven.chambers@dallascollege.edu

What our partners have to say:

"HHS has proven to be a valuable partner in both prevention and the maintenance and appearance of our facilities. The staff is well-trained, professional, and courteous. Our environmental services staff are empowered to take initiative to ensure they are comfortable, and their needs are being met."

"The HHS managerial training program has produced exceptionally talented custodial directors that I feel fortunate to have worked with. The HHS team is solutions orientated; they seek to achieve high-quality results as efficiently as possible."

"Staff retention has been maintained, and employee job satisfaction has increased. HHS has built a relationship with our staff and in the community that is above reproach. Understanding that it takes highly qualified personnel to maintain good relationships, HHS has provided exceptional management that stays involved."

"The relationship between us and HHS has only been positive as we continue our partnership. The key to our strong partnership is having great staff. They are strong workers who take pride in their work and want to see the facilities look their best."

Our Continued Growth in Higher Education

As a demonstration of our increasing capacity to serve the higher education landscape, we have recently signed contracts to provide janitorial and custodial services to the following institutions:

- Clemson University - 1,577,638 cleanable sq. ft., Approximately 90.0 FTEs
- Dallas College - 570,000 cleanable sq. ft., Approximately 33.0 FTEs
- McNeese State University, LA - 1,150,000 sq. ft. cleanable sq. ft., Approximately 35.0 FTEs

While these contracts are only early in their first year, we have experienced seamless transitions and service implementations at all three campuses. We look forward to further expanding our higher education partnerships in the coming years.



Fresh Eyes Accountability

At the end of the day, HHS must provide the Marshall University campus community with a safe, clean, and attractive environment for people to live, learn and grow as well as excellent service to earn your trust and become its campus janitorial services partner.

HHS is pleased to announce that it has established a Fresh Eyes Client Satisfaction process. We strive for excellence in satisfying our customer's expectations and work to achieve long-term partnerships.

We begin soon after the award to provide service by establishing benchmarks where you are now in terms of quality, service, and responsiveness. At the end of each quarter, we conduct customer and employee satisfaction audits by designated HHS operations specialists. We call this our first Fresh Eyes satisfaction test based on what we learn about our progress.

HHS has a formal, documented quality control system that is computer-based and randomly selects areas on campus for inspections every 30 days. We seek feedback and send department managers and resident advisors short questionnaires asking them to grade the janitorial services quality and general professionalism.

We recommend a campus council be formed with representatives from the administration, departments, students, and HHS. The group should meet monthly during the first several months of our program, and then bimonthly thereafter, to review our progress and provide fresh feedback and direction for the next period.

Corporate customer surveys will be conducted each fall to designated Marshall University administrators by our corporate office in Dripping Springs, Texas. The results of these surveys are part of each manager's annual performance review.

For Marshall University, the door is always open and HHS Senior Management is interested, available, and engaged 24/7 for any issues requiring a set of Fresh Eyes in understanding of the University's janitorial service issues.



Our Presence in West Virginia

In the West Virginia region, HHS is a contributor to the professional workforce, with a notable and dedicated team of nearly 100 professionals. These individuals form the backbone of our operations across diverse sectors, embodying our commitment to excellence and service.

Their collective expertise spans a spectrum of roles and responsibilities, reflecting the dynamic and multifaceted nature of our engagements. This workforce underscores our deep integration within the state, emphasizing our dedication to fostering a positive impact and delivering unparalleled service to the communities we serve.



Company History

After 11 successful years of excelling in the outsourced hospital housekeeping business, Jim Spry founded Hospital Housekeeping Systems in 1975 out of his home in Austin, TX. Over the next few decades, the company grew to one of the most respected service providers in the industry, serving more than 640 hospitals and medical facilities. HHS has positively impacted the health and quality of life for thousands of people in communities large and small throughout Texas for almost 50 years.

In 2010, Mr. Joe Terry joined HHS to lead the company's diversification efforts and was named executive chairman two years later. During that period, the company expanded its portfolio of service options to include culinary services, which have since been widely recognized as some of the best in the support services industry. After the company was officially renamed HHS in 2014, the company created the HHS CareFUND program, designed, and implemented for team members requiring financial assistance and support.

From 2016 onward, HHS expanded facility support services for education, government, resort, and senior living industries, and soon afterward, the aviation, and retail industries. HHS is proud that we have never lost a customer due to the lack of performance quality in our service delivery.

To support continued success and development in the educational sector, HHS welcomed Robb Dilger in 2019 to lead the Education Division. In that same year, the company moved its headquarters to Dripping Springs, TX, where it now supports all training and development from its campus training center and expanded beyond U.S. borders to offer services to customers in Japan and South Korea.

Today, HHS remains a private, family-owned business dedicated to caring for its team members and providing best-in-class hospitality and support services for facilities and institutions around the world.

Number of Employees Empowered Financially

The impact of HHS' CareFUND program extends far beyond numbers, reflecting our unwavering commitment to the well-being of our team members. In 2022 and 2023, this crucial initiative provided vital financial support to 965 employees. During times of crisis, the CareFund became a lifeline, disbursing a total of \$1,230,161 to alleviate financial burdens.

These figures represent not just statistics but the embodiment of our organizational ethos, demonstrating our proactive approach to caring for the individuals who form the heart of HHS. As we continue to uphold our commitment to the welfare of our team, the CareFund stands as a testament to our values in action, ensuring that no member of the HHS family faces adversity alone.

Scholarships or Internships Offered in 50 Years

HHS has a long history of investing in communities and fostering the development of our employees through strategic initiatives involving scholarships, internships, and recruitment. **HHS has facilitated approximately 450 internships and scholarship programs,** encompassing interns at our home office, scholarships granted to the children of HHS employees, participants in our Rouxbe Culinary program, and students enrolled in our Southwest University Program.

Situated in El Paso, TX, Southwest University allows any HHS employee to pursue an Associate's, Bachelor's, and now master's degree in diverse fields. To further support our employees' educational aspirations, HHS offers special rates, ensuring that they have the necessary means to pursue advancements in any chosen degree program.

HHS' Unique Qualifications

With a successful history in the healthcare cleaning industry serving at the highest APPA Levels attainable, our programs focus on infection prevention measures, which are backed by industry-leading practices and procedures and supported by our decades of providing clinical-level cleaning services in the healthcare industry.

These measures are also built into our training programs and quality assurance measures to ensure our staff members are proficient in applying chemicals and following procedures that prevent the spread of infection and cross-contamination in the areas they service. Unlike many support service providers, we prioritize our team members by offering substantial wages with benefits that exceed industry standards, and innovative retention programs - all to minimize turnover and maximize the quality of service we provide.

We typically require less staff than our competitors because we emphasize continuous operational improvement through best practices, innovation, and rigorous training to maintain high levels of productivity every day. Because we can retain our team members at a higher rate, we spend less on onboarding, initial training, and retraining, and more time on the specific detail cleaning, which ultimately results in higher levels of service, fewer full-time employees to perform the same services, and significantly greater value for our higher education partners.

Finally, as a privately-held, family-owned company, we can work within the framework of our programs to operate with flexibility and make fast decisions for a more impactful engagement. This also allows us to tailor our systems and processes to the specific needs and challenges of each customer we serve, and we believe this approach will be especially beneficial to Marshall University.





III. MANDATORY REQUIREMENTS, STAFFING, AND DELIVERABLES

As a leader in support services, HHS has extensive experience in providing janitorial management programs to a variety of industries, from healthcare to government and higher education. These programs are based on learned Best Practices, policies, and procedures that have been crafted from our years of experience and modified to keep pace with current regulatory standards and industry requirements.

Throughout the last five decades, HHS has invested time and resources into developing industry-leading systems, processes, and training programs in custodial services management. We focus our investments on areas that enable our on-site team members, hourly and managerial, to be efficient and effective in delivering quality services. Our programs are developed with detailed job descriptions and activity routines, supported by quality assurance measures to ensure exceptional cleaning results and operational efficiency.

We are proficient in using and applying multiple leading Computerized Maintenance Management Systems (CMMS) platforms. Our programs are further enhanced by our focus on infection prevention measures, backed by industry-leading practices and procedures, and supported by our decades of providing clinical-level cleaning services in the healthcare industry. These measures are also built into our training programs and quality assurance measures to ensure our staff members are proficient in applying chemicals and following procedures that prevent the spread of infection and cross-contamination in the areas they service.

Corporate Leadership

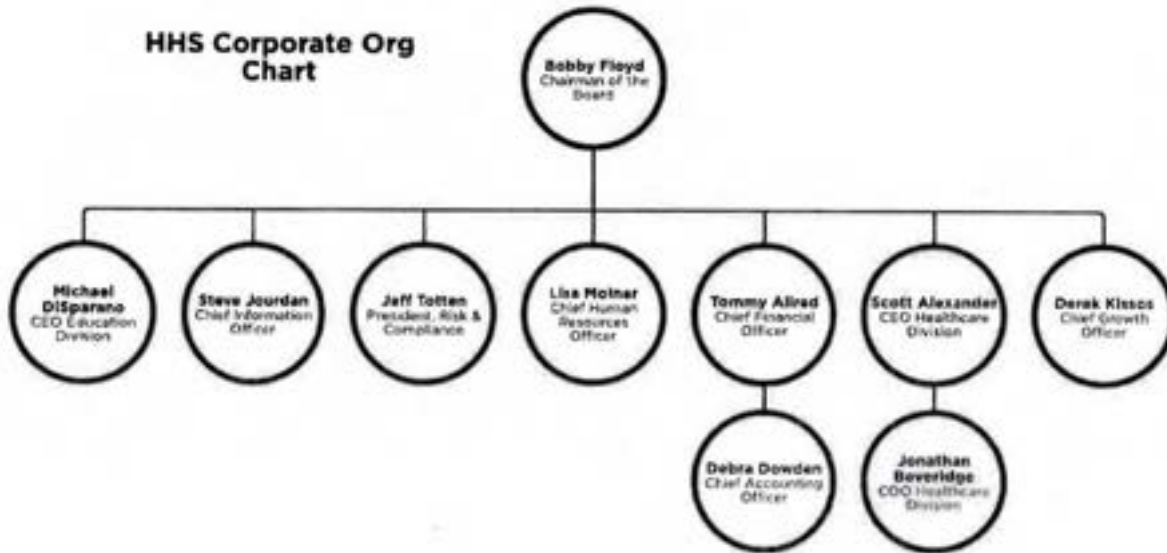
HHS provides a wide range of corporate support resources that are hands-on and readily available to help address any issues or concerns that may arise. Our corporate team, headed by Executive Chairman and CEO Bobby Floyd, provides strategic direction to enhance our programs and ensure a comprehensive customer experience. This team includes many IT, human resources, recruiting, education, safety, and marketing support services to ensure a comprehensive approach to project oversight.

President of Education Services, Michael DiSparano, provides strategic oversight for our customers and operational guidance to ensure our services meet the expectations of the campus community and deliver on our service commitments.

Chief People Officer, Human Capital Management, Lisa Molnar joined HHS in 2003 as a patient advocate at a healthcare facility in Alabama. In 2005, Molnar transitioned to corporate services under human resources and employee benefits. Over the next 12 years, Molnar continued developing her knowledge and promoting her career in human resources, risk management, and employee benefits. As President of Human Capital Management, Molnar oversees all human resources, employment liability, employee benefit programs, time and attendance, and payroll for HHS' business within the United States.

Since joining HHS in 1989 as an Assistant Director, **Jeff Totten** currently serves as **President of Corporate Compliance and Risk**. His previous roles include several operational capacities, including Director, Area Vice President, Eastern Division President, Western Division President, and Chief Operating Officer. As a result of his leadership in these operational assignments, HHS attained record retention and customer satisfaction. Jeff's application of operational knowledge has substantially reduced HHS' exposure to risk-related costs incurred by the company.

HHS Corporate Org Chart



Proposed Key Personnel for the Marshall University Program

For our higher education engagements, our senior leadership is involved at the highest levels to interact and meet with customers as needed. For Marshall University, we possess the management personnel and necessary resources to implement our proven programs, fulfilling the expectations of the University campus community. Our key operations managers include Robert Dilger and Clifton Smith. Clifton will be the onsite startup manager working with the campus constituency, ensuring a smooth and seamless transition, reporting to HHS' Robb Dilger. Additional corporate resources include Randy Holden and Curt Slocum, who will be assisting with establishing benchmarks of current conditions for tracking performance comparisons over time. The objective is for continuous improvement of University custodial services.

The team's cumulative 100+ years of facilities management experience and expertise will be brought fully to bear to ensure a smooth and seamless transition from the outset of service.

HHS's President of Education, Michael DiSparano

Mr. DiSparano has spent the last 20 years in operations leadership and the last 10 in executive leadership, cultivating a career spanning multiple industries (retail, hospitality, buildings, services, healthcare, and logistics) with a simple and effective leadership philosophy: People, Systems, and Outcomes drive success. Most recently, Mike was the Chief Operations Officer for the Vonachen Group. In this third-generation building service contract company, he oversaw the day-to-day operations of 3,000 employees across 12 states. Before this, Mike worked for HHS as an Executive Vice President in the Healthcare Division and was responsible for 4,000 employees across 20 states. Mike spent 13 years working for HHS, where he started as an Assistant Director.

Mike is an action-oriented change leader, excelling in the identification and execution of complex projects, focusing on continuous improvement and innovative solutions. He is known for his collaborative approach and relentless focus on results, fostering a culture of motivation, respect, and accountability that leads to top-performing teams and customer experiences.

Mike holds an MBA from Missouri State University and has earned several project management and information technology certificates.

HHS' Executive Vice President, Operations, Robert Dilger

Mr. Dilger is a management leader with over 24 years of facilities, operations, and customer service experience. As Executive Vice President, Robb is responsible for overseeing approximately 800 employees, including 200 employees in Houston, Dallas, Lake Charles (LA), and Clemson (SC), having overseen account startup transitions in those locations, as well as the greater Phoenix area (250+ employees at Sky Harbor International Airport), Arizona State University in Tempe (225+ employees) and the Ohio State University in Columbus, OH (150+ employees).

Reporting to the President of the HHS Education division and overseeing territory across the U.S., including the Mid-Atlantic region, where he has management accountability for seven executive directors, 18 assistant directors, 500+ employees, and a local small business entity. Specific engagements include the successful startup transition for Clemson University, McNeese State University, Houston Community College, Cuyahoga Community College, Dallas College, and Heartland College from start to finish, including management hiring, manpower staffing, scheduling, equipment purchasing, as well as account relations for new and established facility accounts. Duties include new account bid proposals, contract pricing, client negotiations, and customer relationship building.

Robb's expertise and business acumen include personnel supervision/training, streamlining operations, and facilities management in large public areas, including education, corporate environments, and airports/airlines. As an articulate communicator with strong interpersonal skills, Robb easily connects with multiple personality styles, cross-functional groups, and management hierarchies.

Robb earned his Bachelor of Science in Economics from Brigham Young University and his Master of Business Administration from the University of Oregon.

HHS' Vice President, Operations, Clifton Smith

Mr. Smith began his facilities management career in operations with the Aramark Corporation, where he managed 75.0 full-time employees responsible for all custodial responsibilities in the demanding healthcare industry. Over 20 years, with increased responsibilities reflective of continuous customer performance satisfaction, Clifton gained leadership experience and operational expertise. As a relationship-based operations leader with excellent communication skills, he leads by example with grace under pressure and a positive can-do attitude.

Clifton commits to meeting the customer's vision of excellence by delivering on the program objectives and HHS's commitments, resulting in stellar performance evaluations and client satisfaction ratings. As HHS' Vice President of Operations, he is responsible for the 20 campus locations, managing a complement of 140+ employees and maintaining high cleaning standards for over 4.3 million square feet at Houston Community College.

Clifton earned his bachelor's degree in a general studies curriculum at Nicholls State University, Thibodaux, LA.

HHS' Vice President, Education, Randy Holden

Mr. Holden began his professional facilities management career in operations with ServiceMaster Health Care, where he managed five different hospitals, medical centers, and a large school district for over ten years. His exclusive business focus in the education sector began in 1992 when his operational expertise allowed a mutually beneficial and successful transition.

Over the past 31 years, Randy has evaluated and implemented facility management programs for renowned colleges, universities, and school districts. He has led operational and sales teams to over \$500 million in annualized revenue. During his tenure as a business development executive, he has successfully helped transition institutions' operational performance from "failing to exceptional" in Texas, Alabama, Florida, New York, Pennsylvania, Virginia, Maryland, North Carolina, South Carolina, Georgia, Tennessee, and the District of Columbia.

Randy's professional growth and continued success have been attributed to his active personal listening and professional understanding of customer's unique needs and individual requirements. With his active engagement at the grassroots/site visit level to boardroom presentations, Randy prepares the best fit in applying human resources and technology to fit the institution's financial, cultural, and operational needs.

A personable, relationship-based leader, he has served as a mentor to many of the industry leaders of today. Randy earned his Bachelor of Science in Business Administration with a Minor in Health Care Administration from Appalachian State University in Boone, NC.

HHS' Associate Vice President, Education, Curtis Slocum

Mr. Slocum began his professional career in 1997 at Skidmore College as the facilities management director and has since performed more than 80 facility campus engagements in rural and urban environments throughout the country, including the states of Texas, Alabama, Florida, Pennsylvania, Massachusetts, New York, Connecticut, Rhode Island, Illinois, Indiana, and Wisconsin. Educational institutions have ranged from large, complex, public campuses exceeding 25,000 students and multiple collective bargaining agreements to private colleges and independent schools of 300 students.

Curt has applied and documented his critical eye for detail regarding campus cleanliness and thorough understanding of landscape/grounds and maintenance operations, based upon his 26+ years of higher education experience and acquired expertise. He is seasoned in operations and a strategic business development leader, possessing problem-solving skills with personal/professional integrity and a high work ethic.

Maintaining inventory control systems and a working knowledge of many diverse and complex CMMS programs, he has reviewed, tracked, and helped improve productivity and financial performance in union and non-union educational campuses. His findings have included the comparison and application of current best practices, the application of state-of-the-art technology for all facility management services, resulting in the development of professional Requests for Proposals (RFPs), Requests for Qualifications (RFQs), and the review of proposals by some of the most prestigious institutions in the facilities management business.

Curt graduated with a Bachelor of Science degree from Bridgewater State University, MA, and obtained a master's degree in Urban Planning/Landscape Architecture from the University of Massachusetts, Amherst.

HHS's Account Manager, Education, Randall Ulate

Mr. Ulate began his facilities management career at HHS 15 years ago as the Assistant Director of Custodial Services Operations for a large healthcare facility in Dallas, TX. He held ultimate responsibility for delivering HHS' performance commitments and the daily supervision of a staff of 50 full-time employees, including all regulatory compliance, and financial management responsibilities. His early successes resulted in many long-term mentoring relationships and continuous team building improvements as his career advancement progressed.

Randall is a Bilingual Operations Manager currently designated at an HHS higher education community college account in Texas, where his proven supervisory and team-building skills continue to deliver exceptional quality standards for the campus community. His record of delivering on the customers' service expectations is reflective of his professional work ethic, hands-on leadership, high integrity, and consistently positive attitude.

Randall's continuing education has included General Studies at the University of Costa Rica and a Better Process Management curriculum at Texas A&M, College Station, TX.

Staffing Plan and Policies

The most critical aspect of any janitorial operation is having a highly engaged and motivated frontline staff supported by qualified and experienced management. Together, this workforce functions as the lifeblood of our janitorial operations and is responsible for driving operational and financial performance.

After reviewing your RFQ and quality expectations and assessing your two (2) campuses, we have developed a tailored operational structure that will meet the specific needs of the University and ensure a high-quality and consistent janitorial operation is delivered. This staffing will provide the necessary output for this engagement with a blend of highly-trained and motivated frontline staff, empowered on-site management, regional and national leadership, corporate office support, and an infusion of senior executive involvement.

Our management team will bring experience, expertise, and dedication to the University's campus locations every day and be in constant communication throughout the partnership. In addition, HHS Executive Vice President Robb Dilger will oversee campus operations to ensure the consistency of quality and regularly visit your facilities to conduct operational assessments. This will also enable continual engagement with the University's administration to ensure that all your needs are being met and serve as a proactive resource in our service delivery.

In addition, all HHS staff will be subject to the University's rules for conduct and performance, as well as all internal HHS policies governing these areas. As part of the HHS standard policy for dress code and personal hygiene, our uniform policy provides standards to ensure personal cleanliness and professional appearance for all HHS team members working on-site. Our team will be always uniformed in professional attire with name tags when on campus at the University, and we will work with your team to ensure coordination with and adherence to your uniform guidelines.

Management and Supervision

HHS understands the impact that a high-performing on-site management team has on the overall operations and experience level. While most service providers utilize the same labor pool, the difference in the quality of our program is our approach to management and supervision, which is backed by effective training programs, systems, and processes.

For this engagement, the campus operations will be managed by an Account Manager, Randall Ulate, dedicated to meeting project objectives and ensuring all aspects of the operation are accomplished to ensure total customer satisfaction. This individual will be responsible for the supervision of staff, adherence to cleaning schedules, facilitation of site inspections, and management of key assignments and usage.

The Account Manager will always be accessible to the University designated Contract Manager and other account management representatives via cell phone or other mobile devices (with a local number), as specified by the University. This is important not only for communication purposes but also to ensure these individuals have access to our innovative platforms and technologies from the same smart device.

In addition to reporting on-site to the designated University representatives, the Account Manager reports directly to the HHS Executive Vice President, who continually interfaces with other divisions and corporate support personnel to help overcome challenges while introducing new methods and techniques. In short, the Account Manager has the autonomy, authority, support, and resources to ensure the client's satisfaction.

The Account Manager's responsibilities ensure the completion of individual cleaning tasks, including coaching and on-the-job training of employees, and that all personnel and lead custodians meet all expectations regarding safety, quality of cleaning, complaint resolution, training completions, human resources processes, and direct management activities. In addition, all supervisory and management personnel will meet the requirements established by the University project management team. HHS will provide detailed resumes as requested to confirm their level of experience and expertise.

Frontline Staff

HHS will provide a highly-trained and fully qualified staff of custodians and cleaning technicians to deliver all services in alignment with the University requirements and evaluation criteria. As required, all staff members will be:

- Adequately trained in safety procedures, security measures, equipment use, and all other aspects of custodial care through online courses with HHS University and on-site instruction by management staff.
- Thoroughly screened with the appropriate criminal background check, in addition to stringent adherence to internal HHS policies and procedures.
- Properly attired in uniform with a name identification badge and as approved by the University and by the institution's policies.
- Responsible for all keys provided for building access, as well as ensuring all areas are secured upon completion of services.

We will also apply a strategic staffing approach to ensure proper coverage and appropriate assignments for our janitorial activities at University campus facilities. This involves leveraging our recruiting efforts to obtain the appropriate quantity and quality of staffing and maximizing retention initiatives to avoid potential service gaps throughout the engagement.

Our goal is to transition a significant number of the current hourly custodians/team members to HHS operations if they are not legally restricted by their current employer. HHS has a successful track record of retaining incumbent staff and re-energizing them through our robust training programs, engaged leadership, and proper tools and technology. This is a benefit because the University faculty and administration typically have a built-in comfort level and relationship with the current team members.

The current staff also has a knowledge of the facilities and an understanding of the local community. During the transition process, the current team members will be thoroughly screened (background, drug, and other methods determined by University and local or state laws) before assuming their positions, as will any new hires to fill vacancies.

HHS's Janitorial Program Deliverables

Our Program Objectives & Commitments

The vision and mission of the University coincide with HHS' corporate culture and operating philosophy. Applying best practices, ingenious applications of technology, and continuous improvement are the cornerstones of our program and our mutual success.

We have concisely summarized our approach to making your vision a reality with our commitments and service deliverables below. Our promises, commitments, and deliverables comprise a significant portion of our proposal.

1. HHS will provide the University with the technical resources from our team of project engineers to support the implementation of an effective janitorial program.

2. HHS understands that no one individual or on-site team possesses all the required and varied skills necessary to provide comprehensive Service Tier I (Full Service) as required. Our approach is based on experience and the ability to provide the skills and support required as they are needed and to supplement the skills of the on-site team. Our project engineers will be on the University's campus supporting the on-site team, in accordance with a mutually agreed upon transition/implementation plan and as the technical needs of the campus require.
3. Assign a Janitorial Management Services Director who will support the vision and mission of the University. This individual will be an experienced professional who can provide effective leadership, assuring that the department consistently meets the needs of the University's community.
4. Our director will be an excellent communicator with the staff of Facilities Services as well as members of University faculty, staff, and administration providing leadership that interfaces boiler-room to boardroom capability with strength and credibility. We are proposing that Clifton Smith be assigned as our transition manager / interim Director supported by the onsite and remote guidance of Robb Dilger implementing our proven programs.
5. Clifton Smith will implement and oversee the operation of a proven custodial cleaning program that will establish and maintain customer satisfaction, and reduce absenteeism and employee turnover, hence the consistency of the program will be maintained.

This comprehensive custodial program includes:

- Selection and hiring process
- Complete training process
- Enhanced scheduling techniques
- Reduced travel time and wasted steps
- A safety program that performs beyond compliance
- Consistent quality service
- Reduced cost of cleaning supplies
- Less equipment needed compared to zone cleaning
- Improved employee morale and productivity

An important aspect of this proposed cleaning program is empowering the janitorial staff to be "the eyes of the organization." As the janitors/housekeepers /custodians are physically in every space of the University each day, we expect them to observe the physical condition of the facilities they care for and report noted repairs to the Marshall University Facilities Department.

6. We are committed to creating, delivering, and maintaining the best in first impressions with **APPA I Level Cleaning Standards** for the small but specifically designated high-profile areas where first impressions are vital to the overall sense of a healthy, attractive, and welcoming environment are most needed (the Admissions Office Lobby, Financial Aid Offices, Key Administrators and Guest Restrooms).

7. Implement HHS' proven Training and Quality Control Programs.

- Training will address ongoing and relevant methods, frequencies, and the requirements for consistent service levels being accomplished. In addition, the policies of The University as well as state and federal requirements are mandatory in meeting safety, harassment, confidential records requirements, and the protection of minors.
- A virtual Quality Control inspection process to be in place to receive reports on a regular schedule and will be provided to the Contracts Manager for review and auditing purposes. A detailed outline of HHS's procedures for monitoring quality control and providing continuous communications is described herein.
- Weekly meetings with the on-site director of Janitorial Services assigned to the University to be conducted with the primary purpose of facilitating accountability in the evaluation of the standards of performance and to provide a forum for open discussion and the resolution of problems that may develop regarding the delivery of services.

8. Provide vehicles, uniforms, supplemental and state-of-the-art technologies, and equipment to be maintained and disinfected meeting NAPA, UL, DHEC, ANSI, OSHA, and other safety standards.

- Deliver a list of supplemental machinery and equipment that we will be utilizing and storing on campus for flooring and window maintenance.
- Provide equipment that will be utilized for gymnasium, locker room and restroom cleaning and sanitizing to include portable cleaning stations and or electrostatic foggers.
- Supply the University Contract Administrator with a list of available chemicals that we will be utilizing for the specific use of disinfecting. Correspondingly provide a list of equipment that the chemicals will be dispersed with, portable or stationary.

9. Provide the University with prudent and active financial accountability and stewardship including but not limited to:

- Work with the University's Purchasing Department to make sure that the procurement process is taking advantage of national purchasing contracts available through HHS.
- Identify and implement systems and programs aimed at improving the short- and long-term operations of the University through cost-effective or cost-avoidance initiatives.
- Own the custodial operating budget and development process providing the Administrator with routine and reliable tracking of janitorial services providing reports on finances, human resources, training, accomplishments, and upcoming events.
- The University is seeking a partnership where every penny used for Janitorial Services is accountable and used for the provision of cost-effective and efficient, high-level, cleaning and support services.

10. Transition over to HHS's leadership responsibility, those employees wanting to meet Marshall University's APPA 2 quality standards as well as those responsive to new leadership by a seasoned, experienced, and well-trained management and janitorial team.
 - Qualified custodial personnel to be on-site to provide the cleaning services Monday through Friday (unless otherwise noted), as well as for weekend events as included in the RFQ's scheduling details provided in the Exhibits.
 - Provide and maintain a stable workforce with enough personnel to shield from unexpected vacancies and unpredicted losses of personnel due to different circumstances, a stable workforce with a minimum of 10% of hires should be available to replace as needed without loss of service.
 - Provide backup workers, supervisors, and lead workers and work with a third-party company to support with personnel issues only when necessary.
 - Provide trained, qualified personnel to perform the duties required in accordance with the detailed job descriptions and work specifications. HHS shall provide adequate personnel during the hours shown on the Cost Proposal Form for the required janitorial work.
 - Develop and confirm within 30 calendar days after award and submit to the University's Contracts Manager a general schedule of planned performance of work for the Contract period.
11. Improve the efficiency of the satellite storerooms that were established over the past few years, to ensure that the staff have the supplies they need and allow them to spend their time working on assignments rather than searching for supplies or "going to the store."
12. Conduct janitorial staff surveys each fall and spring semesters to determine if we are providing the staff with clear, consistent direction and the supplies and equipment they require to do their jobs and, most importantly, listen to their work-related concerns. With the added accountability HHS requires equally needed support and understanding.
13. Coordinate the University programs for uniforms, personnel protective equipment and safety shoes, and serve as a point of contact for any required or available immunization programs required and provided by the University.
14. In addition to our Customer Satisfaction Surveys, we will provide the University with an annual "Executive Review", which is a formal presentation to the University's senior management team that reviews our accomplishments for the past years of service. The report will include financial performance, training, education programs, quality control, and key result indicators of a successful janitorial department.
15. If needed, HHS will provide landscaping services including mowing, string trimming, removal of grass and leaves, snow removal on steps, walkways, and all ADA ramps and steps located on the University's campuses.
16. HHS will include as part of our final executed agreement/contract those sections of the RFQ, and this bid document proposal the specific scope of service requirements required and proposed herein. We offer this as our guarantee of your satisfaction.

In summary, the HHS Program will bring immense value to Marshall University. Our focus will be to improve the quality and efficiency of existing janitorial services. This performance objective will be achieved through greater accountability, and by unifying all the University facilities employees as a team. Through experience, HHS has discovered the vital importance of taking care of the people who are taking care of our customers, it's the foundation of HHS's continued success.

Staffing Model

Our proposed staffing model includes – Seven (7.0) Evening Cleaners, two (2) Project Technicians, one (1) evening supervisor, one (1) Day Porter Supervisor, and nine (8.8) day porters to be assigned across the University campuses. These positions will report to the Janitorial Director, who is empowered to oversee all aspects of the operation and ensure they are accomplished to the customer's satisfaction. This program is intended to meet the requirements as per our team's assessment and can be modified upon contract award to meet nuanced and mutually agreed upon changes.

Cleaners will be responsible for cleaning, sanitizing, and disinfecting all areas under the Scope of Services. They are expected to be on time to their area to begin their shift, in proper uniform, with appropriate PPE for their respective tasks. They are to report any supply, equipment, or maintenance issue to the Account Manager for timely resolution. They are also intended to be the daily face of HHS and keep each building clean and tidy while interacting positively with University staff and students as necessary.

As prescribed in the RFQ, our proposal includes nine Day Porters and one Day Porter Supervisor who will be responsible for maintaining a clean appearance across the campus properties and will provide restroom refreshes and other cleaning services. The Day Porters are also expected to serve as the daily face of HHS and keep each building clean and tidy while interacting positively with college staff and students as necessary.

The Project Technicians will be responsible for all aspects of our floor care program, including carpet care, stripping, waxing, burnishing, and buffing, as well as any additional tasks. They will analyze all flooring surfaces, including hard floors and carpeting in common areas, lecture halls, meeting and conference rooms, and perform adequate care in alignment with the appropriate cleaning requirements. The Project Technicians will report directly to the Account Manager for duty assignments and follow-ups.

In the pre-transition phase, HHS will develop a staff deployment plan in which all team members are assigned schedules and facility zones based on square footage and ensure they have access to time clocks at strategic locations to clock in and out for their assigned shifts. When team members are appointed to multiple buildings, they will meet with their supervisors during their daily huddle and then deploy to their assigned buildings.



Capacity to Provide Service

At HHS, we deploy efficient and strategic staffing strategies based on our ability to hire management and team members at higher rates than our competitors. We also equip them with state-of-the-art resources and thorough training that focuses more on specific detail cleaning. This ultimately results in higher service levels and significantly greater value for our higher education partners.

With each of our janitorial programs, we integrate a focused approach to infection control and customize various aspects of service delivery to provide an efficient balance of general cleanliness and detailed cleaning and sanitation. In addition, each of our programs leverages state-of-the-art chemicals, resources, and equipment to exceed customer expectations while aligning with the latest industry trends and processes.

Our approach to janitorial services management is based upon cleaning standards developed and maintained by the Association of Physical Plant Administrators (APPA), widely recognized as the preeminent standardizing body for cleanliness in educational facilities. This allows our staff to set goals and benchmarks for cleanliness and sanitation that exceed customer expectations and promote an infection-free environment.

HHS also maintains a Cleaning Industry Management Standard (CIMS) certification to ensure our staff follows the proper use of disinfection products and follows the stringent manufacturer procedures for proper use. This certification demonstrates our ability to deliver consistent, quality services that are designed to meet our customers' cleaning and sanitation needs, as well as standards for management, operation, performance systems, and processes. You will find our CIMS Certification certificate displayed on the next page.



Having undergone a comprehensive assessment of its management structure and green cleaning operations by an independent accredited CIMS-GB Assessor

HHS LLC

is hereby certified to the ISSA Cleaning Industry Management Standard Green Building Criteria , Advanced by Global Biorisk Advisory Council and has succesfully demonstrated a commitment to the delivery of enviromentally preferable services designed to meet customer needs and expectations

This certification expires February 28, 2025


John H. Bennett ISSA Executive Director


Brent Ingers Senior Director of Education, Training, Certification & Standards

Customer Satisfaction

As an added measure of customer satisfaction, we commit to ensuring our senior leadership is an integral part of the quality assurance process as they conduct regularly scheduled inspection rounds with the University facilities personnel. These rounds are also established as part of our quality assurance program to maximize operational efficiencies and successful outcomes.

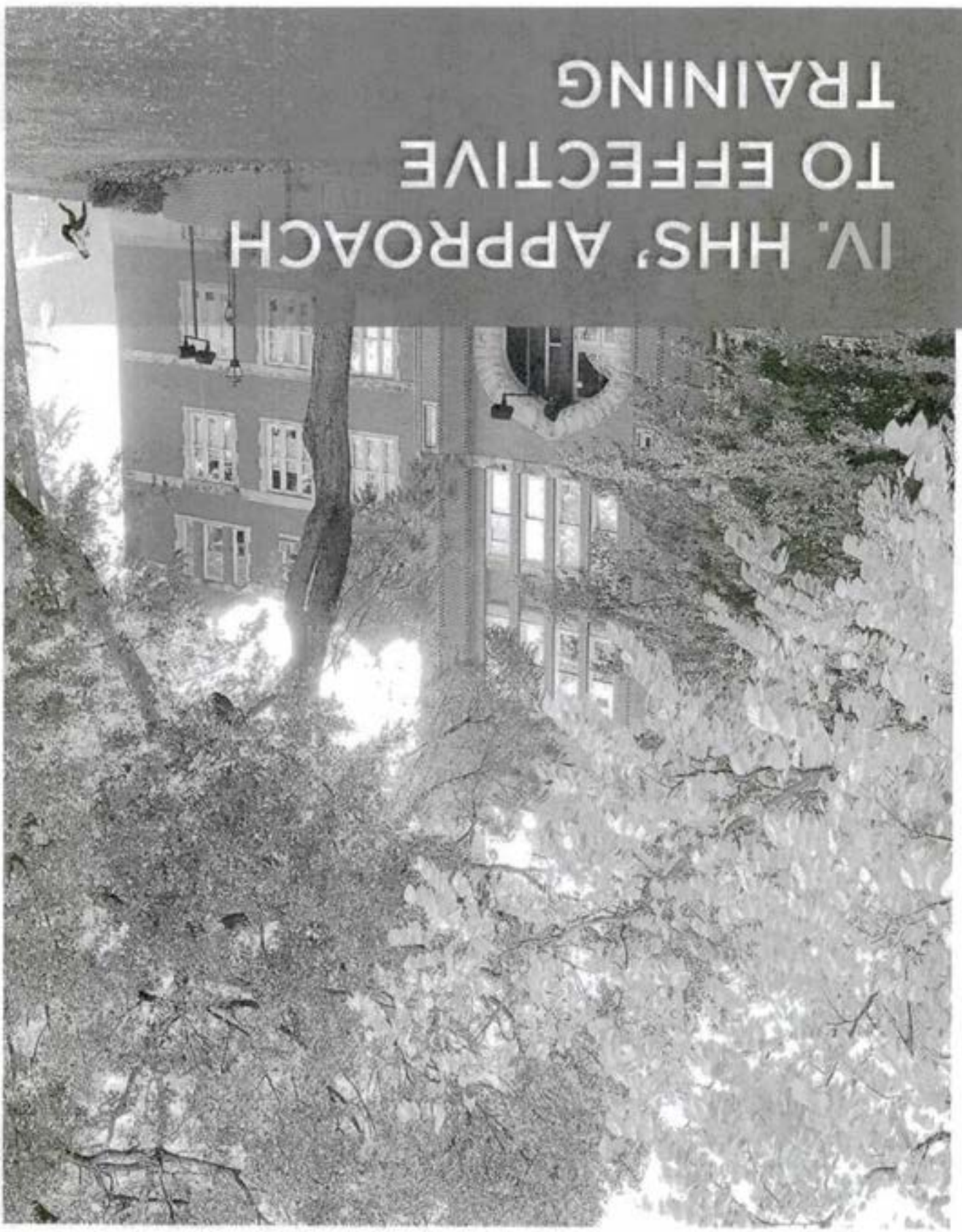
To further enhance our service offerings, HHS provides support through quality enhancement teams sourced regionally and designed to respond to service issues. This team can be quickly deployed to address staffing shortages, quality control incidents, or any other issues that may arise during service fulfillment.

We also offer access to regional and corporate infection prevention specialists to support our service teams in providing adequate cleaning and sanitation activities to prevent the spreading of infectious diseases. These specialists work with and train staff in some of the industry's most effective sanitizing chemicals and tools to treat high-touch areas and minimize the spread of harmful diseases.

Finally, to supplement our staffing efforts, we have access to a regional recruiting network to assist hiring functions and provide additional support for staffing shortages. This network is one of the most robust recruiting systems in the country and has helped us maintain adequate staffing levels for our service engagements over the years.



IV. HHS' APPROACH TO EFFECTIVE TRAINING



To ensure every on-site team has the appropriate competencies, knowledge of best practice techniques, and effective quality assurance measures, HHS facilitates comprehensive training programs at our Learning & Development campus in Dripping Springs, TX. Combined with a "train the trainer" approach, we have developed a holistic training regimen to ensure our staff can perform the tasks required for each engagement.

The key elements of this program include hands-on training, virtual courses, competency exams, and recurring monthly training packs delivered through our best-in-class online learning platform, Bridge.

Team Member Training

In the initial training phase, team members take part in both multimedia and on-the-job training with a designated training manager. Multimedia (online) training is delivered via interactive kiosks and iPads to allow trainers to track completion rates and test scores to measure effectiveness. Throughout this training process, team members initially observe all tasks being performed, then actively participate in assisting with each task, and ultimately demonstrate independent proficiency in executing the tasks while being supervised by department leadership.



Ongoing In-Service Training and Retraining

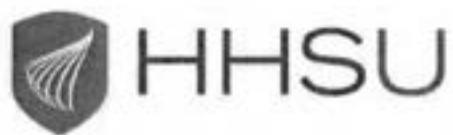
Because proficiency reviews and ongoing training are considered standard processes at HHS, every team member receives continual, hands-on, in-service training that helps refresh their knowledge on a wide range of topics, from industry best practices to guidelines and established processes for customer service and safety. Using a variety of tools and resources, department leadership provides this training during daily performance improvement rounds, as well as monthly team member meetings and department huddles.

Management Orientation Program

The HHS Management Orientation Program provides the foundational elements to create impactful leaders and supports the initial and ongoing development of our onsite management team. Every manager, director, and supervisor at HHS undergoes this intensive, two-week training program at our corporate headquarters in Dripping Springs, TX, to become familiar and integrated with our culture while exploring resources designed to help them lead effectively when deployed in the field.

HHS University

HHS has partnered with the industry-leading Bridge online learning and development platform to deliver ongoing training, provide updated policies and procedures, and aid in the continuous development of our teams. Delivered electronically, monthly training modules keep our team members aware of the latest process improvements and best practices and support the retention of key foundational proficiencies. This system serves to provide a pathway to continued professional



development, keep our teams up-to-date with the latest information and trends, and create an auditable log for compliance.

Our HHSU content developers produce ongoing training materials and help HHS keep pace with the evolving needs of our clients. We also form teams that are led by former learning and development professionals, operations executives, and on-site managers and directors who meet every week—working closely together with our talent acquisition department—to identify emerging trends and recommend new and innovative training opportunities.

Janitorial Areas of Training

Throughout the initial and ongoing training programs for janitorial personnel, we focus on the following areas to drive infection prevention measures and ensure the appropriate level of cleanliness for our customer partners:

- **Environmental Health and Workplace Safety** - Throughout our systems, we have embedded a culture of "Safety First" that extends not only to our team members but also, to the students, visitors, and faculty of the colleges and universities we serve. To further support this culture, we incorporate CDC guidelines for safety procedures and personal protective equipment (PPE) into our standard practices and applications.
- **Bloodborne Pathogens (BP)** - In alignment with OSHA compliance requirements, our team members undergo intensive BP training on exposure control initiatives, employee protection measures, PPE and special equipment usage, and other relevant areas. This training is facilitated continuously through daily huddles, coaching rounds, monthly in-services, and mandatory courses in our learning management system (LMS).
- **Chemical Usage and Hazard Awareness** - Because misuse of chemicals can result in poor cleaning results and introduce safety risks, we train our team members to use chemicals safely and effectively through video, testing, hands-on, and competency validations. In addition, we ensure team members are prepared to handle chemical spills or accidental exposures when they happen and how to remediate risk in those situations.
- **Disinfecting Principles** - To firmly ingrain the "why" behind proper disinfecting procedures, we educate our team members on the difference between cleaning vs. disinfecting, understanding dwell time, and using appropriate tools and applications to ensure proper disinfection of all critical areas while preventing potential cross-contamination.
- **Asbestos Awareness** - In areas where asbestos may be present, we provide team members with cursory knowledge of asbestos composition, areas where it may be found, potential points of exposure, and processes for notification and exposure prevention.
- **On-Site Orientation** - For every new customer, our janitorial teams undergo site-specific training regarding each building designated for service, as well as the requisite service level, task assignments, and cleaning frequency. This also covers a review of campus policies, including specific non-smoking and security policies.
- **Green Cleaning** - To support both HHS standards for green cleaning and any existing campus policies for recycling and environmental awareness, we ensure our teams are well-educated on the green cleaning procedures, best practices, green chemical

applications, and restrictions to ensure sustainability in every one of our custodial and janitorial engagements.

- Low Moisture Extraction Carpet Cleaning - When operating at facilities that require carpet cleaning between hot water extraction treatments, HHS provides specialized training to leverage low-moisture extraction measures in various environments.
- APPA Level 2 Detail - As our cleaning methodologies are based on APPA Level 2 Cleaning Standards, HHS takes great care to ensure team members understand the various levels of cleanliness, what is required to meet those levels, and how to apply best practices to achieve the desired results.

Supplies

Equipment, Chemicals, and Other Materials

Following the RFQ requirements, The University is responsible for providing disposables such as hand-drying towels, toilet tissue, liquid hand soap, paper products, hand sanitizer refills, and correlating dispensers, trash can liners, trash, and ash receptacles. The University is also responsible for supplying batteries for University-owned fixtures including but not limited to hand sanitizer stations, soap dispensers, paper towel dispensers, etc.

HHS will provide equipment, chemicals, and supplies necessary for performing all cleaning activities throughout the contract term. These materials have been proven effective in many previous client engagements, and our chemicals and equipment are widely recognized among the best in the industry. In addition, we will ensure all products and equipment will meet the college's safety and efficiency standards and meet approval by the University Contract Manager.

Personal Protective Equipment (PPE)

We are fundamentally committed to protecting and promoting the safety of every individual in the communities we serve, from the students, staff, and visitors to team members and managers. As a result, we place paramount importance on ensuring our team members know how to protect themselves adequately with the appropriate PPE. HHS will provide adequate PPE for all frontline employees and ensure they are trained in proper use.

Microfiber Cleaning Tools

Our housekeeping team uses microfiber cloths and mops - some of the most effective cleaning tools available - in all our cleaning processes. Microfiber is a dense material that holds six times its weight in water, which reduces water usage by up to 95%. Most importantly, it can physically remove contamination better than any other material - even with



only water as the wetting agent - as it employs a 'catch and doesn't release' feature.

Interactive Kiosks

During implementation, HHS will install digital team member kiosks to securely and sustainably handle all onboarding and human resources paperwork, as well as anonymous team member satisfaction surveys and training materials, among other resources.

Chemicals

To meet the most stringent demands of surface and floor cleaning, HHS uses high-quality cleaning chemicals and floor care products sourced from **Diversey**, a nationally recognized leader in cleaning and hygiene technologies. We maintain a strict chemical selection policy to align with our sustainability and green cleaning initiatives, and we will work with the Marshall administration to identify preferred green chemicals for use in campus buildings. The items below are the chemicals HHS commonly uses for custodial and janitorial services, and the items in bold represent "green products" that can be applied to meet green cleaning standards if the University wishes to explore that approach.

Bowl/Bathroom Cleaners

- Crew NA Bowl & Bathroom Cleaner
- Emerel Plus Creme Cleanser SKU 94496138
- Crew Bathroom Cleaner SKU 93172650
- Crew Clinging Toilet Bowl Cleaner (for buildup of rust, lime, and uric acid)

Carpet Care Products

- General Purpose Spotter, SKU 904192
- Alpha HP or Perdiem in RTD
- Heavy Duty Prespray
- Stench & Stain Digester (protein-based spotter)
- Tannin Stain Remover (for coffee and tea spots)
- Bonnet Buff (carpet pre-spray)

Disinfectants

- Alpha-HP
- Alpha HP Disinfectant
- Virex II 256

Floor Cleaners & Restorers

- GP Forward General Purpose (for floors)
- General Purpose Cleaner, SKU 93172668
- Prominence (daily cleaner)
- Revive Plus SC (cleaner/restorer)

Floor Finishes

- Plaza Plus Hard Surface Sealer/ Finish (specialty finish for certain types of floors)
- Aquaria SKU 5120870
- Signature UHS Floor Finish (used primarily in halls)
- Vectra Floor Finish

Floor Strippers

- Bravo Heavy Duty Low Odor Stripper
- ProStrip SC SKU 95547312

General Cleaning Products

- Emerel Creme Cleanser SKU DVO94995295
- Glance NA Glass Cleaner
- Spitfire RTU (stronger degreaser for problematic areas)
- Suma Inox D7 (stainless steel product)

Sporicidal Disinfectants

- Clorox Bleach Germicidal
- Clorox Fuzion

Tile & Grout Products

- Crew Tile & Grout Rejuvenator

Tuberculocidal Disinfectants (for blood spills and some isolation cleans)

- Oxivir TB ready-to-use (RTU)
- Oxivir TB Wipes
- Virex TB

Our frontline team members are trained on the proper dwell times for each chemical used, as well as proper dilution techniques. After all, if a chemical is being applied at full strength when it should be diluted, not only does it accelerate the usage of resources and affect your budget, but it can potentially have a negative environmental impact and pose a critical health risk to students or staff. Proper chemical usage is a cornerstone of our initial training program, as well as ongoing proficiency review.

HHS will work with University designees to ensure all chemicals are approved for use to complete the scope of work and will provide the accompanying OSHA Safety Data Sheets (SDSs) before contract start to ensure they are posted in all storage and supply closets. All SDS materials shall be maintained on-site and updated every quarter with proper notification as per University requirements.

Vehicles

HHS will also provide one pickup truck the Account Manager will use to conduct management and support activities as well as transport equipment across the University campuses. A utility vehicle will be provided for certain members of the cleaning staff access to off-campus sites to clean and carry supplies and materials. These vehicles will be identified as HHS property and will display appropriate parking permits if necessary.

Equipment

To enable our staff to facilitate janitorial services under this contract, HHS will provide the following high-quality, energy-efficient cleaning and janitorial equipment and ensure these items will be distributed across campus areas as required. HHS will work with the University to ensure all equipment is approved for use to complete the scope of work.

Model #	Manufacturer	Model/Description
MV-T300-0068	Tennant	20" Walk Behind Floor Scrubber, T3 TransDrive
9007347	Tennant	Corded Burnisher br-1600-ndc
9007336	Tennant	Slow Speed Floor Machine 20" Heavy fm-20-ss
9019348	Tennant	Wet/Dry Vac V-WD-24. W/SQGE
9013474	Tennant	Backpack Vacuums/ V-BP-6 6 quart (5.7L)
1068028	Tennant	V-LWU-13 Lightweight Upright Commercial Vacuum
9007486	Tennant	Carpet Extractor, 10 gallon, EX-SC-1020
9007502	Tennant	Carpet Extractor /Spotter Package, Portable EX-SPOT-2-KIT
FG9T7500BLA	Rubbermaid	Commercial Cleaning Cart
K1250	Kaivac	Compact no-touch cleaning system

* NOTE: The Kaivac No-Touch Cleaning® system will be leveraged to steam-clean restroom areas hygienically with extreme soil and mildew removal features and high-powered wet/dry vacuuming to leave restroom surfaces virtually dry and free of contaminants. As restrooms are considered an area of focus, our team will ensure all restrooms are steam-cleaned with a Kaivac system according to the proposed schedule and on an as-needed basis.

Security Plans and Procedures

HHS strongly believes in maintaining stringent policies and procedures for campus security and facility access management to ensure the protection of University assets, as well as the safety and security of its students, staff, and faculty. To this end, we will ensure all HHS staff members meet all security requirements and adhere to our security policy, as well as existing University policies and procedures regarding facility access, as well as key issuance, usage, and return.

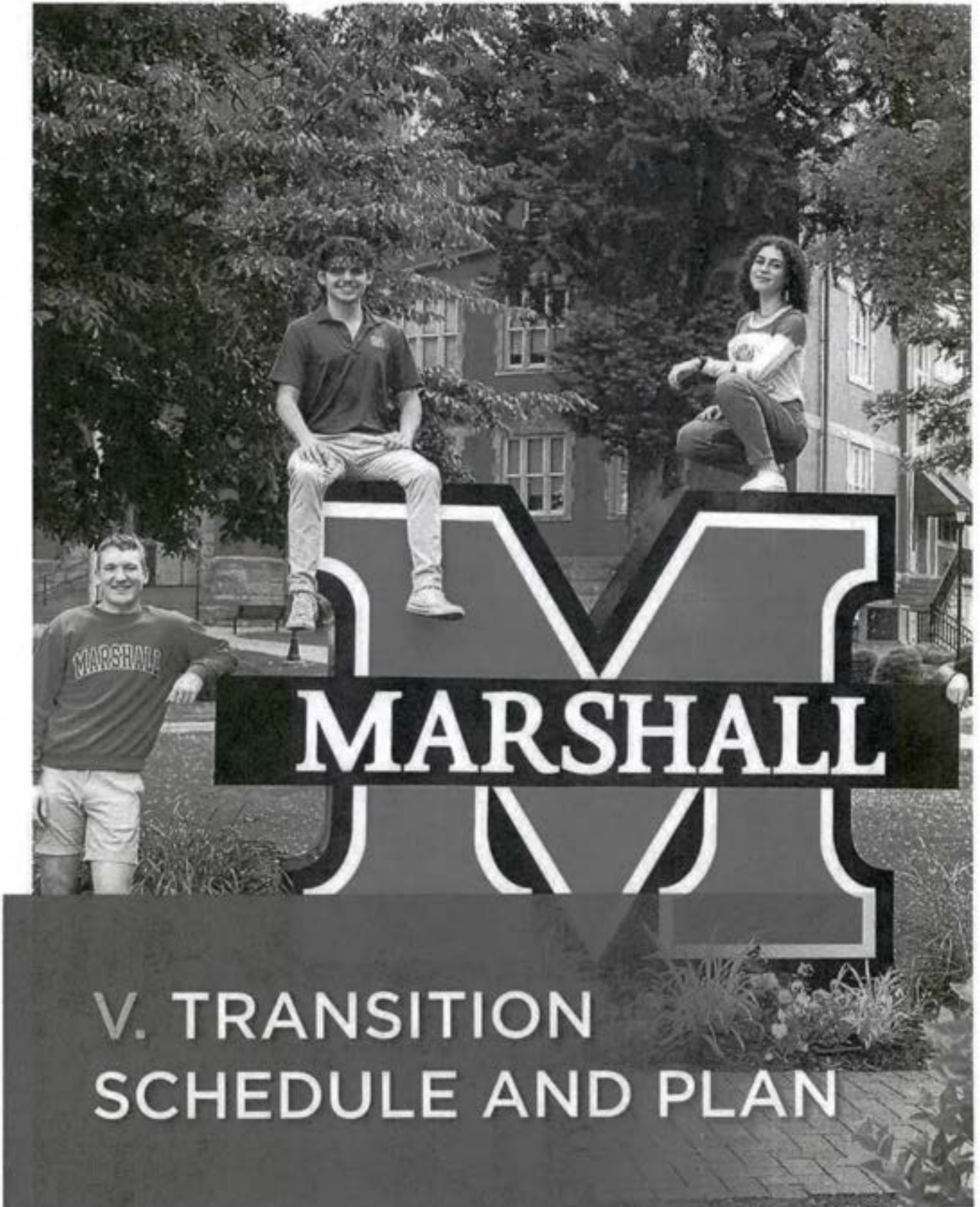
Early in the recruiting process, HHS will provide all required pre-employment and post-employment physicals, screenings, preventative treatments, and mandatory drug screenings. These activities will include thorough background checks through the following systems:

- County Criminal Databases
- National Crime Information Center (NCIC) Federal Criminal Database
- US AliasSEARCH and Social Security Number Trace
- Fraud and Abuse Control Information System (FACIS) Level 1
- National Sex Offender Registry
- Office of Inspector General (OIG) Excluded List (Annual)

We will then work with the University administration to ensure only approved personnel receive access to on-campus buildings and facilities designated for janitorial activities. All access privileges will be determined and assigned based on the approved job requirements and the college's specific needs and requirements.

Keys will be issued, and access granted for the duration of the need rather than by term of employment. HHS will be responsible for keeping accurate and up-to-date access records, including any loss, theft, or transfer of keys. HHS will also ensure all keys are returned by employees upon transfer or termination of employment or when the need for the key no longer exists. All keys will remain the property of the University, and any misuse by HHS personnel, including unauthorized distribution or duplication, shall result in immediate disciplinary action up to and including termination.

In addition, we take great care to maintain the safety and confidentiality of our service partners' property and information. All technical and non-technical information and property are covered under our general mutual confidentiality and non-disclosure agreement to protect any patent applications, trade secrets, or proprietary information our partners own. In addition, we maintain a master security policy to protect information assets and reduce the risk of unauthorized information disclosure, modification, or destruction, whether accidental or intentional.



V. TRANSITION SCHEDULE AND PLAN

Implementation Plan

As an organization that partners with hundreds of customers nationwide, HHS has established a track record of facilitating safe, successful transitions and implementations, and we will allocate the appropriate resources to ensure the University will receive the same level of dedication with no lapse in service delivery.

In addition to the Post Award Meeting Dates, as determined by the University, our plan for transitioning/implementing services at Marshall University will be conducted using an approach proliferating operations over four distinct phases (Dates will be provided upon award):

1. Planning
2. Setup
3. Implementation
4. Maintenance

During each phase, the HHS team will perform specific activities (detailed below) to facilitate a seamless transition/implementation experience. These activities will be adjusted and customized as necessary to meet the specific needs of the University and ensure minimal disruption of on-campus operations.

Planning Phase

The first phase of implementation involves an initial meeting between HHS leadership and University administration to discuss contracted services, current needs, proposed plan specifics, expected roles, and any special requirements. We will also establish baseline measurements for performance and quality assurance and review all established campus operating protocols.

This phase generally begins 30 days before the actual start of operations, and all planning meetings will be conducted within the first few weeks after the award of the contract.

Activities include the following highlighted steps:

- Introduce HHS team
- Discuss current state of campus properties
- Finalize and review contract and specifications
- Review current situation with incumbent
- Confirm/approve members of onsite management team
- Assign roles and responsibilities
- Establish transition plan and timeline
- Discuss client involvement in transition
- Review reporting requirements and expectations
- Discuss special facility needs and considerations
- Review waste management and recycling procedures
- Review uniform requirements
- Establish/confirm cleaning schedules

Setup Phase

Following the introductory phase, the HHS leadership team will engage University administration and resources to lay out and strategize how the contracted work will be performed. This will include the setup of processes (e.g., hiring, work order management, quality assurance, financial transactions) and discussions on various logistics, including staffing, equipment, supplies, site specifics, financials, testing, and quality control measures.

During this phase, our transition team will apply proven HHS templates to ensure these processes align with our performance standards and industry best practices.

The Setup phase will begin three weeks before the start of operations and will include the following activities:

- Implement human resources plan
 - Assign management team
 - Review current personnel
 - Conduct interviews, background checks and drug screenings
 - Setup time recording and payroll procedures
 - Complete training
 - Distribute uniforms and badges to staff members
- Review site specifics
 - Site location verification
 - Identify and document janitor closets and storage areas
 - Establish location access (receipt of keys, key cards, and/or alarm codes)
- Secure equipment and supplies
 - Determine equipment/supply needs and procurement process
- Order equipment, supplies and communication devices
- Set up communication devices
- Set up storage and inventory control processes
- Review billing and accounting requirements and procedures
- Establish testing procedures
- Establish quality assurance measures
 - Establish requirements for implementation
 - Establish issue resolution and escalation procedures
 - Develop program inspections, surveys, and KPIs
 - Integrate with existing Maintenance Connection CMMS
- Train staff on use of communication devices, work order system and inspection systems

In all custodial engagements, we work diligently to provide a seamless transition to minimize disruption for current employees, campus operations, and, most importantly, the students of our establishments. To this end, we leverage a team of experienced operators and transition experts to implement a comprehensive plan for initiating the proposed service plan and migrating custodial operations to HHS.

**Marshall University
Implementation Plan**
120-Day Program Overview

Team Member Training/Leadership Training						
Agenda	Pre-Start	Month 1	Month 2	Month 3	Month 4	Personnel
Department Meeting (Prior to Start)	X					EVP, Site Director
Recruiting & Hiring	X	X				HHS Corporate Recruiting Team
Ensure MSDS Accuracy & Post		X				Site Management
Review Existing Vendor Contracts		X				Site Management
Staff Orientation / Video Training		X				Site Management
Review PTO, The Citadel HR & Ops Policies	X					EVP, Site Director
Management Rounds		X	X	X	X	Site Management
Initial Competency Evaluations		X	X			Site Management
Assign Initial Areas of Responsibility to Management Staff		X				EVP, Site Director
Assign Final Areas of Responsibility to Mgmt. Staff after JD Rollout			X			EVP, VP Start-Ups
One-on-One Hands on Staff Training with Management Team		X	X	X	X	Site Management, VP Start-Ups
Review and Evaluation of Existing Facilities			X			Site Management, VP Start-Ups
Safety Program Training		X	X	X	X	Site Management
All Initial Systems in Place & Team Members Trained				X	X	VP Start-Ups, EVP, Site Management

Contract Start Date

Systems Implementation						
Agenda	Pre-Start	Month 1	Month 2	Month 3	Month 4	Personnel
Job Description Rollout	X					VP Start-Ups
Ops Manual Finalized	X	X				VP Start-Ups
Job Descriptions Walked		X	X			VP Start-Ups

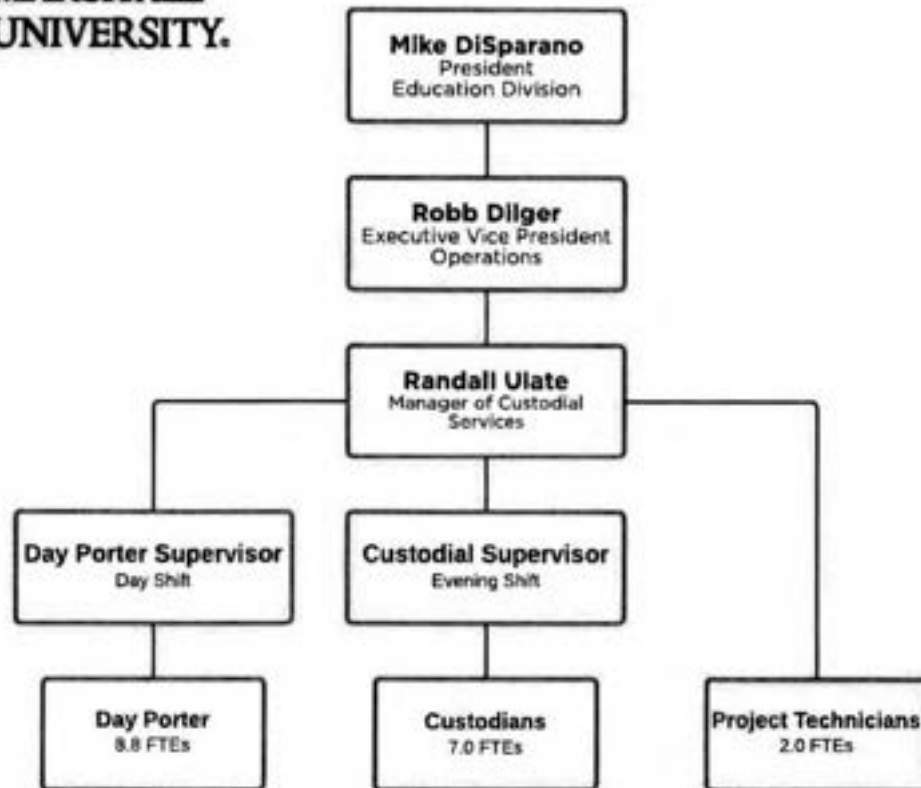
Systems Creation						
Agenda	Pre-Start	Month 1	Month 2	Month 3	Month 4	Personnel
All Custodial Management On-Site		X				Site Management
All HHS Policy & Procedure Manuals Arrive	X					Corporate
Equipment Received (Prior to Day One)	X					Site Management
Equipment Logs & Maintenance Procedures Implemented		X				Site Management
Facility Orientation / Badges	X	X				Site Management, DVP, VP Start-Ups
Facility Measuring		X				VP Start-Ups
Interviews with Key Facility Personnel		X				DVP, Site Management
Job Description Creation	X					VP Start-Ups
Vendor Relations Set-Up		X				Site Management
Baseline ACR Performed		X				DVP, Site Management
Baseline Department Satisfaction Surveys Performed		X				Site Management
Set-Up Safety Program		X				VP Start-Ups
Communications Equipment Sign In / Out Program		X				Site Management
Operations Manual Creation	X					VP Start-Ups

Contract Start Date

Proposed Table of Organization

We will build an efficient and well-staffed department by attracting top management and team members, surpassing our competitors in hiring rates. Additionally, we will provide state-of-the-art resources and comprehensive training, specifically emphasizing detail cleaning. This approach will lead to elevated service levels and significantly increased value for the University.

The organizational chart below illustrates the inclusion of a district manager and an operation contract manager, both of whom will be dedicated exclusively to serving Marshall University.



This chart demonstrates our commitment to provide the 18 hourly staff members (plus one manager) as requested by the Marshall University RFQ. The majority of our staff (10) will be paid \$12.00 per hour.

1. Experienced supervisors are a key component for a smooth-running custodial operation. A survey in the area for custodial supervisors indicates that the wage range for this position is \$14.00 to \$18.00 per hour. At \$15.50 per hour (\$32,240.00 annually), HHS can recruit, support and retain well-qualified janitorial supervisors.
2. Project technicians are key to having a high level of cleanliness at any institution. These team members are generally skilled in all areas of project work: hard & soft surface floor care, window cleaning, wall washing, etc. The average wage for this position in the area is \$14.00 per hour which is the wage we proposed.

Competitive Wages – A Necessity to Recruit and Retain Key Team Members

To provide the best possible service for the University, HHS must pay competitive wages to recruit and retain qualified staff. Here are the top reasons why:

1. **Attracting top talent:** Competitive wages help HHS attract highly skilled and experienced facilities professionals and crucial hourly staff. In a competitive job market, talented individuals have numerous options available, and they are more likely to choose an employer offering a competitive salary package. A well-compensated position increases the chances of attracting qualified candidates with the necessary skills and expertise to contribute significantly to the organization.
2. **Motivating employees:** Competitive wages strongly incentivize employees to perform at their best. When individuals feel that they are being adequately compensated for their skills and contributions, they are more likely to be motivated and engaged in their work. It fosters a sense of value and recognition, positively impacting their job satisfaction and overall productivity.
3. **Retention of valuable employees:** When compensated competitively, employees are less likely to seek opportunities elsewhere. A fair and attractive salary package reduces the likelihood of turnover, as employees are less inclined to consider job offers from other companies. Retaining vital staff is essential for maintaining stability, preserving institutional knowledge, and avoiding the costs of recruiting and training new employees. No organization known to us would pay an experienced supervisor the same as a new custodian. They should be compensated based on their skills and experience.
4. **Market competitiveness:** Competitive wages help HHS remain competitive within its industry. If employers offer significantly lower wages than their competitors, they may struggle to attract and retain the best talent. A comprehensive salary and benefits package that aligns with industry standards demonstrates the organization's commitment to valuing and investing in its employees, enhancing its reputation as an employer of choice. Unfortunately, some companies pay lower wages simply to win a contract without regard for their hourly staff.
5. **Employee morale and loyalty:** Fair compensation fosters a positive work environment and promotes employee loyalty. When employees feel they are being compensated appropriately, they are more likely to have higher job satisfaction, morale, and a sense of loyalty toward the organization. This loyalty can result in increased employee engagement, improved teamwork, and a higher commitment to achieving the University and HHS's goals.

6. **Reduced training and recruitment costs:** Investing in competitive wages can lead to cost savings in the long run. When an organization can attract and retain fundamental staff, it reduces the need for frequent recruitment and training. High turnover rates can be costly in terms of direct expenses associated with recruiting, onboarding, and training new employees, as well as the potential loss of productivity, knowledge, and accidents during the transition period.

In summary, competitive wages are essential for recruiting and retaining key staff. They help attract top talent, motivate employees, retain valuable team members, maintain market competitiveness, boost morale and loyalty, and reduce turnover and associated costs. By offering competitive compensation, organizations can build a strong and dedicated workforce contributing to their long-term success.

Industry Leading Training

Our commitment to comprehensive training and development at Marshall University encompasses various aspects of custodial care, such as equipment and chemical safety, handling hazardous waste, and infection prevention. Through on-site training, we will prioritize adherence to the University's cleanliness standards, with special attention given to specific areas on campus that require meticulous detailing.

With a vast portfolio of over 800 support service customers and a workforce of nearly 20,000 hourly team members, we recognize the significance of effective training and development. Equipping our on-site teams with the necessary competencies, knowledge of best practices, and robust quality control programs is pivotal to the success of our support service programs. For detailed information about our training and development initiatives, please refer to our Appendix titled "Employee Hiring, Training, Development."

Performance Guarantee

We have outlined our approach to providing Marshall University with a comprehensive Janitorial Management program that will meet your current strategic objectives through collaborative planning and training, communicating, and implementing our proven systems and procedures.

It would please us to think that you may find our proposal ambitious. We understand that you and the campus community will accept nothing less than continuous excellence in delivering quality janitorial standards. We are committed to honoring your expectations, knowing that what you deserve and pay for is an unflappable imperative.

As you know from experience, a proposal is only as good as the certainty that it will be delivered confidently moving forward. You may be confident that our promises will be carried out, backed by our cost plus, not to exceed, shared savings financial guarantee, and pledge our good name and reputation to your satisfaction. The culture of HHS and the commitment of our people separates us with industry distinctions and honors.

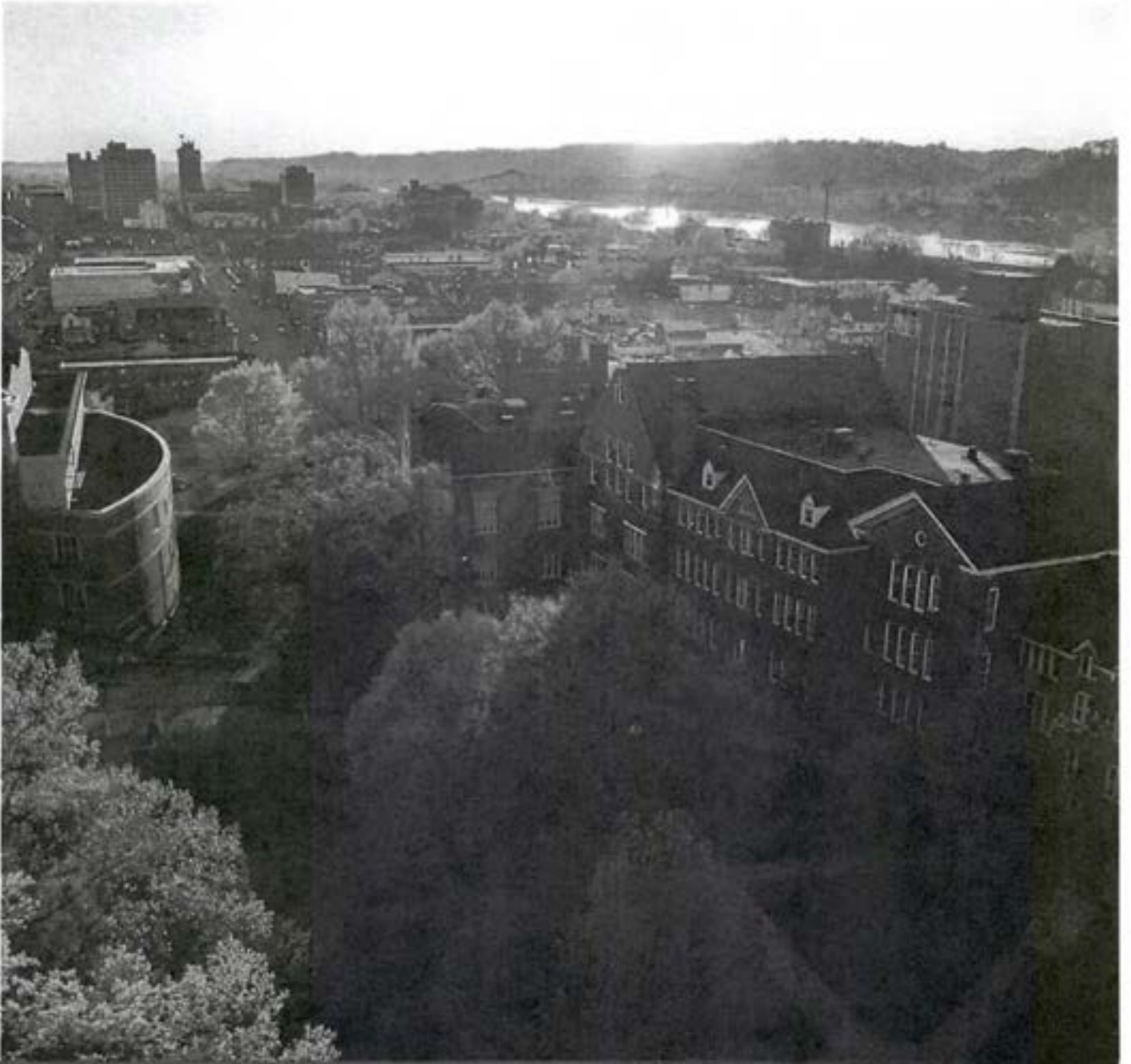
This marks the end of our proposal - and the beginning of your thoughtful consideration of our added value. On behalf of all of us at HHS, thank you for helping us understand the unique and challenging opportunities ahead, and know that we are prepared to meet them upon your notice to proceed.

Thank you!





VI. PRICING FORM



VII. REQUIRED DOCUMENTS

State of West Virginia



Certificate

I, Natalie E. Tennant, Secretary of State of the State of West Virginia, hereby certify that

HHS ENVIRONMENTAL SERVICES, LLC

Control Number: 9ABCW

a limited liability company, organized under the laws of the State of Texas has filed its "Application for Certificate of Authority" in my office according to the provisions of West Virginia Code §31B-10-1002. I hereby declare the organization to be registered as a foreign limited liability company from its effective date of August 26, 2015, until a certificate of cancellation is filed with our office.

Therefore, I hereby issue this

CERTIFICATE OF AUTHORITY OF A FOREIGN LIMITED LIABILITY COMPANY

to the limited liability company authorizing it to transact business in West Virginia



*Given under my hand and the
Great Seal of the State of
West Virginia on this day of
August 26, 2015*

Natalie E. Tennant

Secretary of State

Submitted by:
CT Corporation Rep-Terry Stamper
Terry.Stamper@wolterskluwer.com
304-776-1162

FILED

AUG 26 2015

Natslie E. Tennant
West Virginia Secretary of State
1900 Kanawha Blvd. East
Bldg. 1, Suite 157-K
Charleston, WV 25305



IN THE OFFICE OF
SECRETARY OF STATE

Penney Barker, Manager
Business & Licensing Division
Tel: (304)558-8000
Fax: (304)558-8381
Website: www.wv205.com
E-mail: business@wv205.com

Office Hours: Monday - Friday
8:30 a.m. - 5:00 p.m. EST

FILE ONE ORIGINAL
(Two if you want a filed stamped
copy returned to you.)

WEST VIRGINIA APPLICATION FOR
CERTIFICATE OF AUTHORITY OF
LIMITED LIABILITY COMPANY

FILING FEE: \$150

* Fee Waived for Veteran-owned organization

Control # 9ABCW

*** The undersigned, having authority to transact business on behalf of a foreign (out-of-state) registered entity, agrees to ***
comply with the requirements of West Virginia Code §31B-10-1002 to apply for Certificate of Authority.

1. The name of the limited liability company as registered in its home state is: HHS Environmental Services, LLC

and the State or Country of organization is: Texas

CHECK HERE to indicate you have obtained and submitted with this application a **CERTIFICATE OF EXISTENCE (GOOD STANDING)**, dated during the current tax year, from your home state of original formation as required to process your application. The certificate may be obtained by contacting the Secretary of State's Office in the home state of original formation.

2. The business name to be used in West Virginia will be: [The name must contain one of the required terms such as "limited liability company" or abbreviations such as "LLC" or "PLLC." See instructions for complete list of acceptable terms and requirements for use of Trade Name.]
 Home State name as listed in Section 1. above, if available in West Virginia (If name is not available, check DBA Name box below and follow special instructions in Section 2, attached.)
 DBA Name _____ (See special instructions in Section 2, regarding the Letter of Resolution attached to this application. Click here to see a sample Letter of Resolution.)

3. The company will be a: [See instructions for limitations on professions which may form PLLC in WV. All members must have WV professional license. See (*) note at the right.]
 regular LLC
 Professional LLC* for the profession of _____
* In most cases, a Letter of Authorization/Approval from the appropriate State Licensing Board is required to process the application. See attached instructions.

4. The address of the principal office of the company will be:
Street: 216 E. 4th Street
City: Austin State: TX Zip Code: 78701
County: Travis

Located in the County of (required):
The mailing address of the above location, if different, will be:
Street: _____
City: _____ State: _____ Zip Code: _____

5. The address of the initial designated (physical) office of the company in West Virginia, if any, will be:
Street: _____
City: _____ State: _____ Zip Code: _____
County: _____

RECEIVED
AUG 26 2015

5. (Continued from previous page...)

The mailing address of the above location, if different, will be:

Street: _____
 City: _____ State: _____ Zip Code: _____

6. Agent of Process: may be sent, if any, will be:

Name: C T Corporation System
 Street: 5400 D Big Tyler Road
 City: Charleston State: WV Zip Code: 25313

7. E-mail address where business correspondence may be received: jeff@hhs1.com

8. Website address of the business, if any (ex: yourdomainname.com): _____

9. Do you own or operate more than one business in West Virginia? Yes * Answer a. and b. below. No Decline to answer

If "Yes"... a. How many businesses? _____ b. Located in how many West Virginia counties? _____

10. The company is: an AT-WILL company, conducting business for an indefinite period.
 a TERM company, conducting business for the term of _____ years.

11. The company is: MEMBER-MANAGED [List the names and addresses of all members below.]
 MANAGER-MANAGED [List the names and addresses of all managers below.]

List the name(s) and address(es) of the Member(s)/Manager(s) of the company (required; attach additional pages if necessary):

Name	No. & Street Address	City	State	Zip Code
Joe Terry	216 E. 4th Street	Austin	TX	78701

see full list attached

12. All or specified members of a limited liability company are liable in their capacity as members for all or specified debts, obligations or liabilities of the company (required): No - All debts, obligations and liabilities are those of the company.
 Yes - Those persons who are liable in their capacity as members for all debts, obligations or liability of the company have consented in writing to the adoption of the provision or to be bound by the provision.

13. The purpose(s) for which this limited liability company is formed is as follows:
 [Describe the type(s) of business activity which will be conducted, for example, "real estate," "construction of residential and commercial buildings," "commercial painting," "professional practice of law" (see Section 2. for acceptable "professional" business activities). Purpose may conclude with words "...including the transaction of any or all lawful business for which corporations may be incorporated in West Virginia."]

Facilitate the processing of patient information to support the flow of said information during a patients stay in a given hospital to support the expedition of treatment.

14. Is the business a Scrap Metal Dealer?

Yes [If "Yes," you must complete the Scrap Metal Dealer Registration Form (Form SMD-1) and proceed to Section 15.]
 No [Proceed to Section 15.]

15. Other provisions which may be set forth in the operating agreement or matters not inconsistent with law.
[See instructions for further information; use extra pages if necessary.]

16. The number of pages attached and included in these Articles is: _____

17. The requested effective date is: the date and time of filing in the Secretary of State's Office.
[Requested date may not be earlier than filing nor later than 90 days after filing in any office.] the following date _____ and time _____

18. Is the organization a "veteran-owned" organization?

Effective JULY 1, 2015, to meet the requirements for a "veteran-owned" organization, the entity filing the registration must meet the following criteria per West Virginia Code §59-1-2a:

1. A "veteran" must be honorably discharged or under honorable conditions, and
2. A "veteran-owned business" means a business that meets one of the following criteria:
 - o Is at least fifty-one percent (51%) unconditionally owned by one or more veterans; or
 - o In the case of a publicly owned business, at least fifty-one percent (51%) of the stock is unconditionally owned by one or more veterans.

Yes (If "Yes," attach Form DD214) CHECK BOX indicating you have attached Veteran Affairs Form DD214

No

You may obtain a copy
of your Veterans Affairs
Form DD214 by
contacting:

National Personnel Records Center
Military Personnel Records
1 Archives Drive
St. Louis, MO 63138
Toll free: 1-86-NARA-NARA or 1-866-272-6272
Phone: 314-801-0800
www.archives.gov/veterans/military-service-records

Per WV Code 59-1-2(i) effective July 1, 2015, the registration fee is waived for entities that meet the requirements as a "veteran-owned" organization. See attached instructions to determine if the organization qualifies for this waiver. In addition, a "veteran-owned" entity will have four (4) consecutive years of Annual Report fees waived AFTER the organization's initial formation [see WV Code 59-1-2a(m)].

19. Contact and Signature Information* (See below *Important Legal Notice Regarding Signature*):

a. Contact person to reach in case there is a problem with filing: _____ Phone: _____

b. Print or type name of signer: Joe Terry Title/Capacity of signer: Manager

c. Signature: _____ Date: 8/18/15

**Important Legal Notice Regarding Signature:* Per West Virginia Code §31B-2-209, Liability for false statement in filed record. If a record authorized or required to be filed under this chapter contains a false statement, one who suffers loss by reliance on the statement may recover damages for the loss from a person who signed the record or caused another to sign it on the person's behalf and knew the statement to be false at the time the record was signed.

Important Note: This form is a public document. Please do NOT provide any personal identifiable information on this form such as social security number, bank account numbers, credit card numbers, tax identification or driver's license numbers.

Reset Form

Print Form

Corporations Section
P.O.Box 13697
Austin, Texas 78711-3697



Carlos H. Cascos
Secretary of State

Office of the Secretary of State

Certificate of Fact

The undersigned, as Secretary of State of Texas, does hereby certify that the document, Certificate of Formation for HHS Environmental Services, LLC (file number 802115258), a Domestic Limited Liability Company (LLC), was filed in this office on December 09, 2014.

It is further certified that the entity status in Texas is in existence.

In testimony whereof, I have hereunto signed my name officially and caused to be impressed hereon the Seal of State at my office in Austin, Texas on August 21, 2015.



A handwritten signature in black ink, appearing to read "C. Cascos".

Carlos H. Cascos
Secretary of State



VIII. APPENDIX

We have included the following photos not to disparage anyone specifically but to highlight the deficiencies in the current program. Unfortunately, there is no effective quality control program in place, and managers and supervisors are not adequately following up on the cleaning staff's work. Additionally, there is a lack of follow-up training to address and correct deficiencies. Notably, during the walkthrough, it was observed that a hard surface floor care program was non-existent.

Typically, hard surface floors undergo maintenance, such as stripping and refinishing, during the winter break, or at the very least, are buffed and recoated. However, this essential aspect seems to be overlooked. The standard of detail cleaning is subpar, (APPA Level 4) with issues ranging from high dusting to inadequate restroom cleaning (including dirty corners, with toilets and sinks not being thoroughly cleaned), visible spots on carpets, and dirty air vents, contributing to a less than ideal atmosphere that is not conducive to a quality learning environment.

HHS is committed to addressing these deficiencies as a primary priority during the first thirty (30) days of our contract initiation. If selected to serve Marshall University, we guarantee that our program will enhance the overall appearance of your buildings and create a more conducive environment for living, learning, and working - including those important first/lasting impressions of parents and potential student visitors.



APPA Definitions

Custodial Staffing Guidelines for Educational Facilities, APPA, The Association of Higher Education Facilities Officers

Level 1 - Orderly

- Floors and base moldings shine and are bright and clean; colors are fresh. There is no buildup in corners or along walls.
- All vertical and horizontal surfaces have a freshly cleaned or polished appearance and have no accumulation of dust, dirt, marks, streaks, smudges, or fingerprints. Lights all work, and fixtures are clean.
- Washroom and shower fixtures and tile gleam and are odor-free. Supplies are adequate.
- Trash containers and pencil sharpeners hold only daily waste and are clean and odor-free.

Level 2 - Ordinary

- Floors and base moldings shine and are bright and clean. There is no buildup in corners or along walls, but there can be up to two days' worth of dust, dirt, stains, or streaks.
- All vertical and horizontal surfaces are clean, but marks, dust, smudges, and fingerprints are noticeable upon close observation. Lights all work, and fixtures are clean.
- Washroom and shower fixtures and tile gleam and are odor-free. Supplies are adequate.
- Trash containers and pencil sharpeners hold only daily waste and are clean and odor-free.

Level 3 - Casual

- Floors are swept or vacuumed clean, but there can be stains upon close observation. A buildup of dirt and/or floor finish in corners and along walls can be seen.
- There are dull spots and matted carpets in walking lanes. There are streaks or splashes on the base molding.
- All vertical and horizontal surfaces have conspicuous dust, dirt, marks, smudges, and fingerprints. The lamps all work, and the fixtures are clean.
- Trash containers and pencil sharpeners hold only daily waste and are clean and odor-free.

Level 4 - Moderate

- Floors are swept or vacuumed clean, dull, dingy, and stained. There is a noticeable buildup of dirt and/or floor finish in corners and along walls.
- There is a dull path and matted carpet in the walking lanes. Base molding is dull and dingy with streaks or splashes.
- All vertical and horizontal surfaces have conspicuous dust, dirt, smudges, fingerprints, and marks.
- Lamp fixtures are dirty, and some (up to 5 percent) lamps are burned out.
- Trash containers and pencil sharpeners have old trash and shavings. They are stained and marked.
- Trash containers smell sour.

Level 5 - Unkempt Neglect

- Floors and carpets are dull, dirty, dingy, scuffed, and/or matted. There is a conspicuous buildup of old dirt and/or floor finish in corners and along walls. Base molding is dirty, stained, and streaked. Gum, stains, dirt, dust balls, and trash are broadcast.
- All vertical and horizontal surfaces have significant accumulations of dust, dirt, smudges, and fingerprints, all of which will be difficult to remove. Lack of attention is apparent.
- Light fixtures are dirty with dust balls and flies. Many lamps (more than 5 percent) are burned out.
- Trash containers and pencil sharpeners overflow. They are stained and marked. Trash containers smell sour.

HHS Employee Handbook Table of Contents

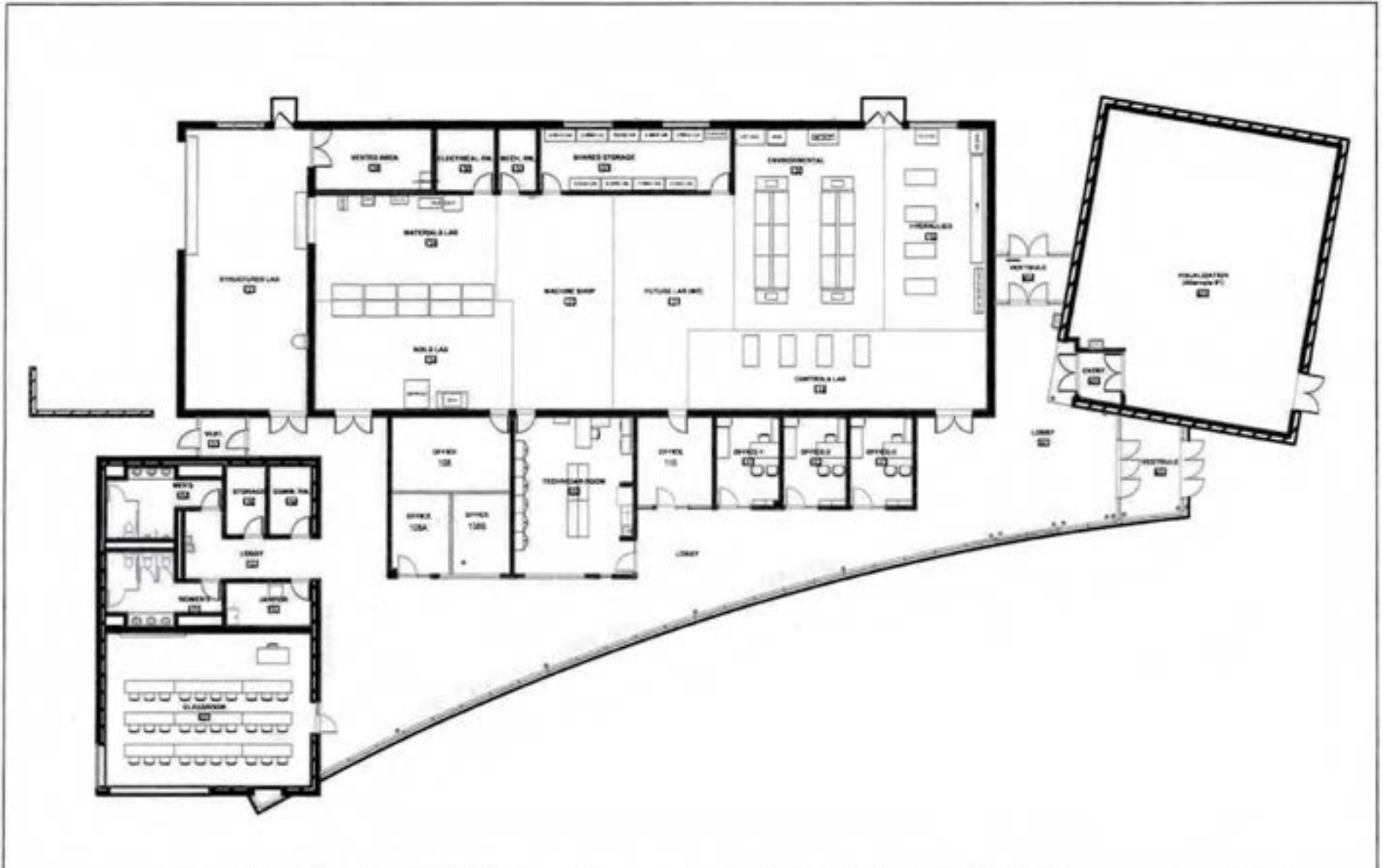
3	About HHS
4	Mission, Vision, & Values
5	Foreword
6	My Facility Information
7	Open Door Policy (Policy 212)
9	Team Member Rules (Policy 225)
16	Hourly Team Members Ethics (Policy 119)
17	Progressive Training, Counseling, & Discipline (Policy 230)
19	Smoking and Tobacco (Policy 100)
20	Drug-Free Workplace (Policy 122)
23	Team Member Employment Status Definitions (Policy 220)
25	No Harassment/Hostile Work Environment (Policy 211)
27	Pay Days (Policy 221)
28	Hourly Team Member Paid Time Off (PTO), Sick Leave, Holidays, & Bereavement (Policy 223)
30	Jury Duty (Policy 114)
31	Family Medical Leave Act - FMLA (Policy 222)
32	Hourly Maternity Leave (Policy 222-HML)
35	Americans with Disabilities Act - ADA (Policy 228)
37	Solicitation & Distribution of Literature (Policy 229)
38	Social Media Participation (Policy 1100A)
39	Hazard Communication (Policy 250)
39	Bloodborne Pathogens Exposure Control Plan (Policy 255)
40	HIPAA - Notice of Privacy Practices (Policy 844)
41	Safety Awareness Program & Incentives
42	What to Do if You're Injured at Work
43	Facility-Specific Codes
44	Notes

****HHS can provide the complete Employee Handbook upon award**

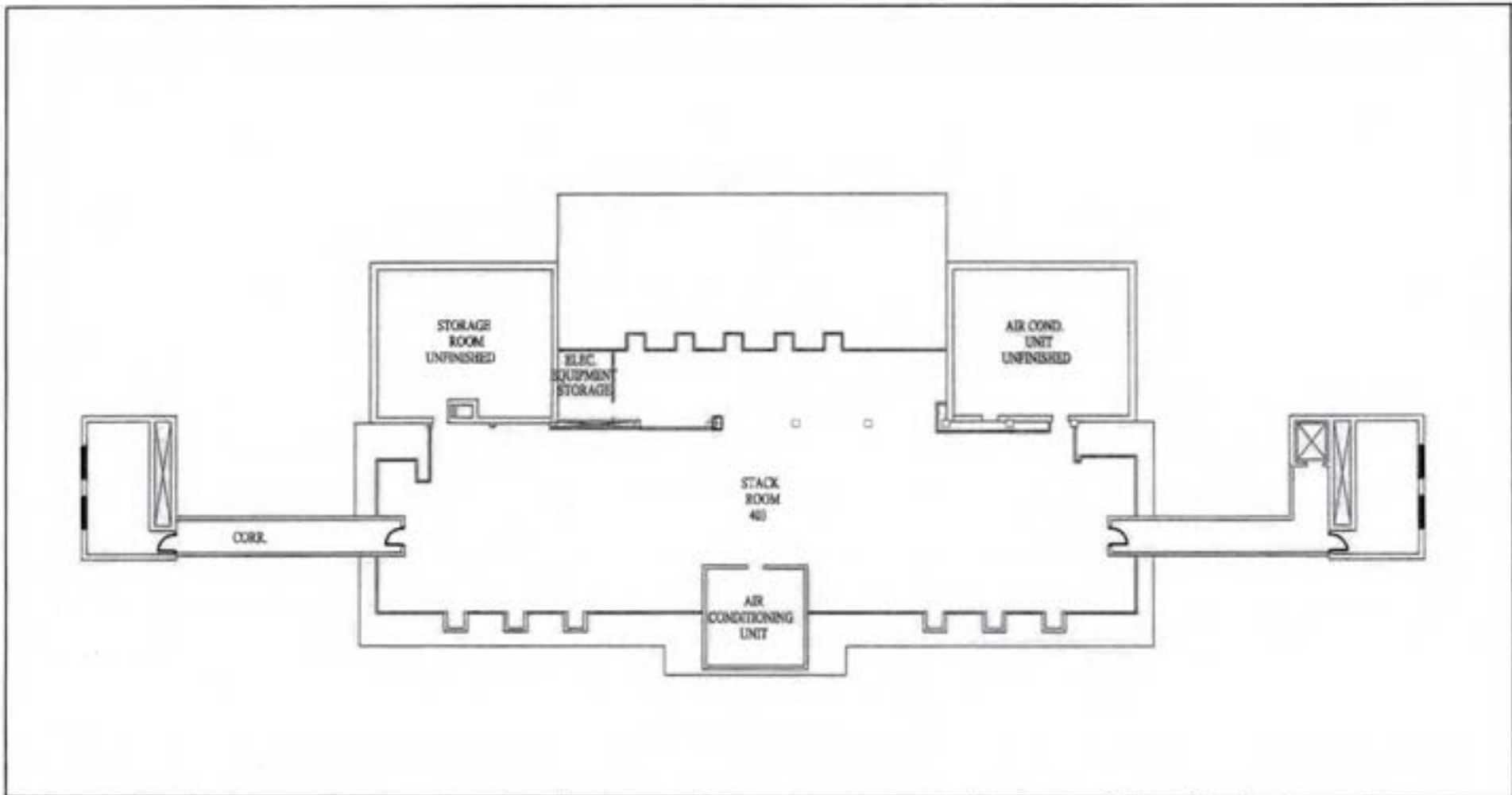


**We look
forward to the
opportunity to
serve you!**

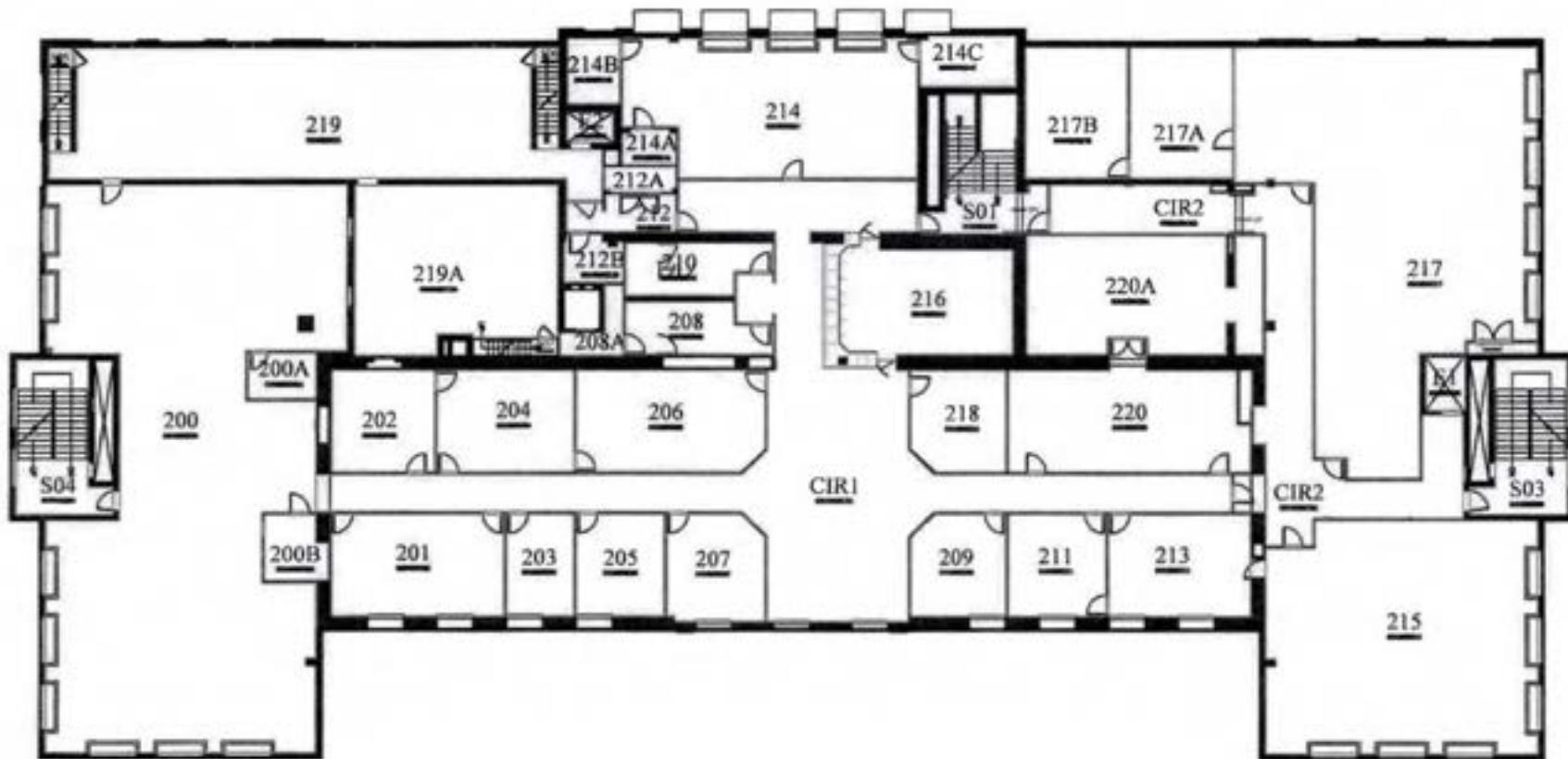




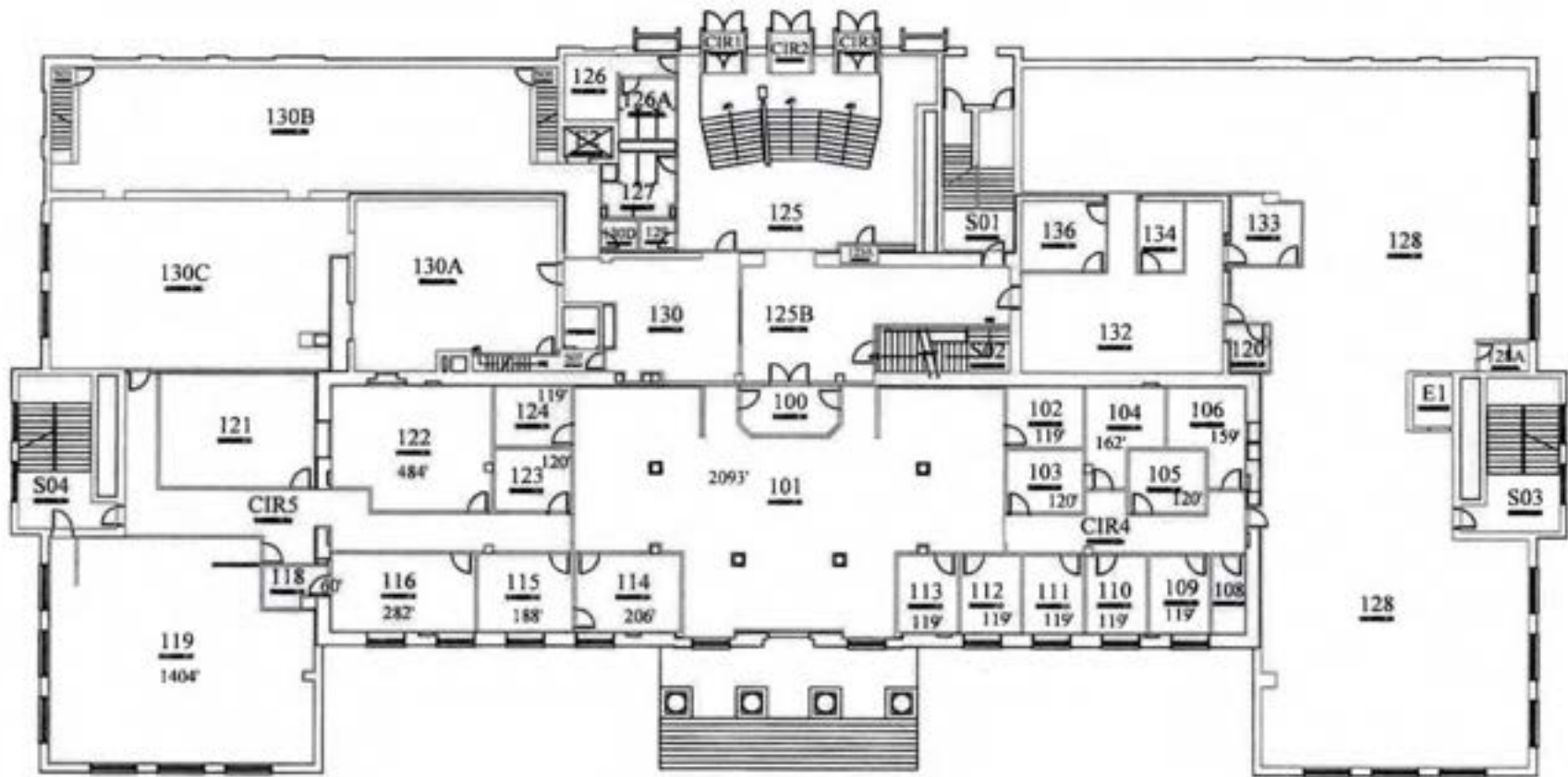
Marshall University Main Campus 0101	Weisberg's Engineering Floor 0101 01	Drawn By: L. Newnan Date: 08/01/2008	File Name: 01010001 Name: Last Revision:
---	--	---	--



<p>Marshall University Main Campus 0101</p>	<p>Morrow Library Floor</p>	<p>0003 04</p>	<p>Drawn By: L. Newman Date: 05/01/1995</p>	<p>File Name: C01910003 Name: Last Revision: 02/13/2006</p>
---	---------------------------------	--------------------	---	---



Marshall University Main Campus 0101	Morrow Library Floor 0003 02	Drawn By: _____ L. Newman Date: _____ 05/01/1995	File Name: C01010003 Name: _____ Last Revision: _____ 05/15/2006
---	---------------------------------------	---	---



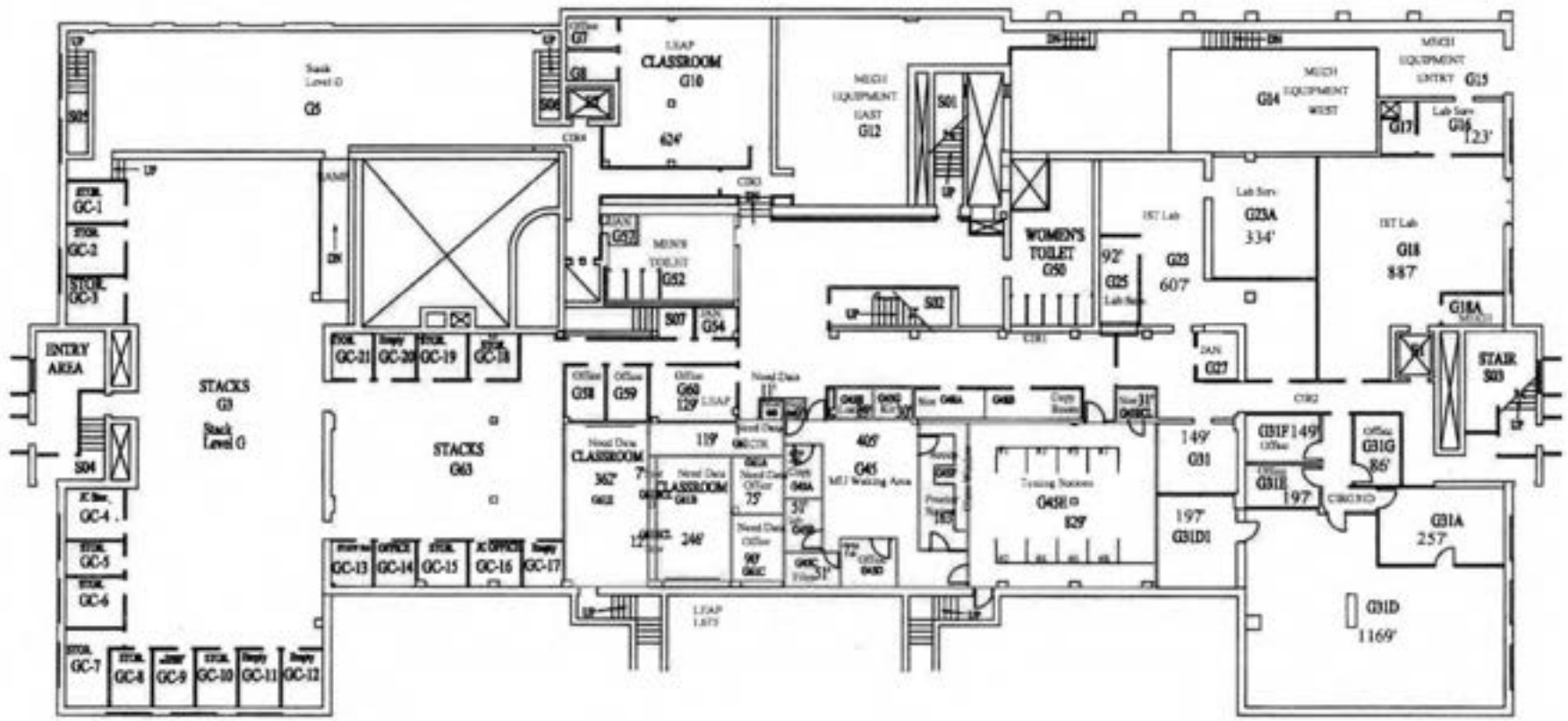
Marshall University
Main Campus 0101

Morrow Library
Floor

0003
01

Drawn By:
L. Newman
Date:
05/01/1995

File Name: C0101003
Name:
Last Revision:
02/15/2006



Marshall University
Main Campus 0101

Morrow Library
Floor

0003
0G

Drawn By:
L. Newman
Date:
05/01/1995

File Name: C00010003
Scale: 1/8"=1'
Last Revision:
07/07/2022



MARSHALL UNIVERSITY
 ARCHITECTURAL SERVICES
 100 UNIVERSITY AVENUE
 HUNTINGTON, WEST VIRGINIA 25701
 TEL: 724/526-5100
 FAX: 724/526-5101

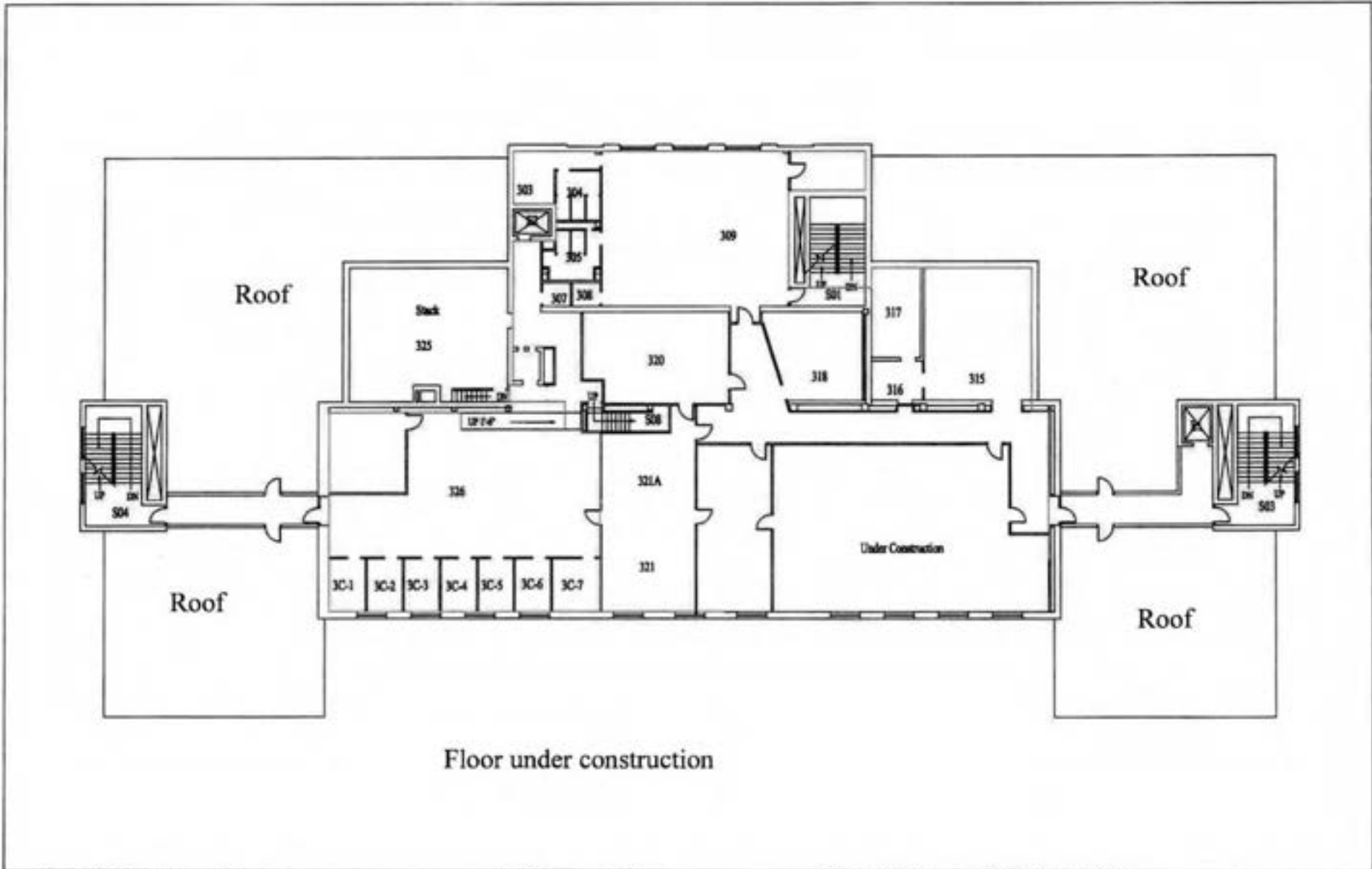


LIBRARY
 FOURTH FLOOR PLAN, MISC. STACK FLOORS
 HUNTINGTON, WEST VIRGINIA

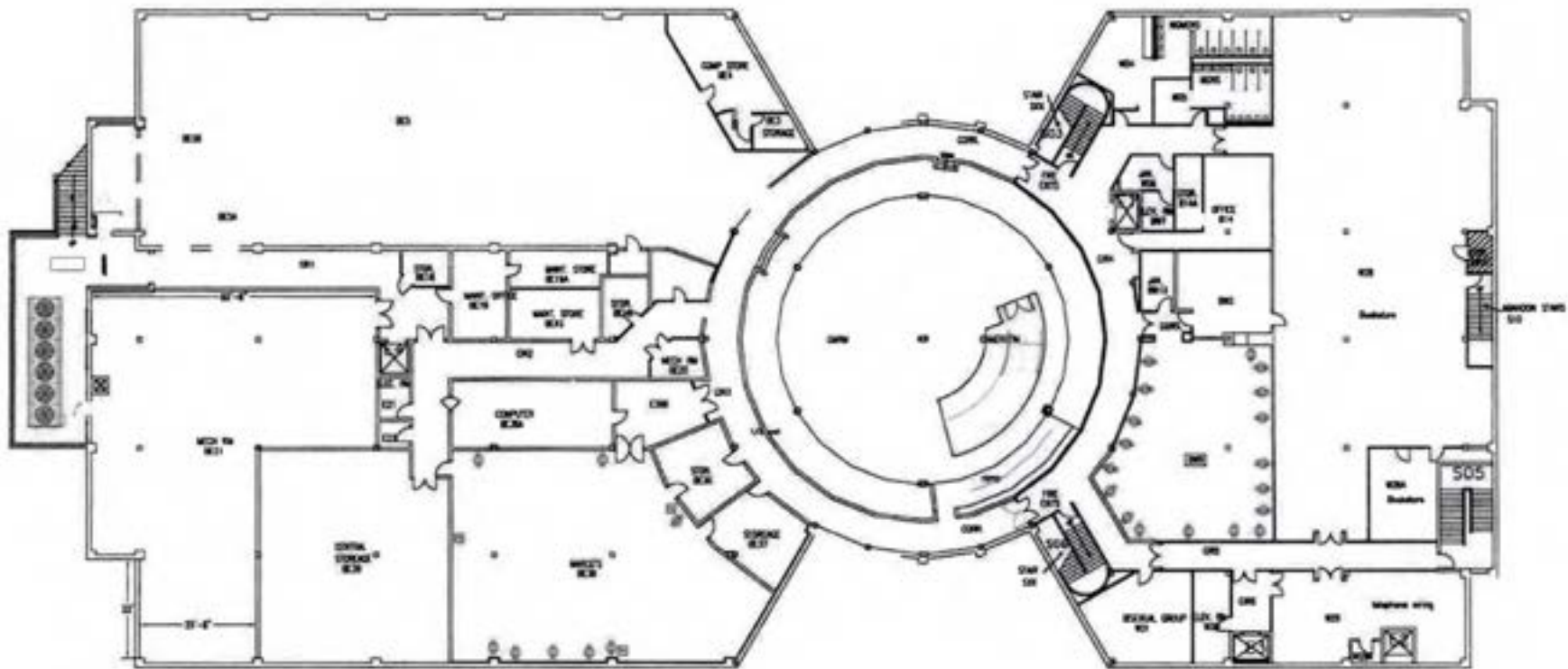
SCALE: 1/8"=1'-0"
 CAD NAME: 003_44h
 DRAWN BY: KS
 DATE: 10/90

BUILDING NUMBER
003
 CAMPUS NO: 01

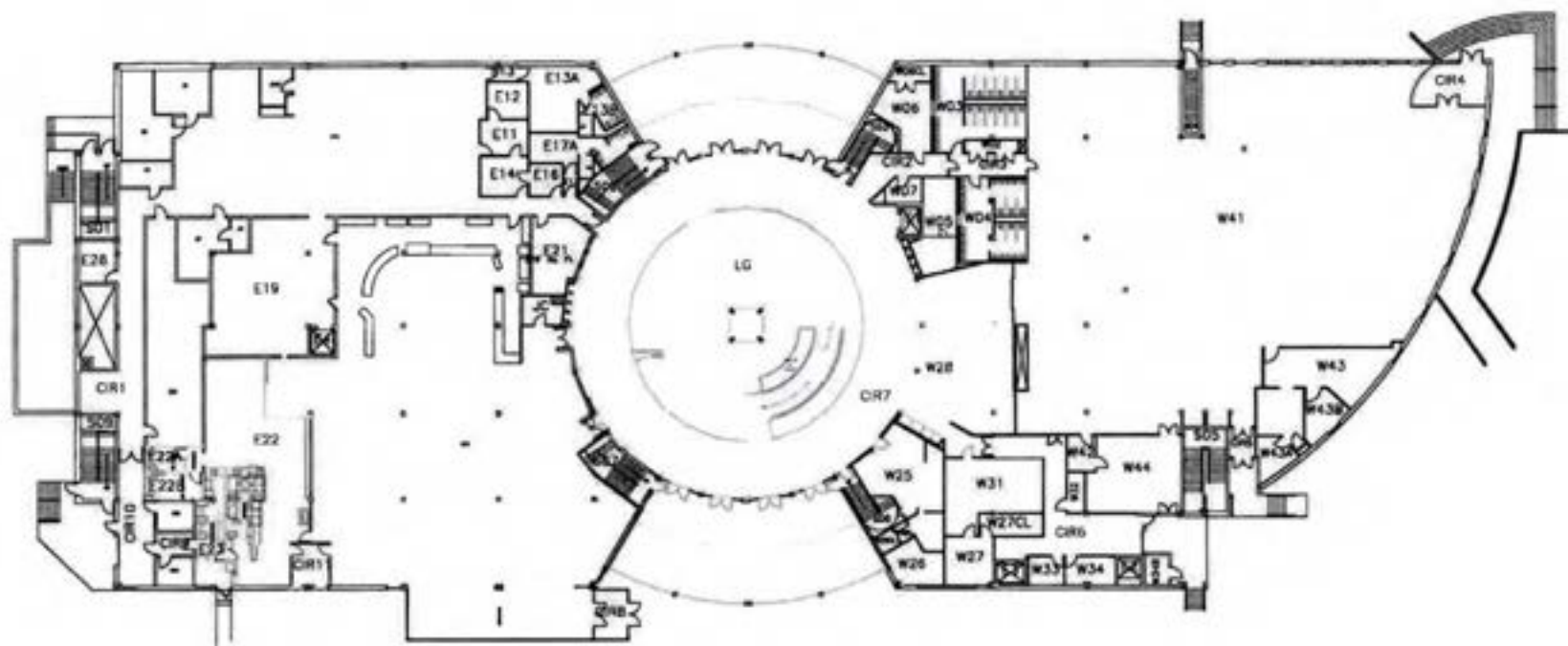
5
 4 OF 5



Marshall University Main Campus 0101	Morrow Library Floor	0003 03	Drawn By: _____ L. Newman Date: _____ 05/01/1995	File Name: C01010003 Name: _____ Last Revision: _____ 05/15/2006
---	-------------------------	------------	---	---



Marshall University Main Campus 0101	Memorial Student Center Floor 0B	Drawn By: L. Newman Date: 05/01/1995	File Name: C010100 Name Last Revision: 05/20/2002
---	-------------------------------------	---	---

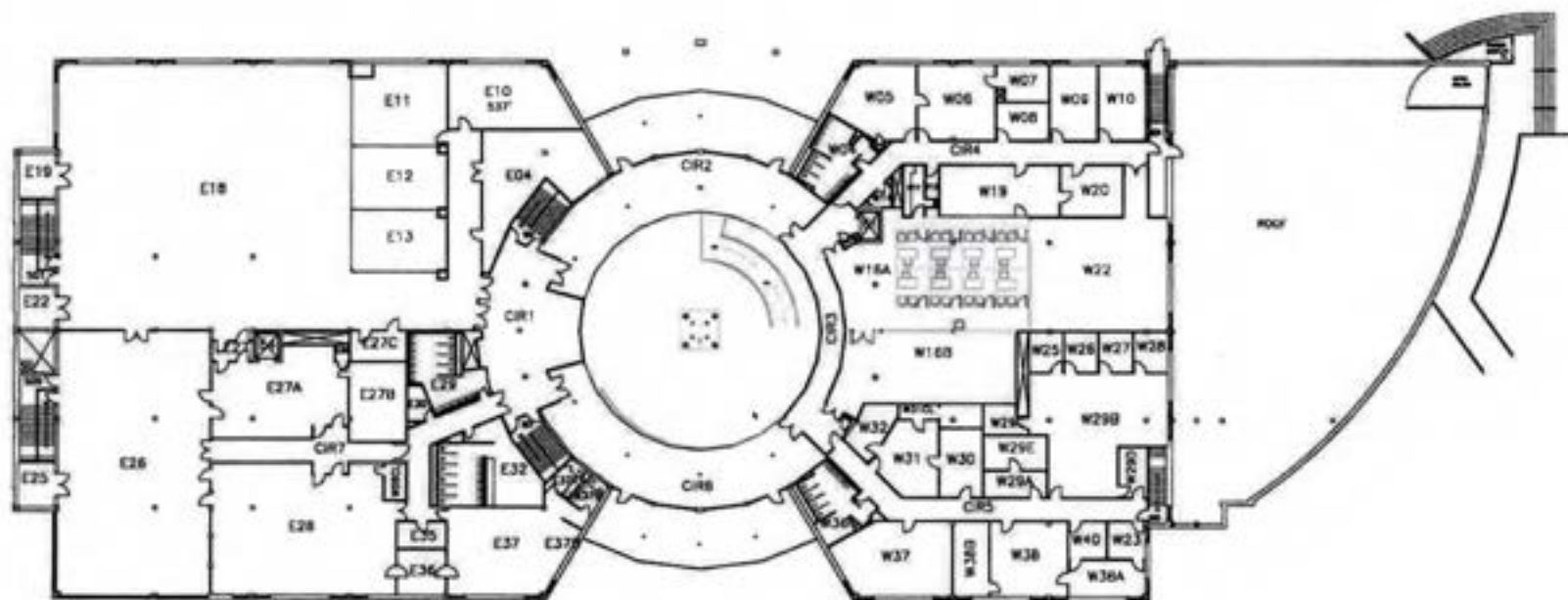


Marshall University
Main Campus 0101

Memorial Student Cnt 0021
Floor 01

Drawn By:
L. Newman
Date:
05/01/1995

File Name: 01010021
Name
Last Revision:
12/03/2021

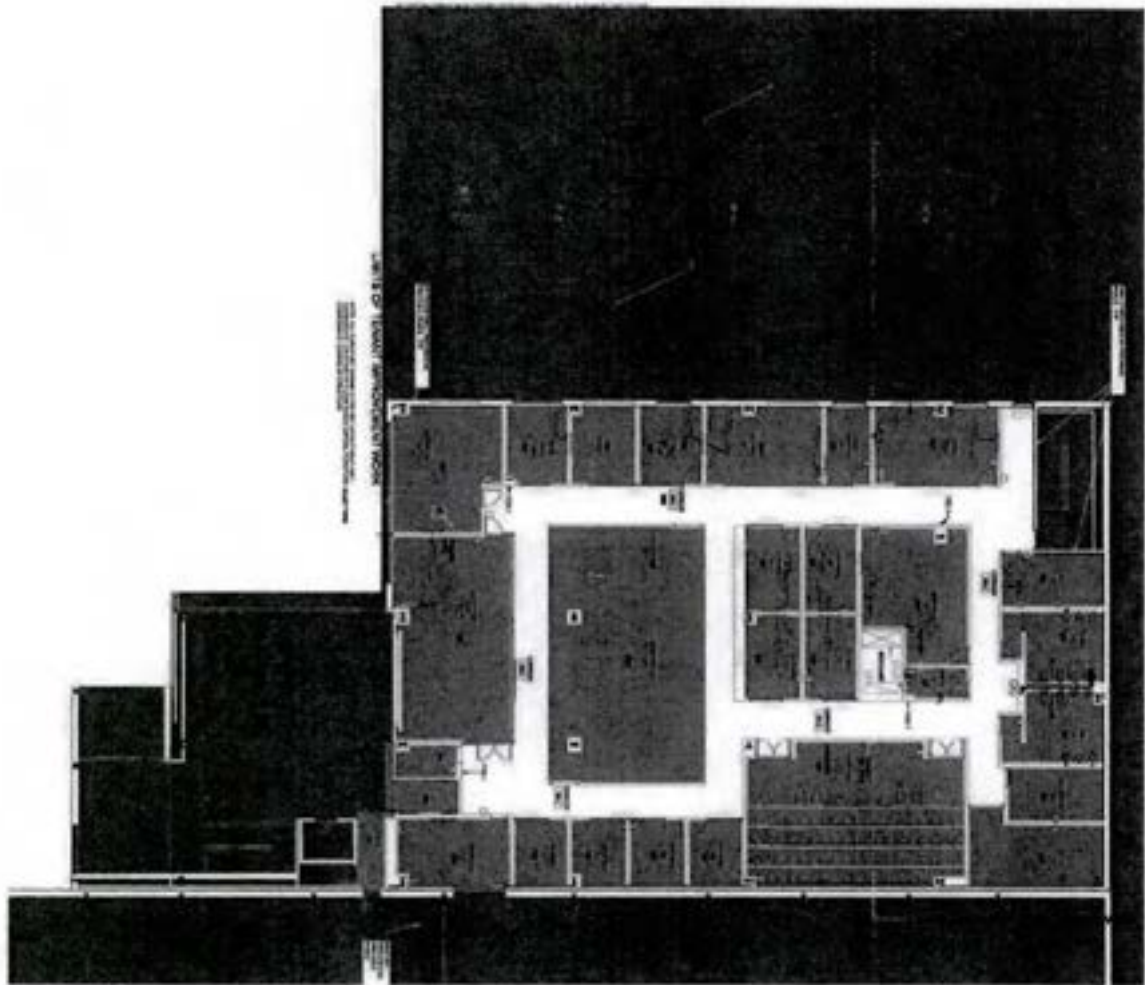


Marshall University
Main Campus 0101

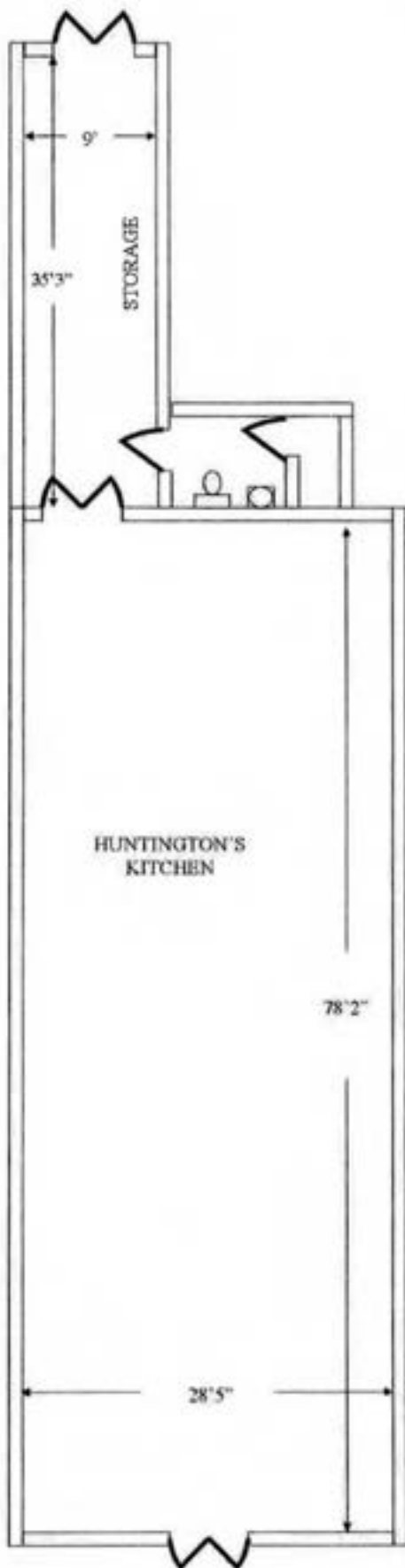
Memorial StudentCnt0021
Floor 02

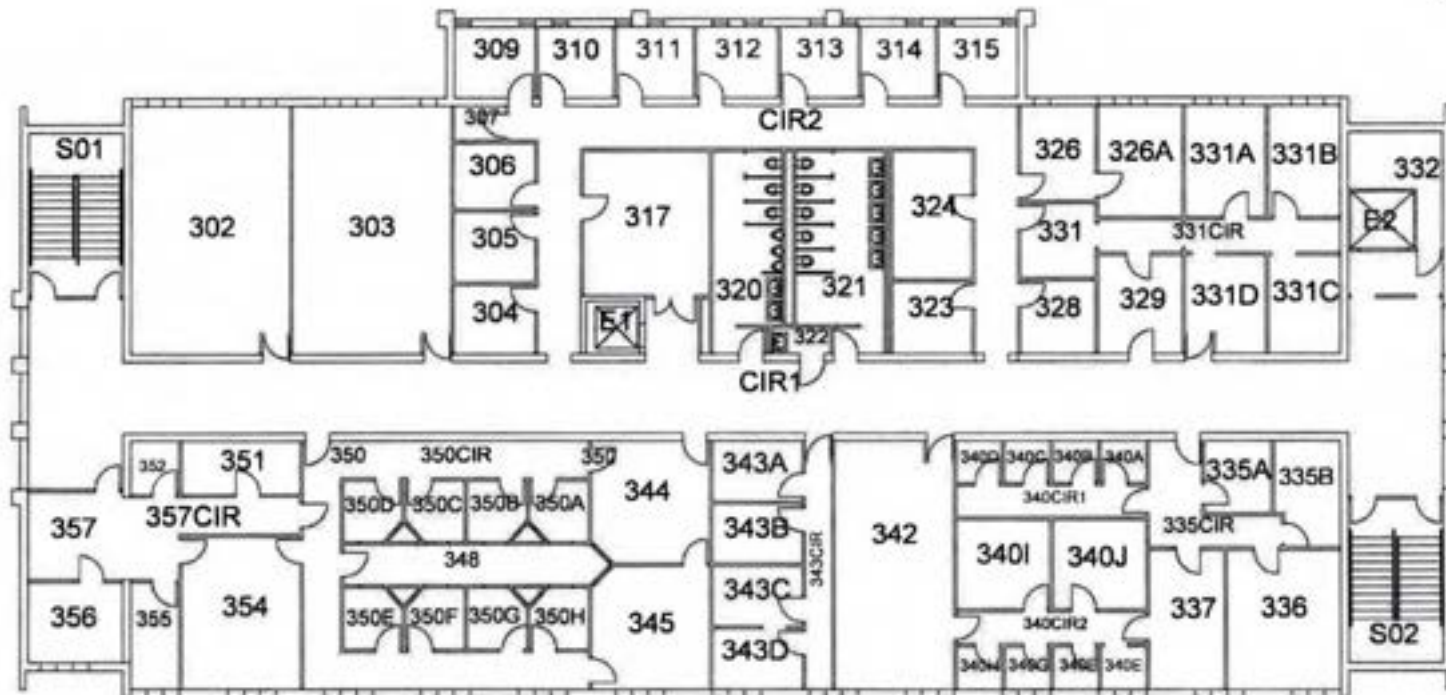
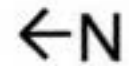
Drawn By:
L. Newman
Date:
05/01/1995

File Name: 01010021
Name
Last Revision:
05/20/2002



Huntington Kitchen





Marshall University
Main Campus 0101

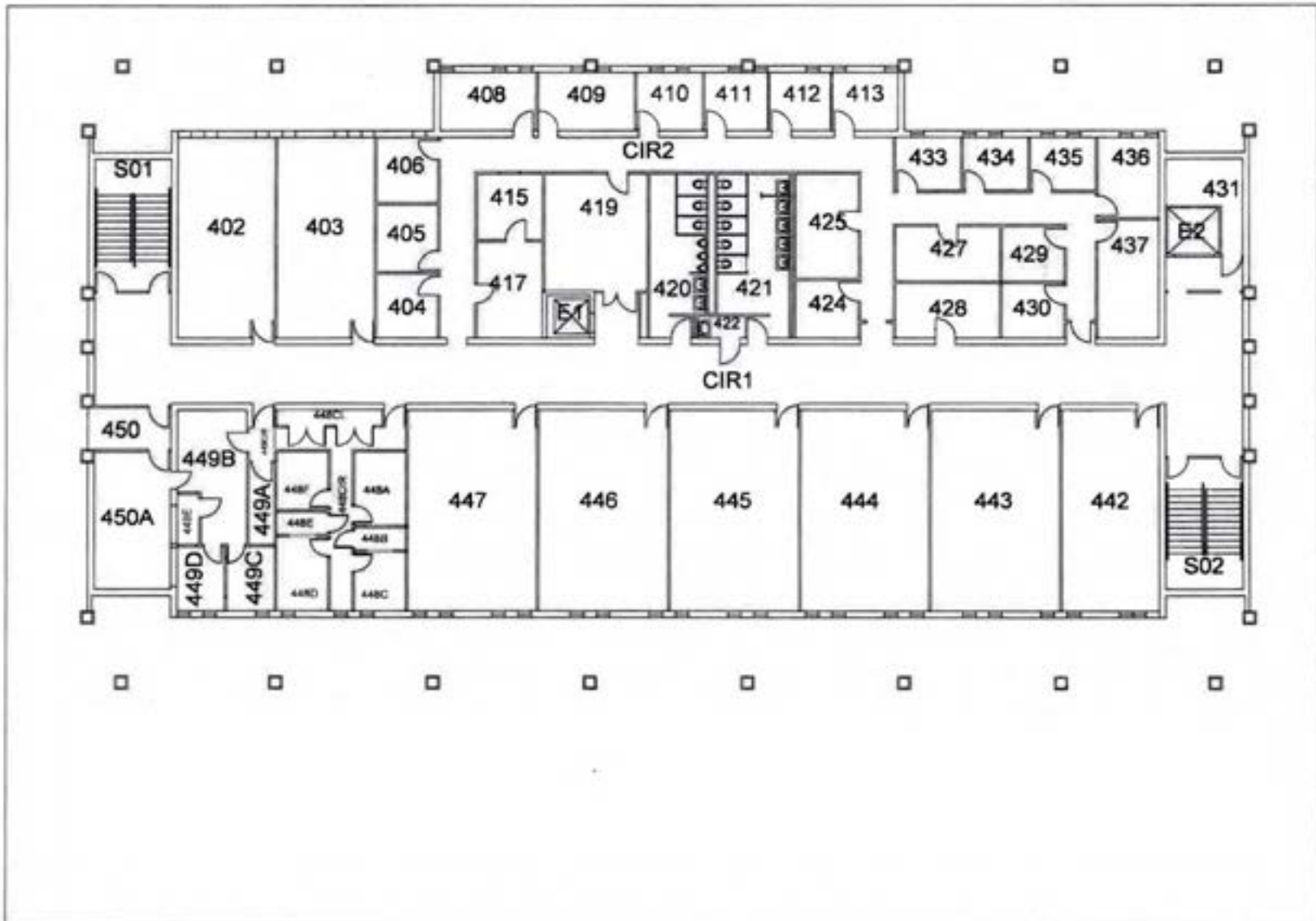
Harris Hall
Floor

0005
03

Drawn By
L. Newman
Date
05/01/1995

File Name: C1010009
Name
Last Revision
08/2012

IN THE EVENT THAT THE BUILDING FIRE ALARM
SYSTEM SOUNDS, PROCEED AS RAPIDLY AS
POSSIBLE TO THE NEAREST EXIT STAIR.
ELEVATORS ARE NOT TO BE USED DURING
FIRE DRILLS AND/OR POTENTIAL FIRES.



Marshall University
Main Campus 0101

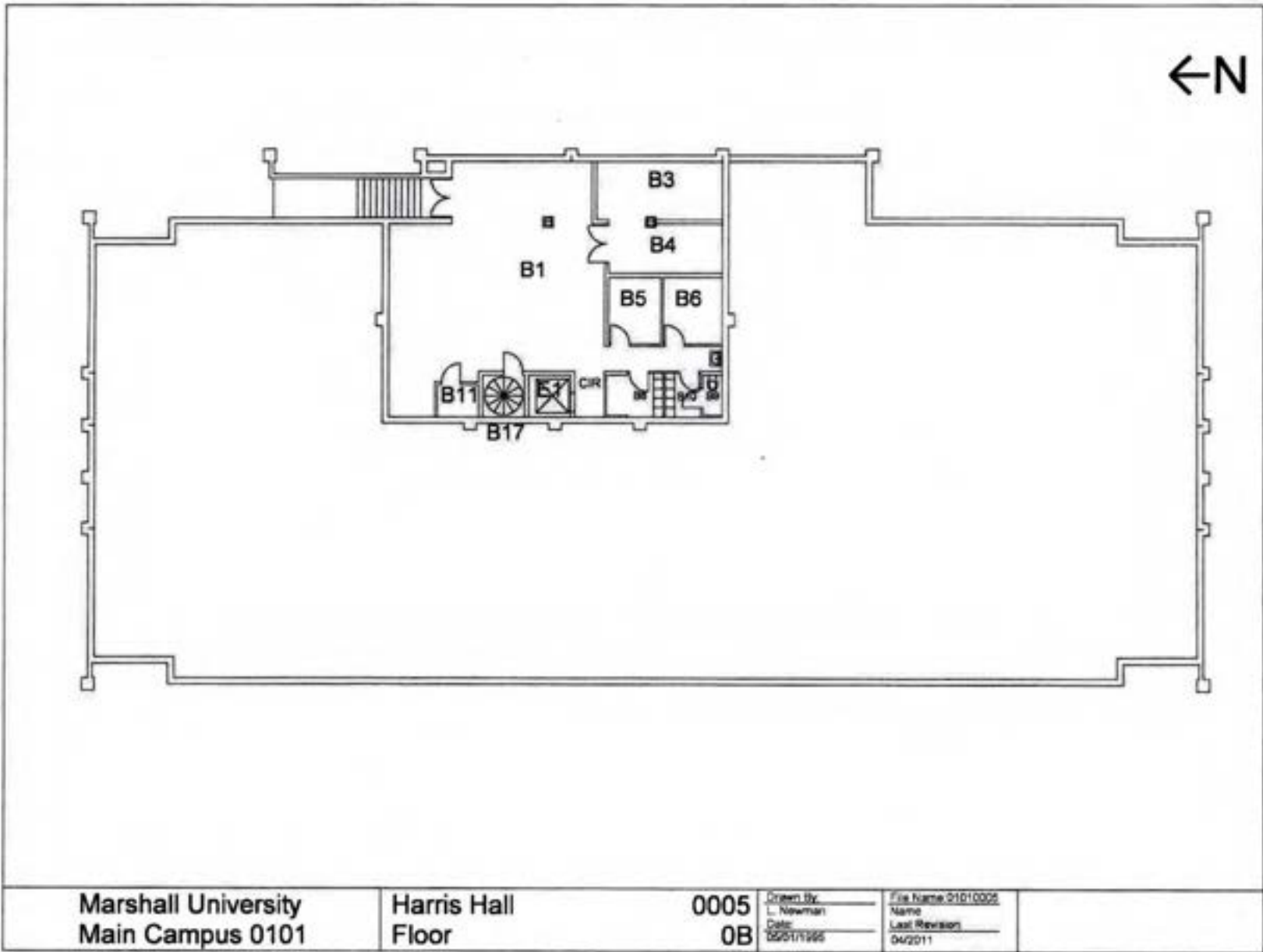
Harris Hall
Floor

0005
04

Drawn by
L. Newman
Date
08/21/1995

File Name: 01010005
Name
Last Revision
08/20/13

IN THE EVENT THAT THE BUILDING FIRE ALARM SYSTEM SOUNDS, PROCEED AS RAPIDLY AS POSSIBLE TO THE NEAREST EXIT STAIR. ELEVATORS ARE NOT TO BE USED DURING FIRE DRILLS AND/OR POTENTIAL FIRES.



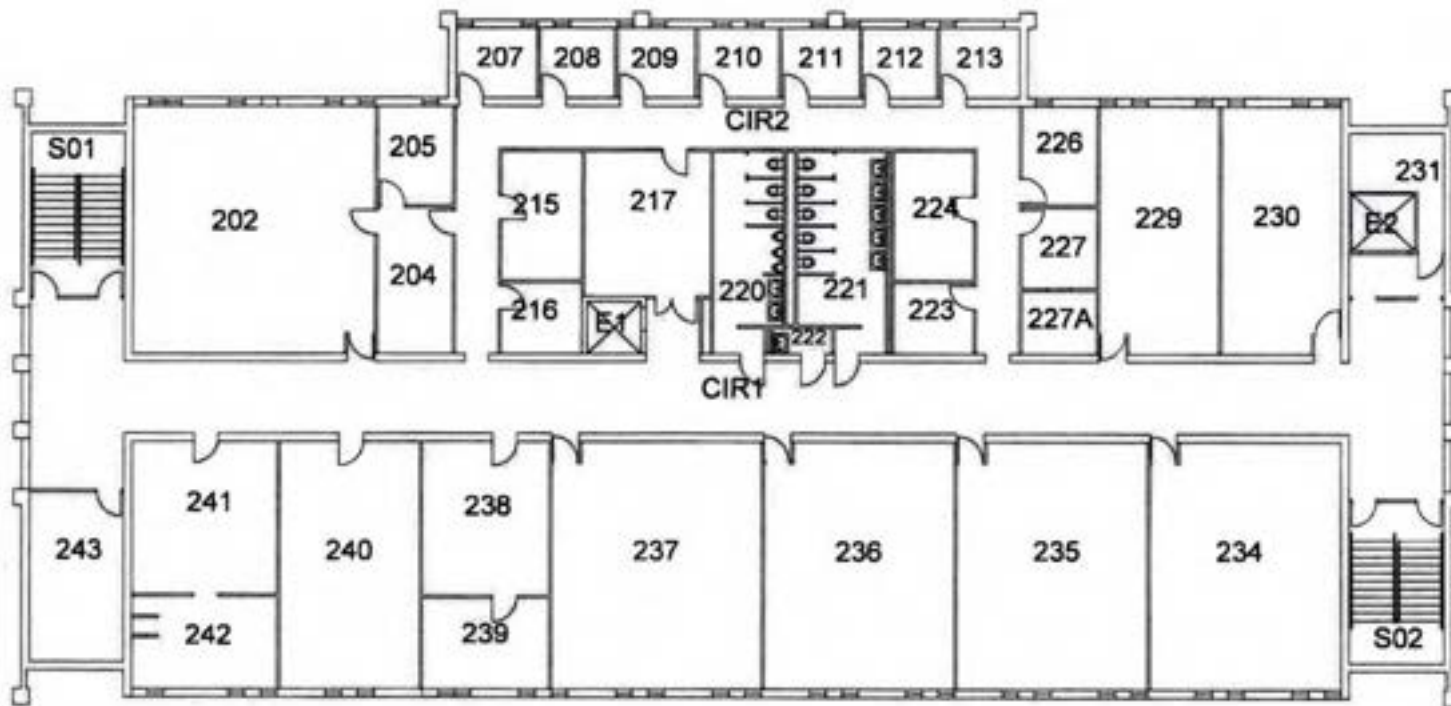
Marshall University
Main Campus 0101

Harris Hall
Floor

0005
0B

Drawn By
L. Newman
Date
02/01/1995

File Name 01010005
Name
Last Revision
04/2011



Marshall University
Main Campus 0101

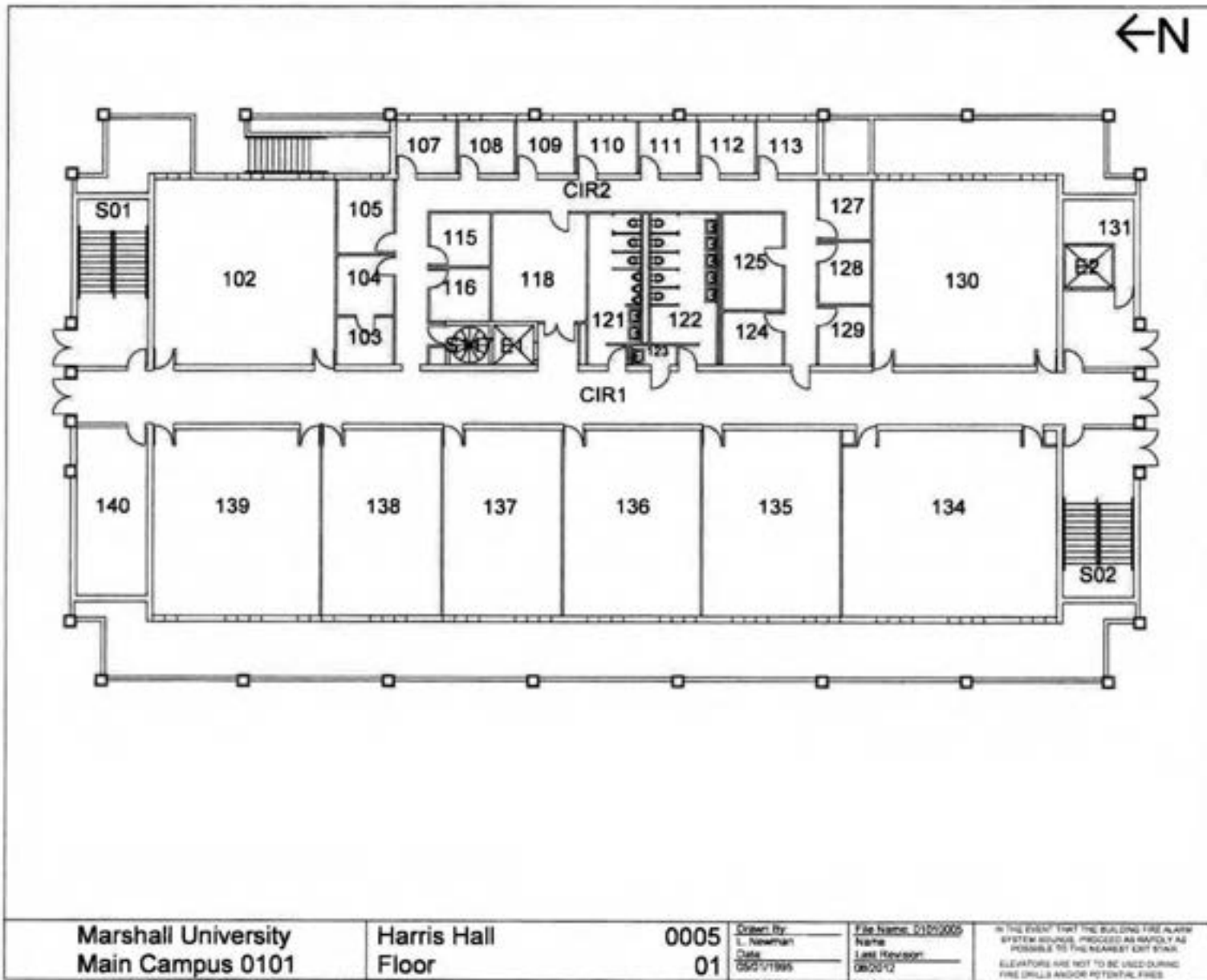
Harris Hall
Floor

0005
02

Drawn By:
L. Newman
Date:
05/01/1995

File Name: 01010005
Name:
Last Revision:
08/20/12

IN THE EVENT THAT THE BUILDING FIRE ALARM
SYSTEM SOUNDS, PROCEED AS EARLY AS
POSSIBLE TO THE NEAREST EXIT STAIR.
ELEVATORS ARE NOT TO BE USED DURING
FIRE DRILLS AND/OR POTENTIAL FIRES.



**Marshall University
Main Campus 0101**

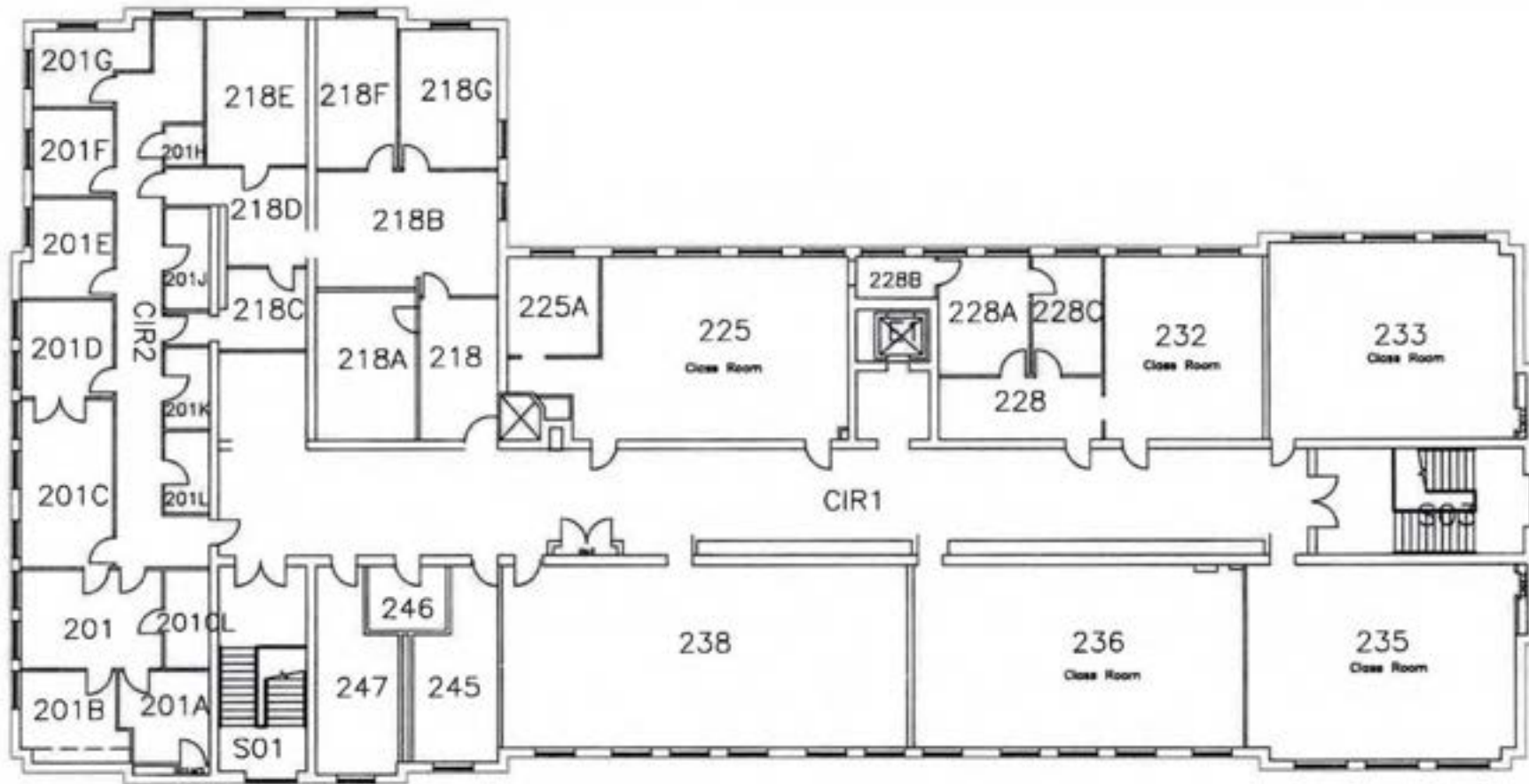
**Harris Hall
Floor**

**0005
01**

Drawn by:
L. Newman
Date:
05/11/1995

File Name: 0100005
Name:
Last Revision:
08/2012

IN THE EVENT THAT THE BUILDING FIRE ALARM SYSTEM SOUNDS, PROCEED AS RAPIDLY AS POSSIBLE TO THE NEAREST EXIT SIGN. ELEVATORS ARE NOT TO BE USED DURING FIRE DRILLS AND/OR POTENTIAL FIRES.



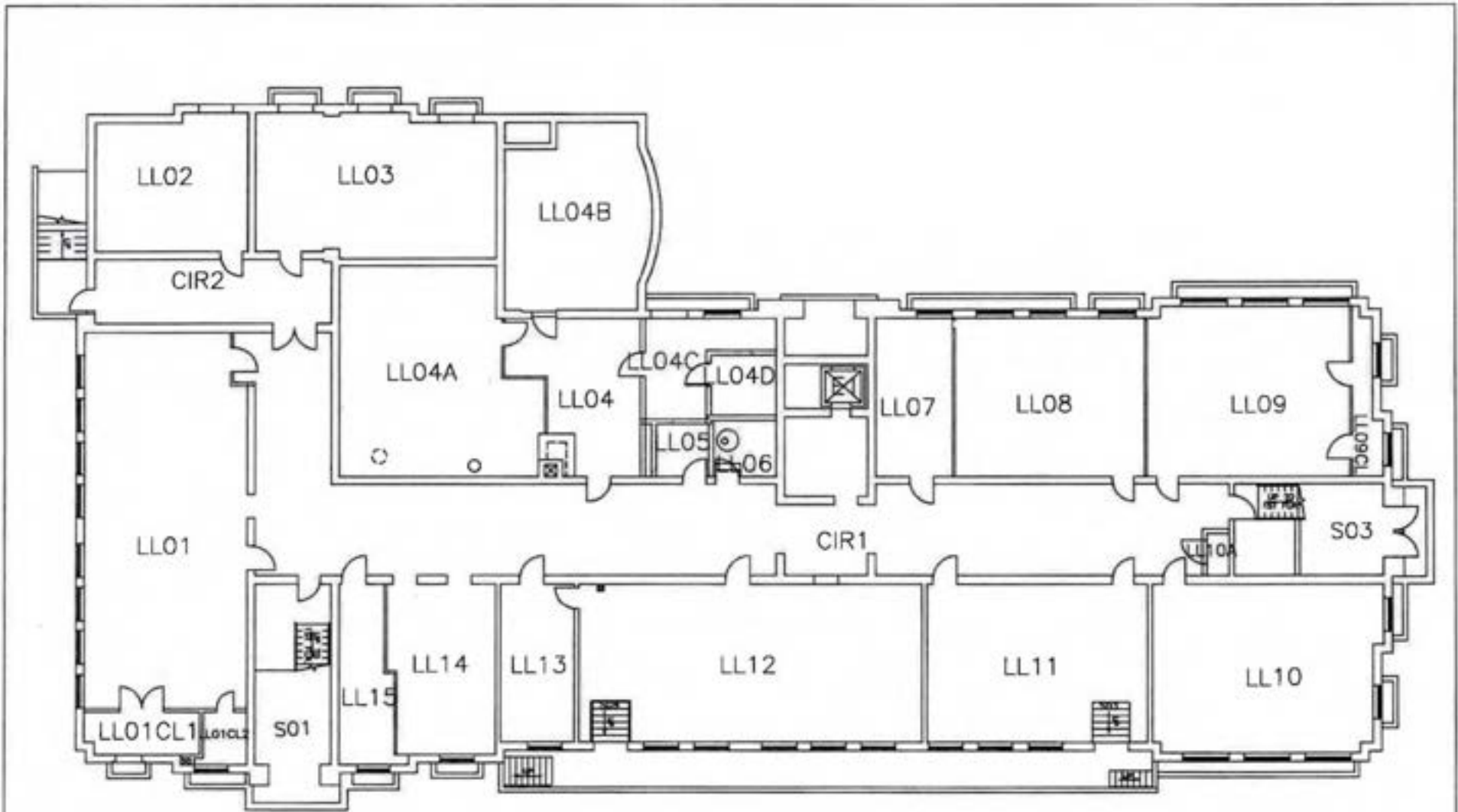
Marshall University
Main Campus 0101

Education Hall
Floor

0015
02

Drawn By:
L. Newman
Date:
05/01/1995

File Name: 0101001501
Name:
Last Revision:
06/15/2019



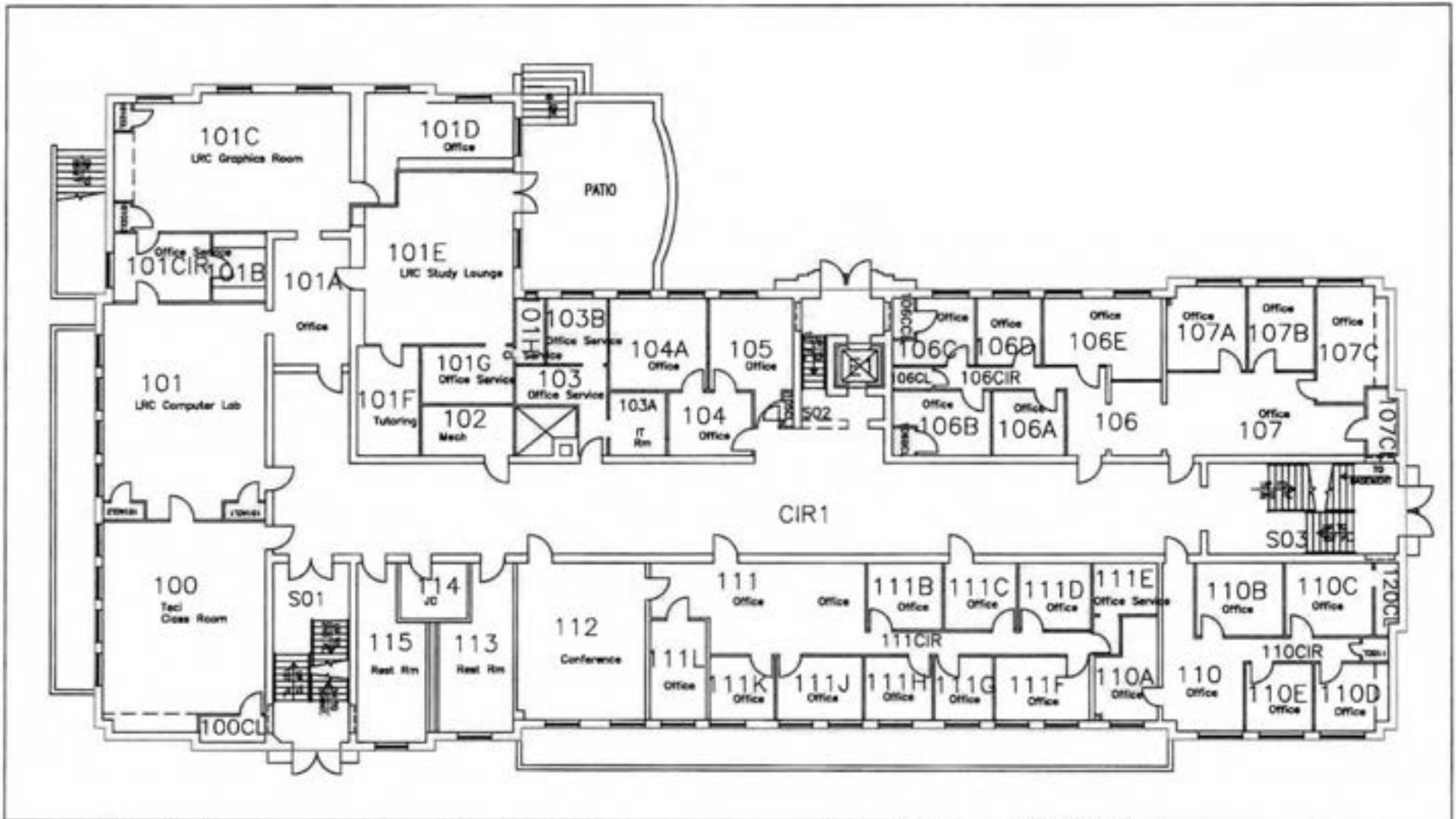
Marshall University
Main Campus 0101

Education Hall
Floor

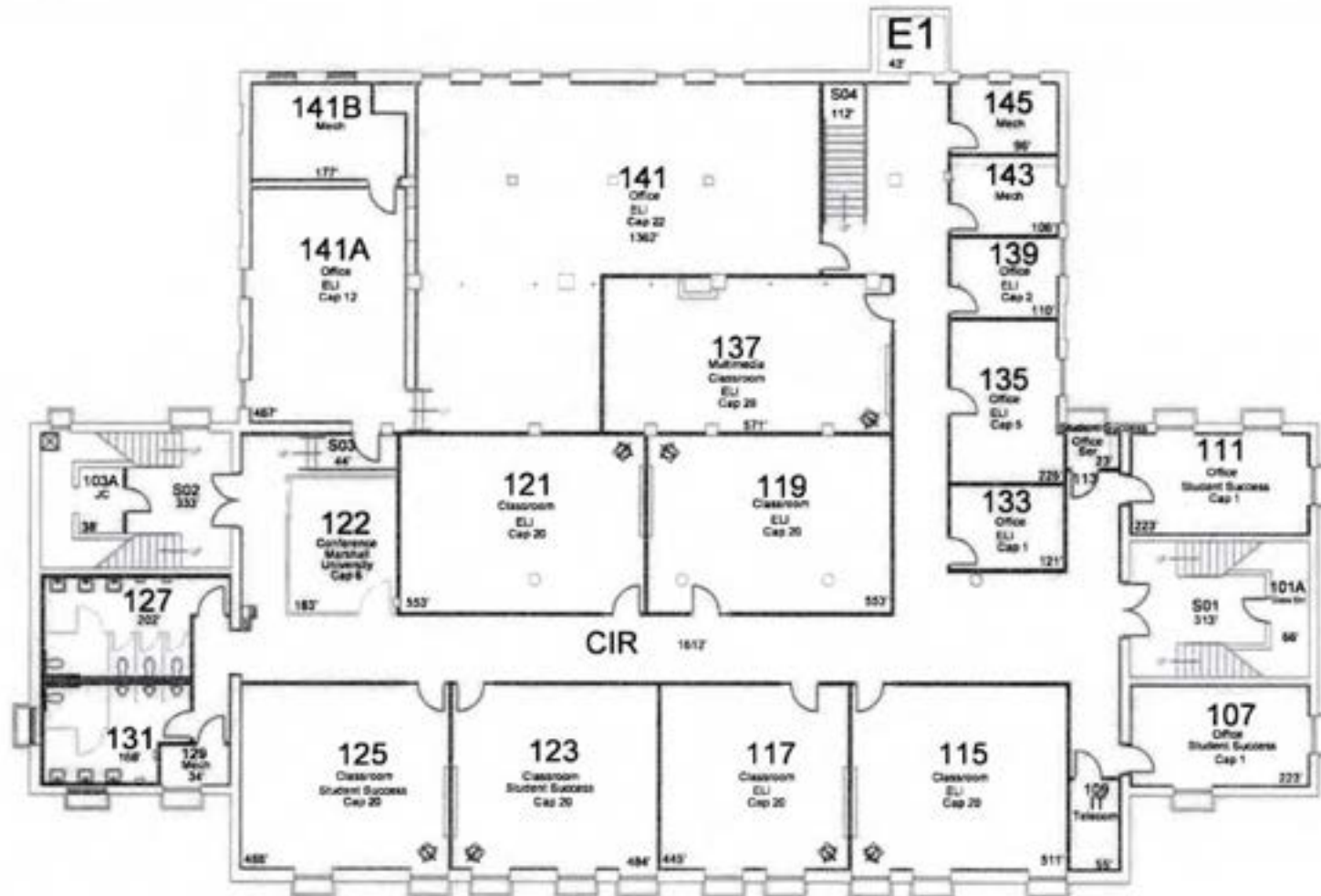
0015
LL

Drawn By:
L. Newman
Date:
05/01/95

File Name: 910101501
Name:
Last Revision:
08/13/2019



Marshall University Main Campus 0101	Education Hall Floor	0015 01	Drawn By: L. Newman Date: 05/01/1995	File Name: 010100/501 Name: Last Revision: 06/18/2019
---	-------------------------	------------	---	--



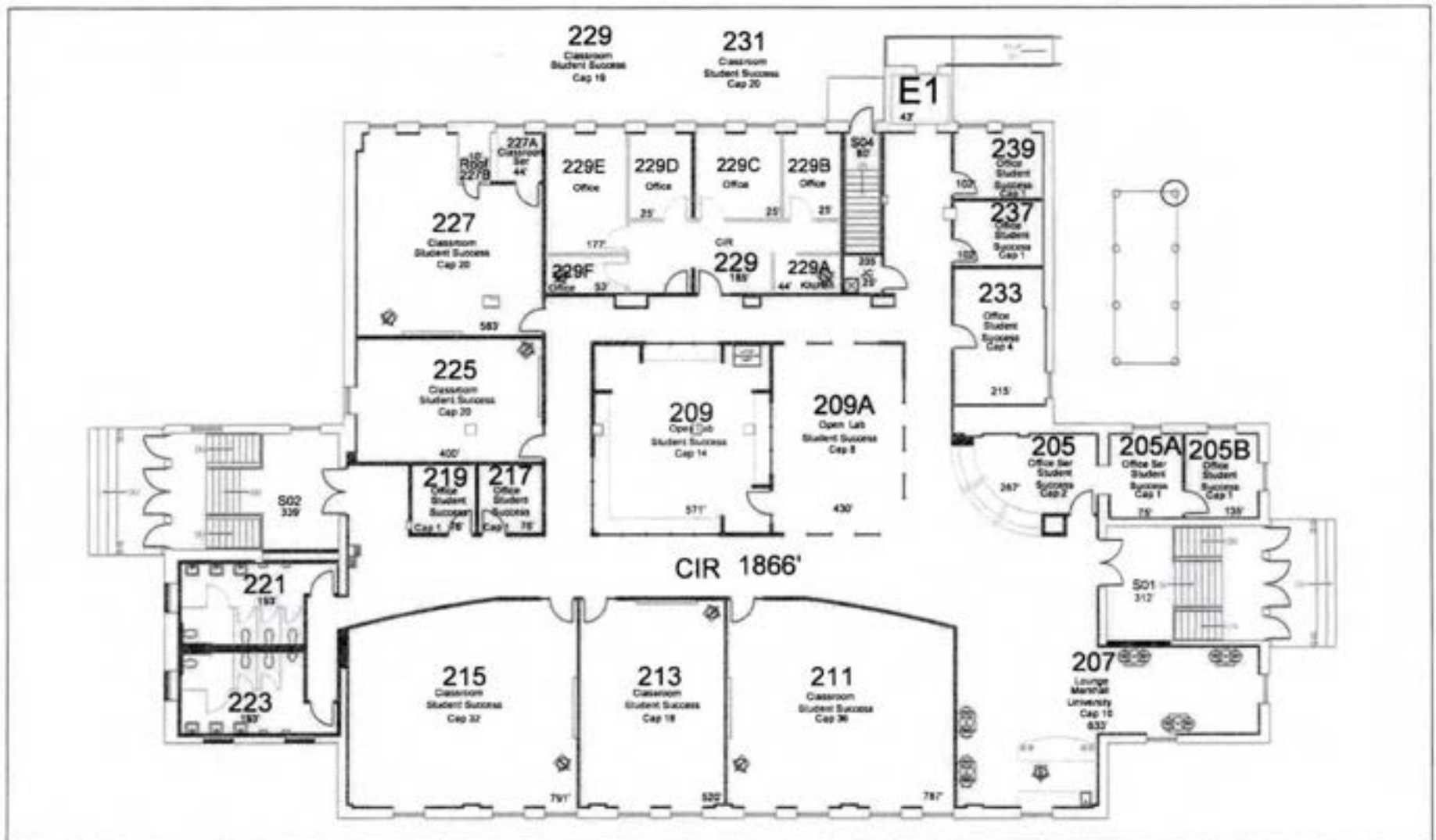
Marshall University
Main Campus 0101

East Hall
Floor
315 18th St. Huntington, WV

0012
01

Drawn By
L. Newman
Date
6/2021

File Name: 0101002C
Name
Last Revision



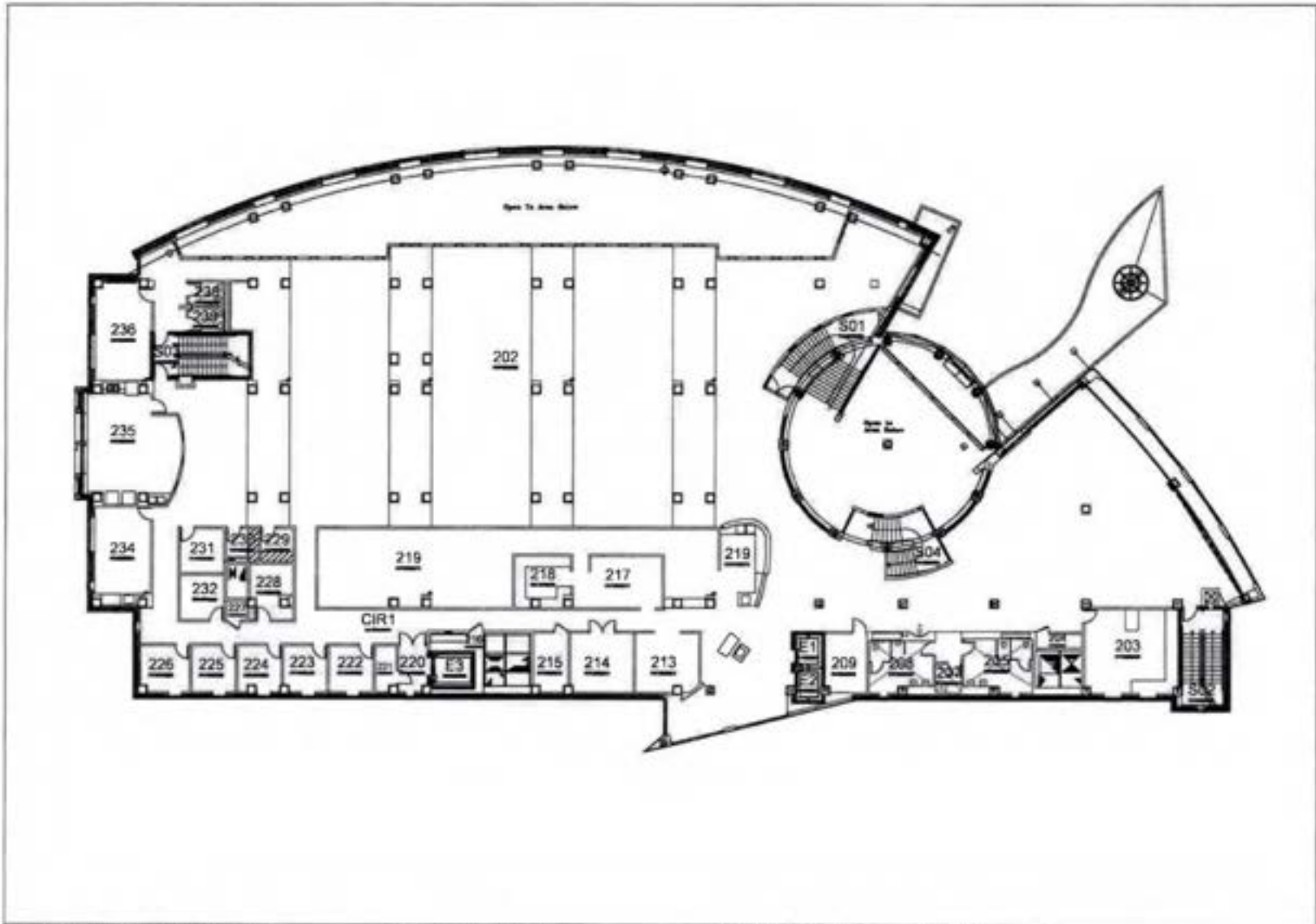
Marshall University
Main Campus 0101

East Hall
Floor
315 18th St. Huntington, WV

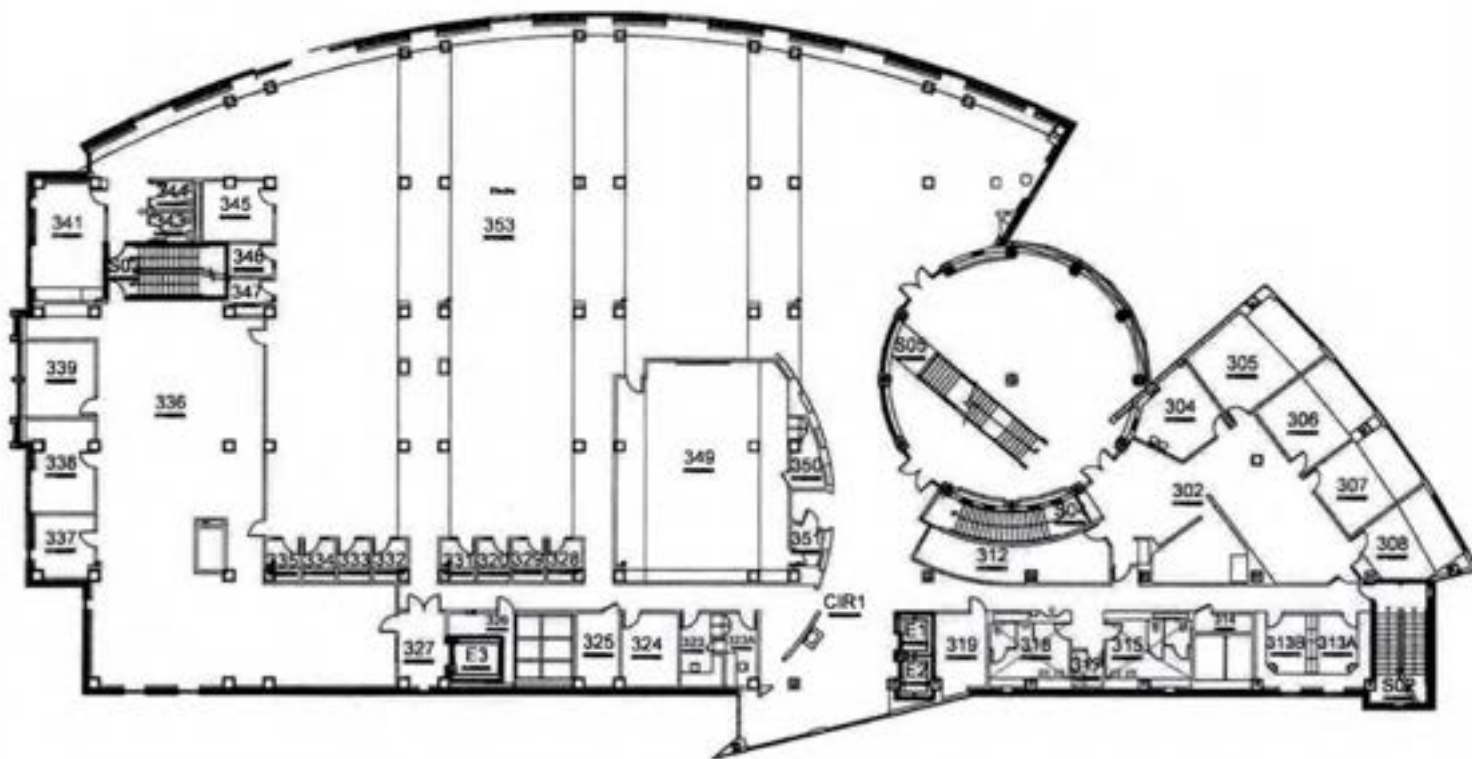
0012
02

Drawn By
L. Newman
Date:
6/2021

File Name: 0101002C
Name
Last Revision



Marshall University Main Campus 0101	Drinko Library Floor	0038 02	<table border="1"> <tr> <td> Drawn By: L. Newman </td> <td> File Name: Name </td> </tr> <tr> <td> Date: 05/07/1999 </td> <td> Last Revision: 05/05/2003 </td> </tr> </table>	Drawn By: L. Newman	File Name: Name	Date: 05/07/1999	Last Revision: 05/05/2003
Drawn By: L. Newman	File Name: Name						
Date: 05/07/1999	Last Revision: 05/05/2003						



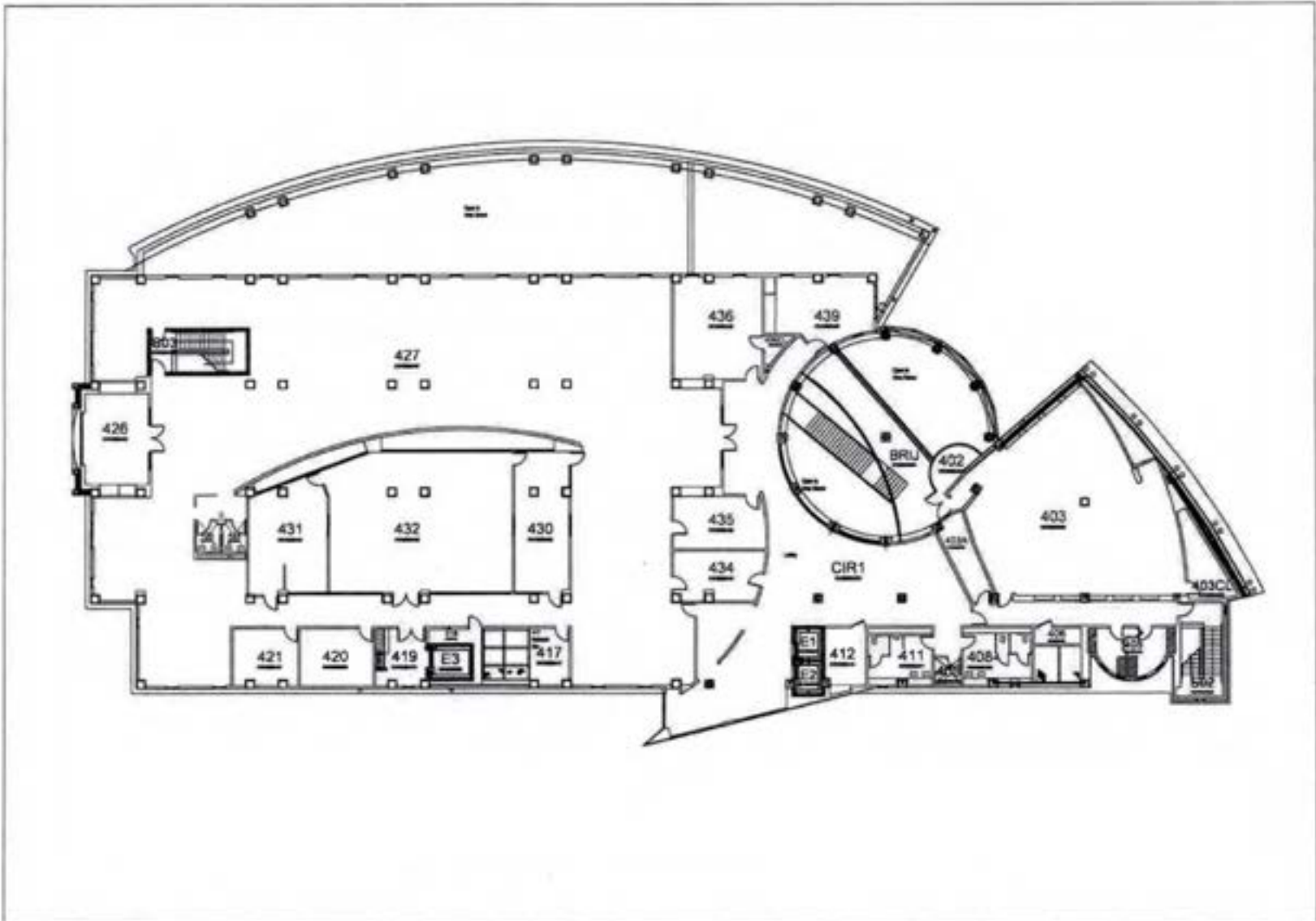
Marshall University
Main Campus 0101

Drinko Library
Floor

0038
03

Drawn By
L. Newman
Date
05/01/1995

File Name
Name
Last Revision
05/05/2003



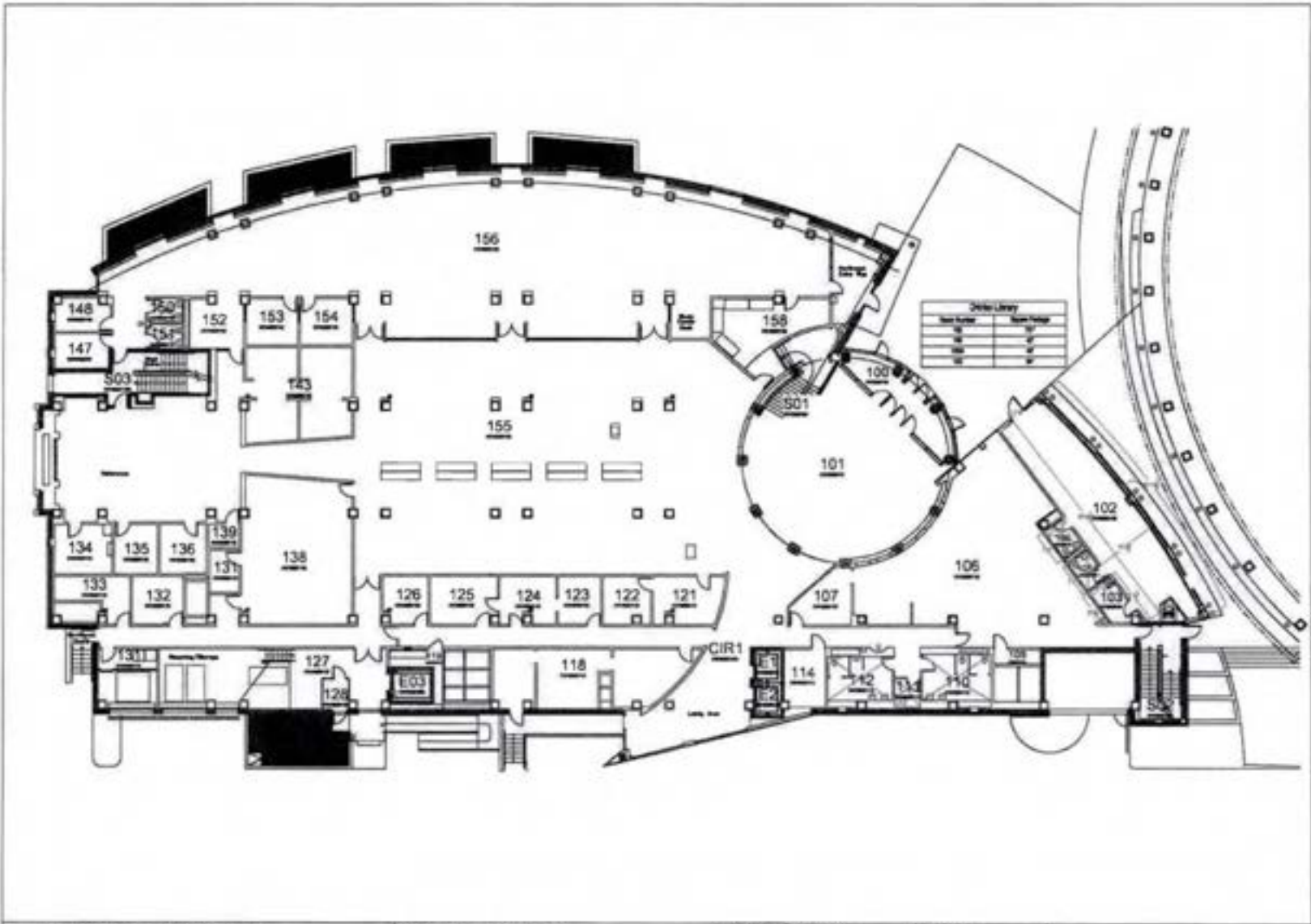
Marshall University
Main Campus 0101

Drinko Library
Floor

0038
04

Drawn By:
L. Newman
Date:
05/07/1996

File Name:
Name:
Last Revision:
05/05/2003



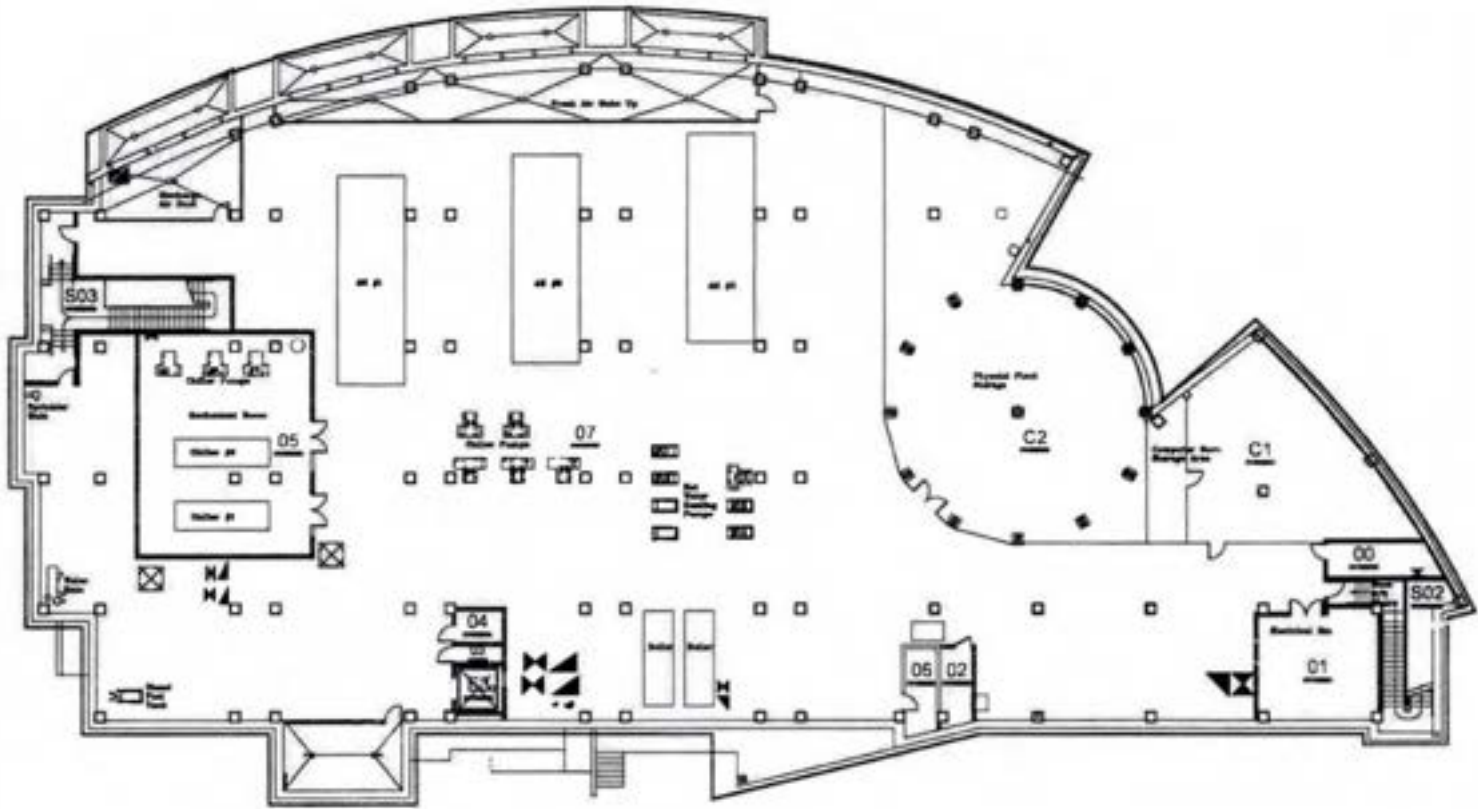
Marshall University
Main Campus 0101

Drinko Library
Floor

0038
01

Drawn by
L. Newman
Date
05/01/95

File Name
Name
Last Revision
05/02/03



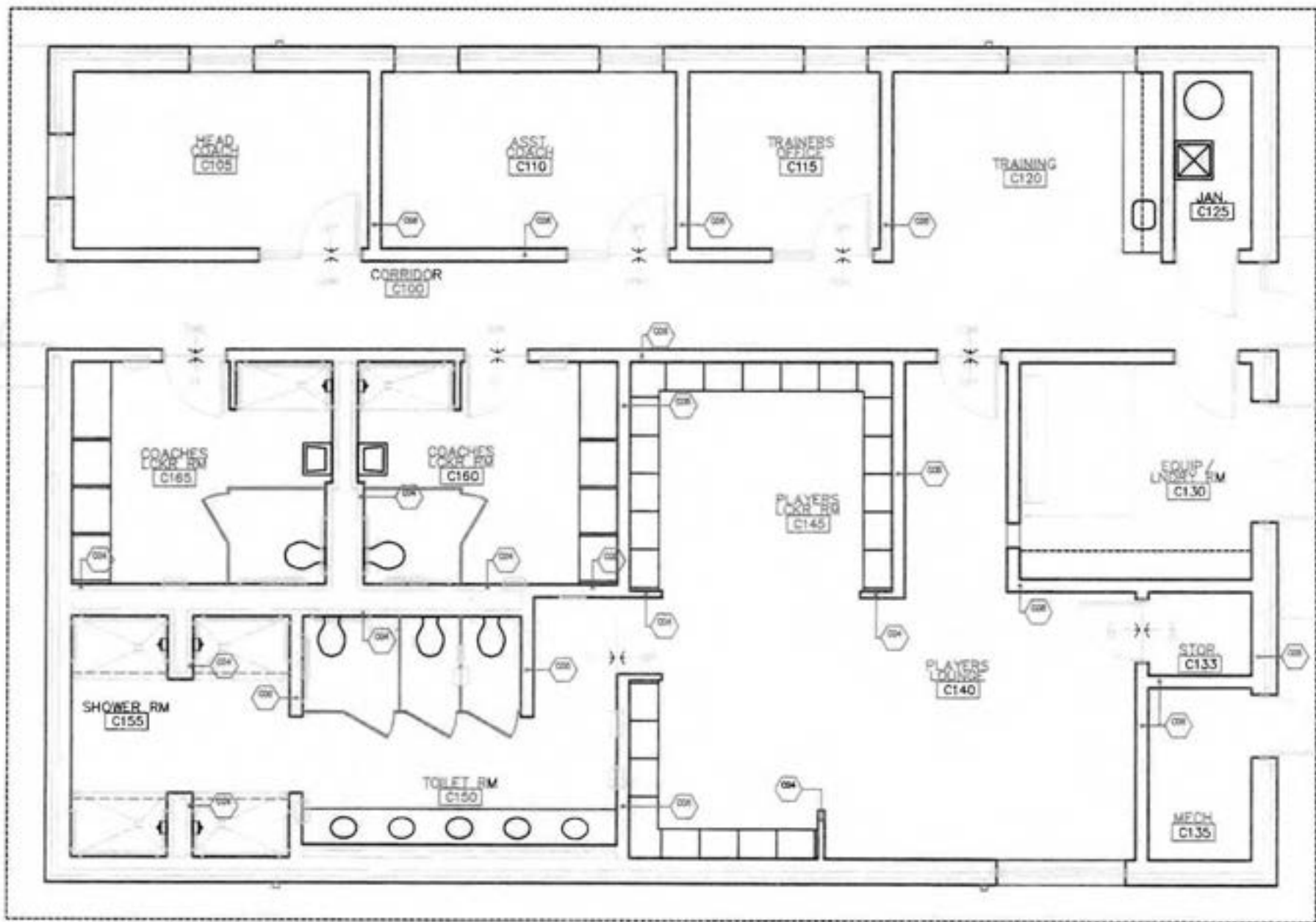
Marshall University
Main Campus 0101

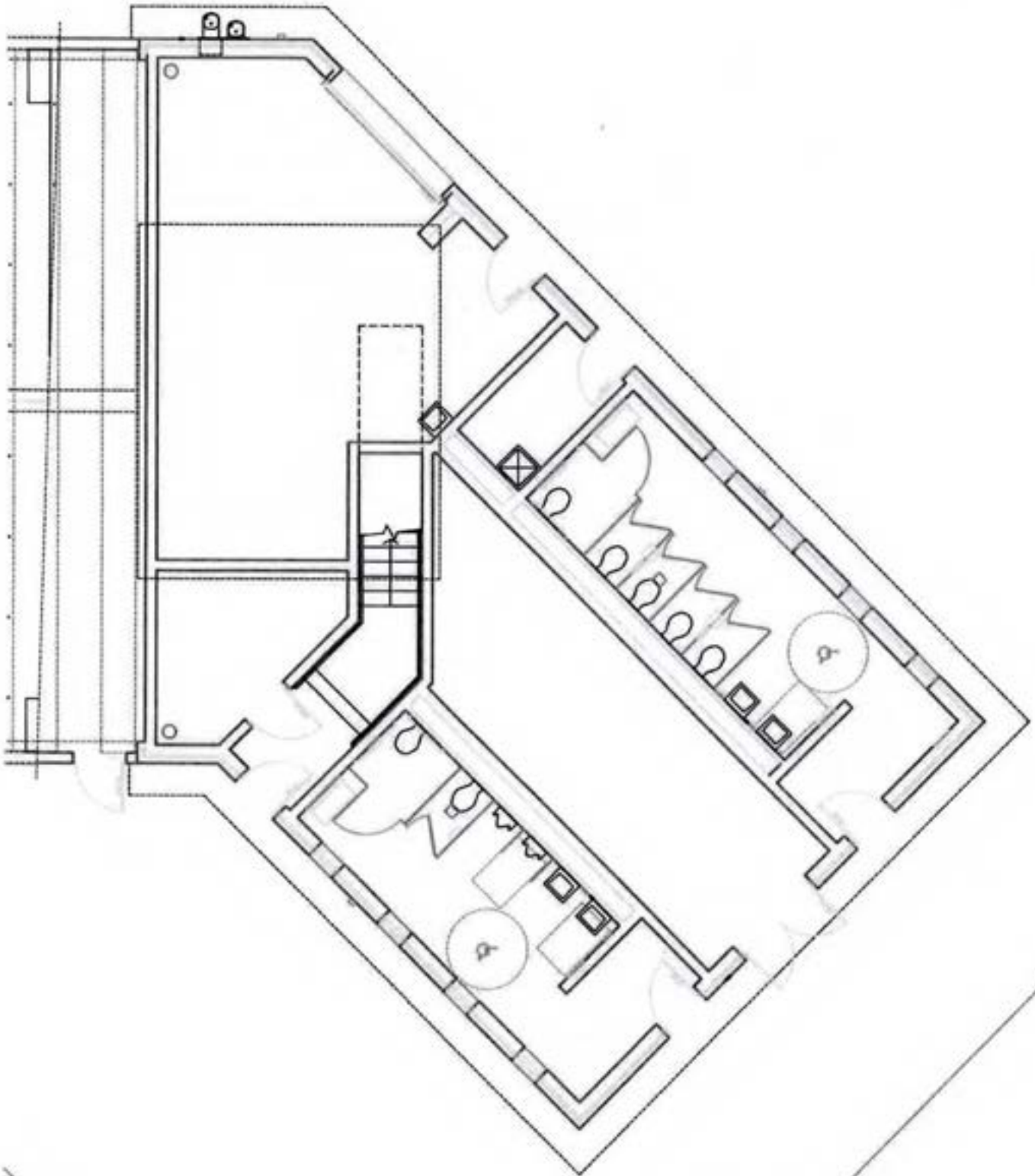
Drinko Library
Floor

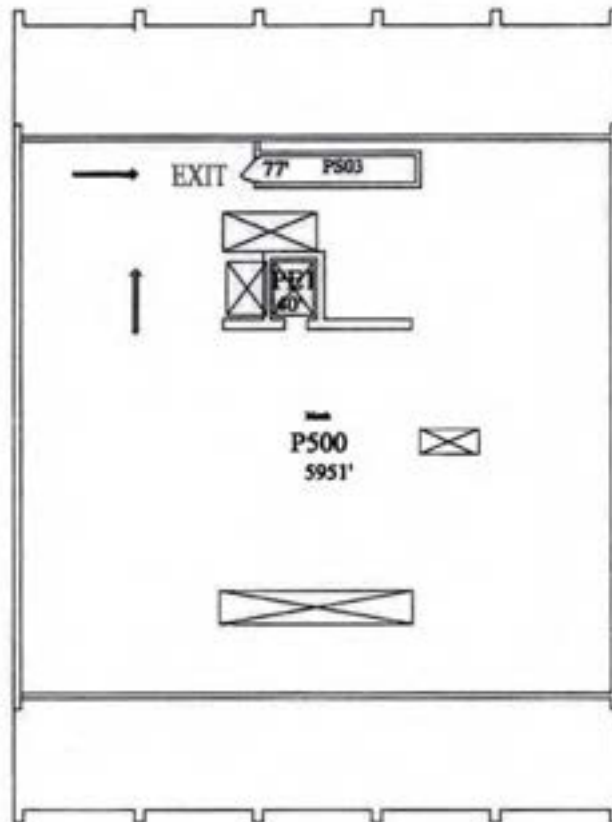
0038
0B

Drawn By:
L. Newman
Date:
05/01/1995

File Name:
Name:
Last Revision:
05/06/2003







**Marshall University
Main Campus 0101**

**Corbly Hall
Floor
1610 5th Ave,
Huntington, WV**

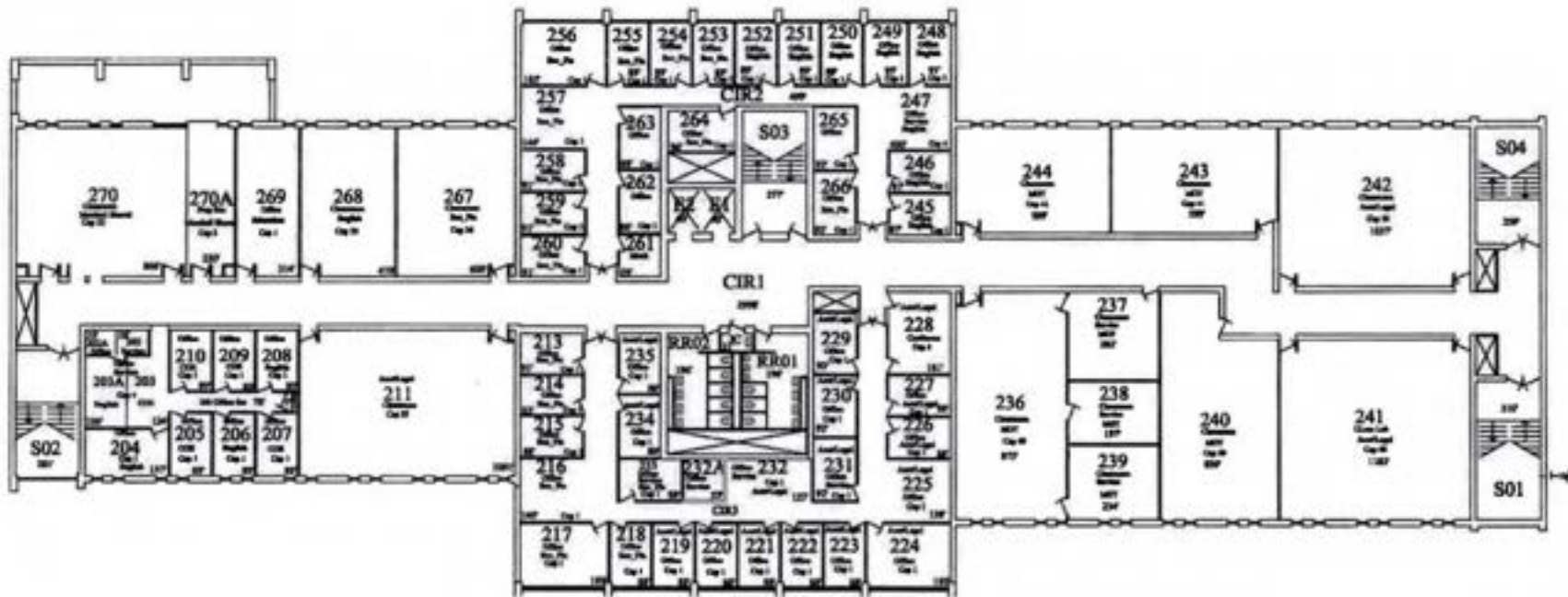
**0016
01**

Drawn By:
K.S.
Date:
05/01/1995

File Name: 01010016
Name
Last Revision:
06/2021

**IN THE EVENT THAT THE BUILDING FIRE ALARM
SYSTEM SOUNDS, PROCEED AS RAPIDLY AS
POSSIBLE TO THE NEAREST EXIT STAIR.**

ELEVATORS ARE NOT TO BE USED DURING
FIRE DRILLS AND/OR POTENTIAL FIRES.



Marshall University
Main Campus 0101

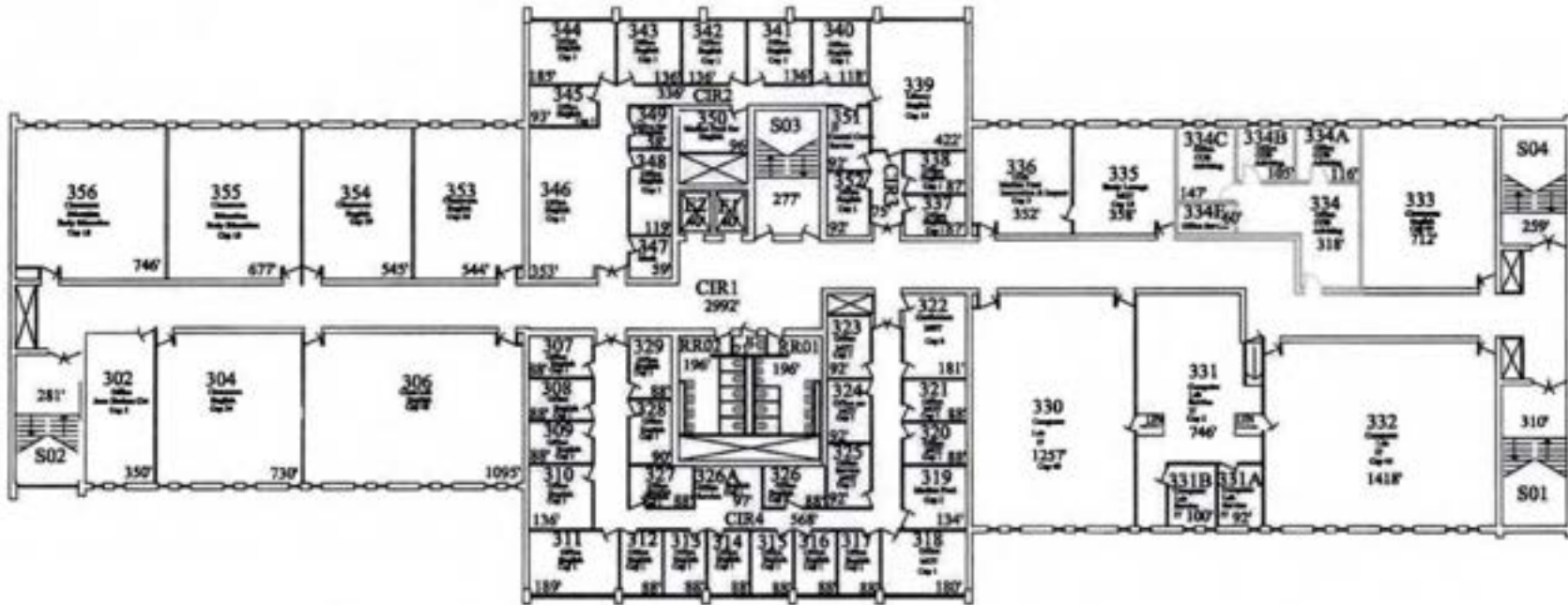
Corbly Hall
Floor
1610 5th Ave, Huntington WV

0016
02

Drawn By:
K.S.
Date:
05/01/1995

File Name: 01010016
Name
Last Revision:
06/2021

IN THE EVENT THAT THE BUILDING FIRE ALARM SYSTEM SOUNDS, PROCEED AS RAPIDLY AS POSSIBLE TO THE NEAREST EXIT STAIR.
ELEVATORS ARE NOT TO BE USED DURING FIRE DRILLS AND/OR POTENTIAL FIRES.



Marshall University
Main Campus 0101

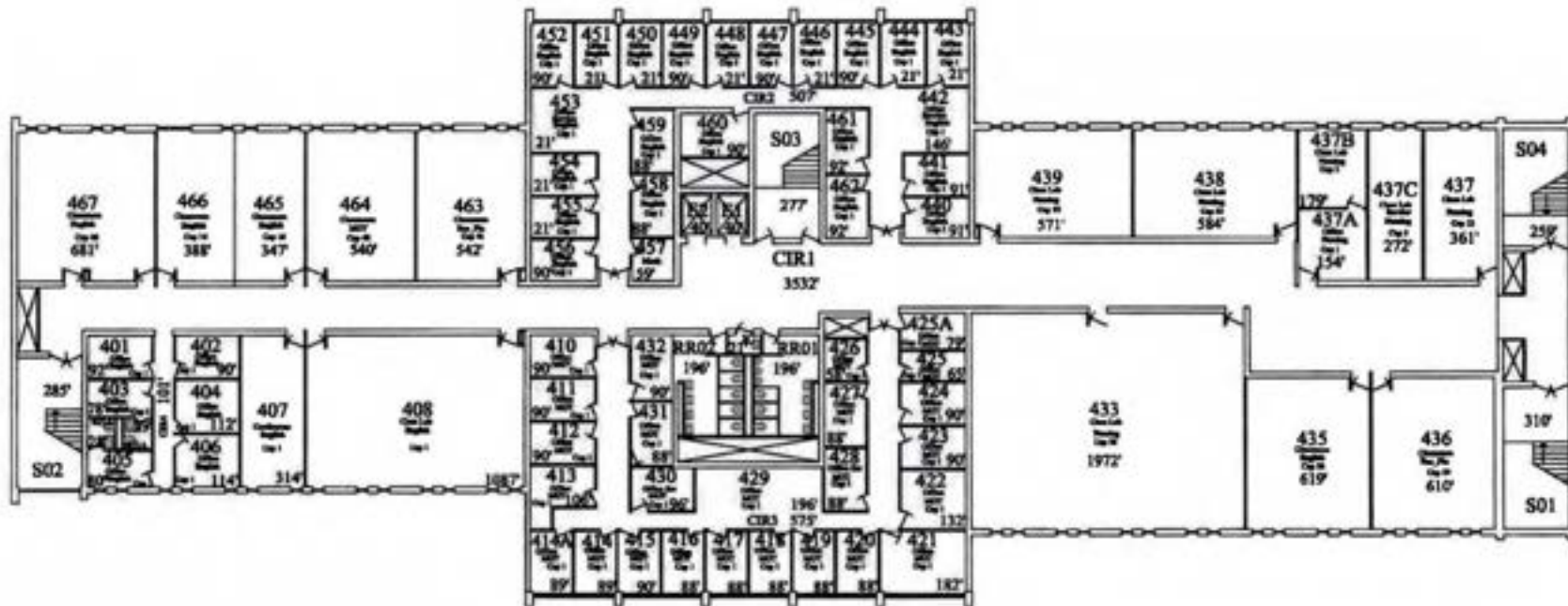
Corbly Hall
Floor 01
1610 5th Ave, Huntington WV 03

0016
01

Drawn By: _____
K.S.
Date: _____
05/01/1995

File Name: 01010016
Name _____
Last Revision: _____
06/2021

IN THE EVENT THAT THE BUILDING FIRE ALARM SYSTEM SOUNDS, PROCEED AS RAPIDLY AS POSSIBLE TO THE NEAREST EXIT STAIR. ELEVATORS ARE NOT TO BE USED DURING FIRE DRILLS AND/OR POTENTIAL FIRES.



Marshall University
Main Campus 0101

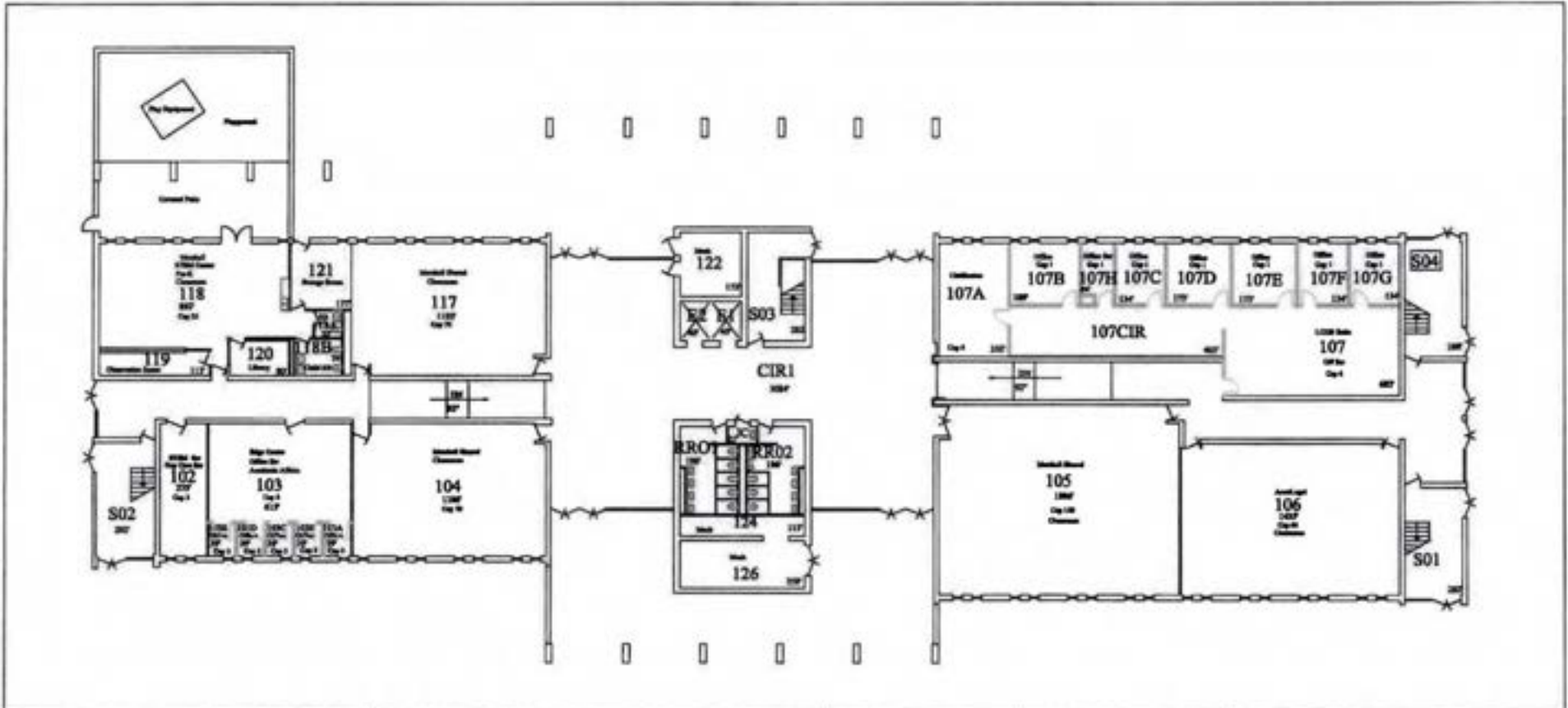
Corbly Hall
Floor
1610 5th Ave, Huntington WV

0016
04

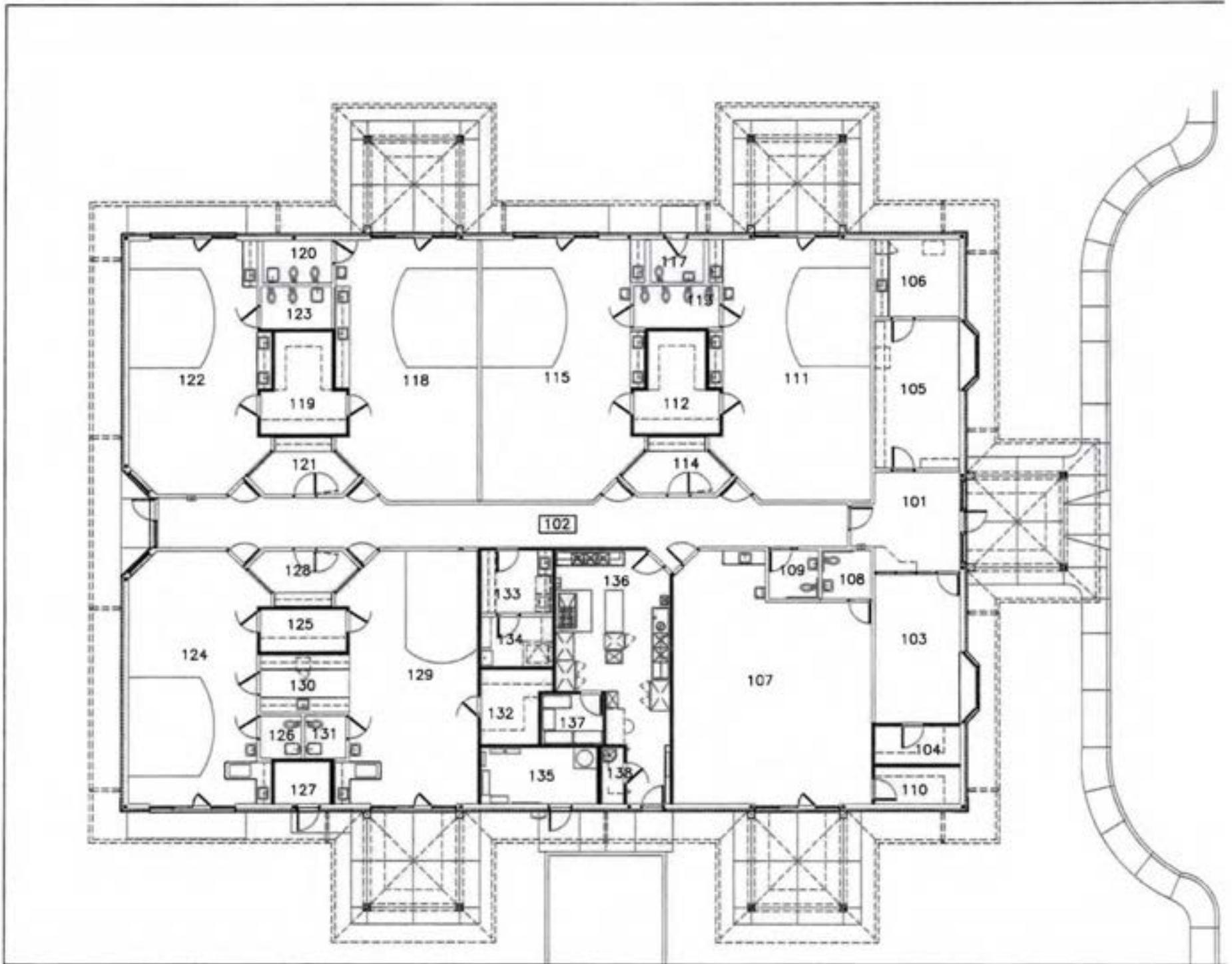
Drawn By: _____
K.S.
Date: _____
05/01/1995

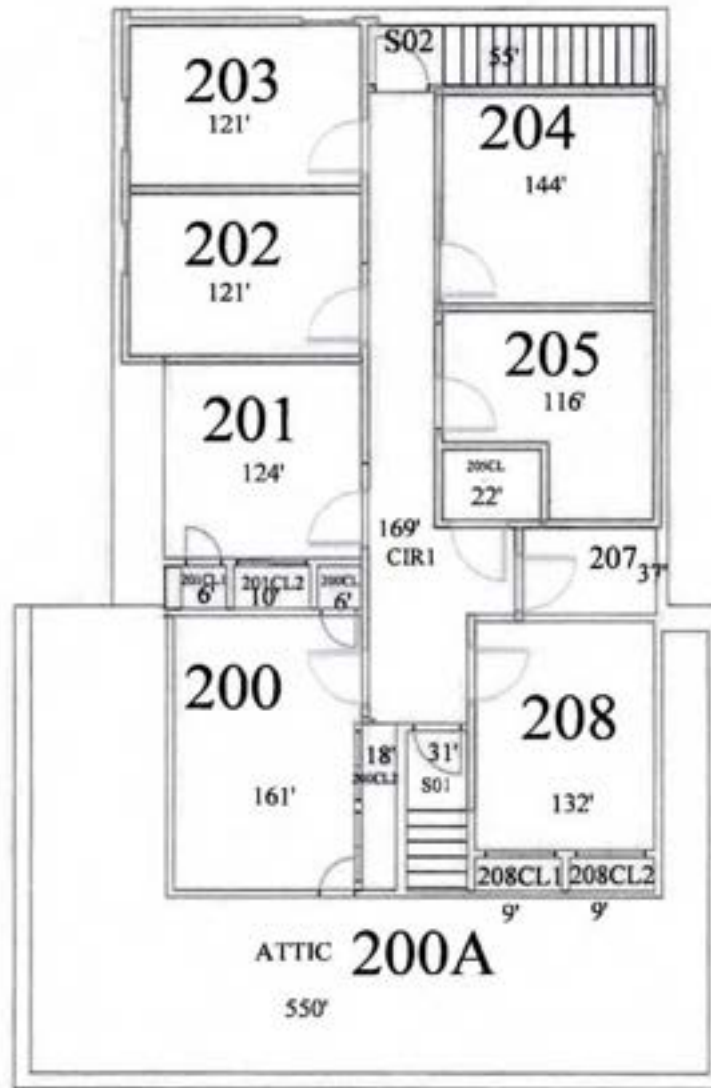
File Name: 01010016
Name _____
Last Revision: _____
6/2021

IN THE EVENT THAT THE BUILDING FIRE ALARM SYSTEM SOUNDS, PROCEED AS RAPIDLY AS POSSIBLE TO THE NEAREST EXIT STAIR. ELEVATORS ARE NOT TO BE USED DURING FIRE DRILLS AND/OR POTENTIAL FIRES.

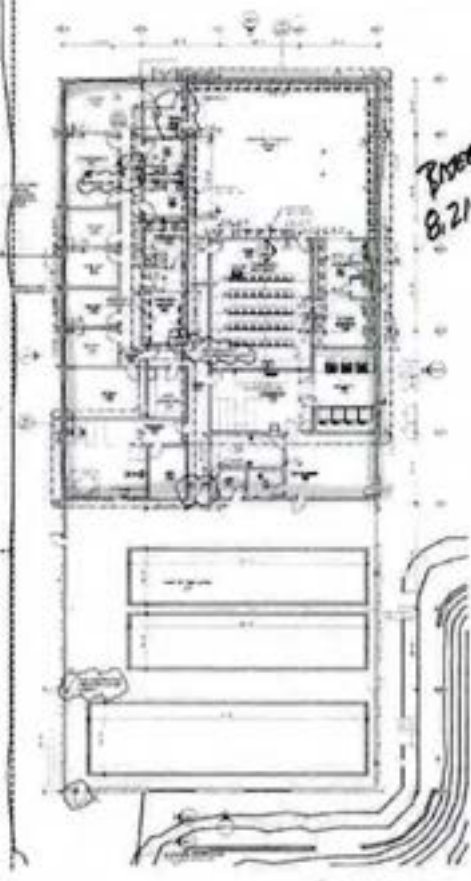
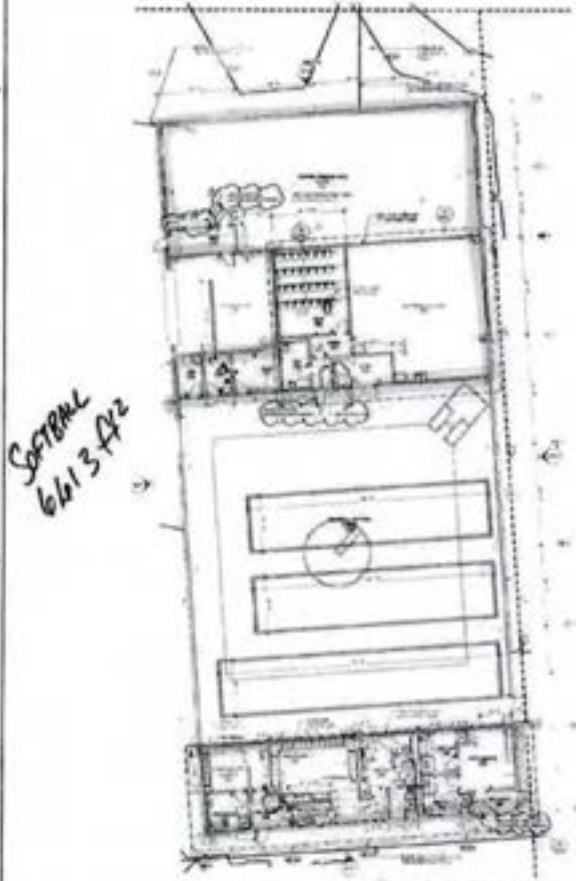


Marshall University Main Campus 0101	Corbly Hall Floor 1610 5th Ave, Huntington WV	0016 01	Drawn By: _____ K.S. Date: _____ 05/01/1995	File Name: 01010016 Name _____ Last Revision: _____ 6/2021	IN THE EVENT THAT THE BUILDING FIRE ALARM SYSTEM SOUNDS, PROCEED AS RAPIDLY AS POSSIBLE TO THE NEAREST EXIT STAIR. ELEVATORS ARE NOT TO BE USED DURING FIRE DRILLS AND/OR POTENTIAL FIRES.
---	--	--------------------------	--	---	---





Marshall University Main Campus 0101	Placement Center Floor	0020 02	Drawn by: _____ File Name: _____ Date: _____ Drawn: _____	
---	---------------------------	------------	--	--



AECOM



PROJECT	
NO.	
DATE	
SCALE	
DESIGNED BY	
CHECKED BY	
APPROVED BY	
DATE	



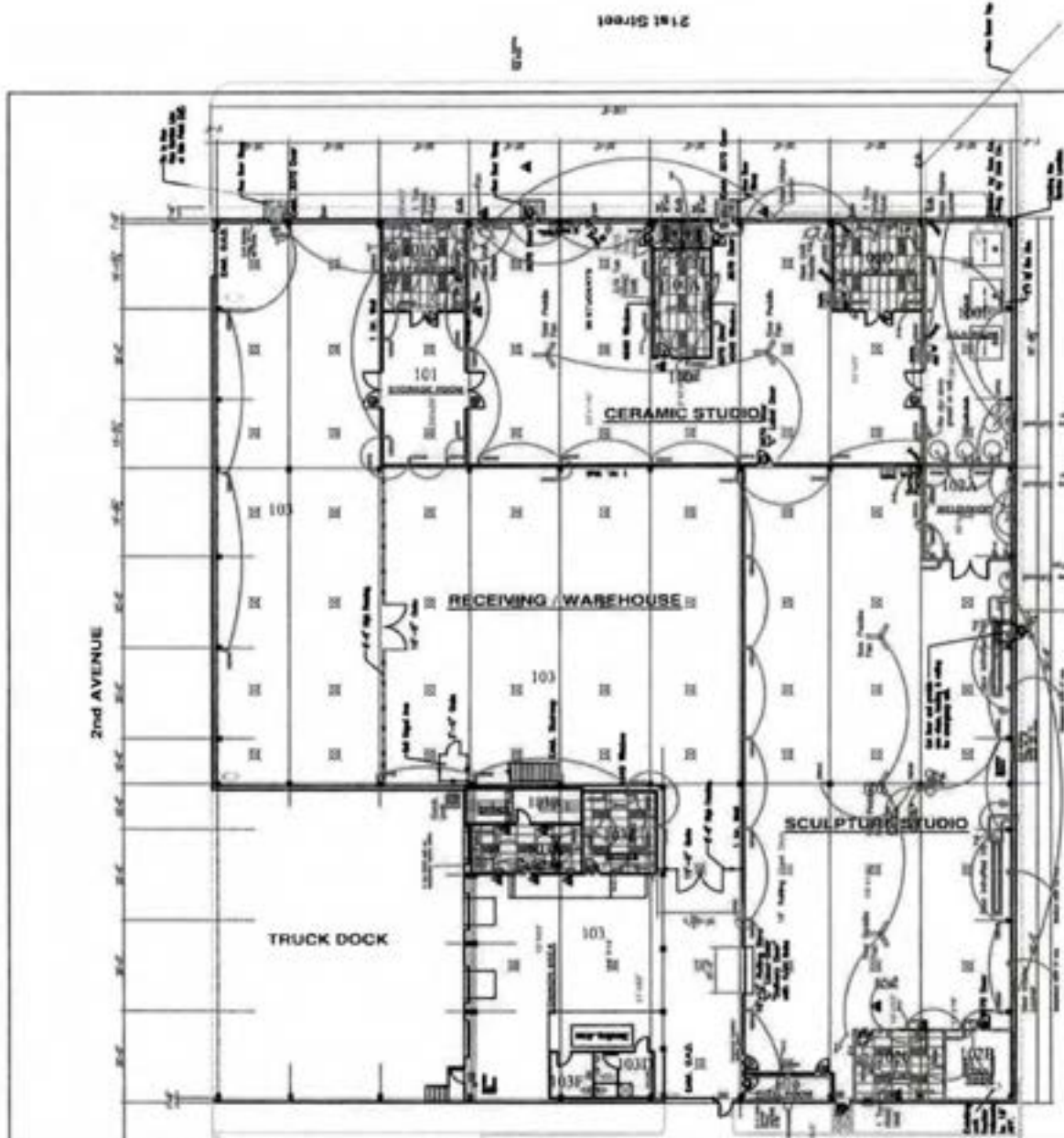
CONSTRUCTION DOCUMENTS



DATE	
NO.	
SCALE	
DESIGNED BY	
CHECKED BY	
APPROVED BY	
DATE	

A1202 & H

FLOOR PLAN
3/32" = 1'-0"



Marshall University
Main Campus 0101

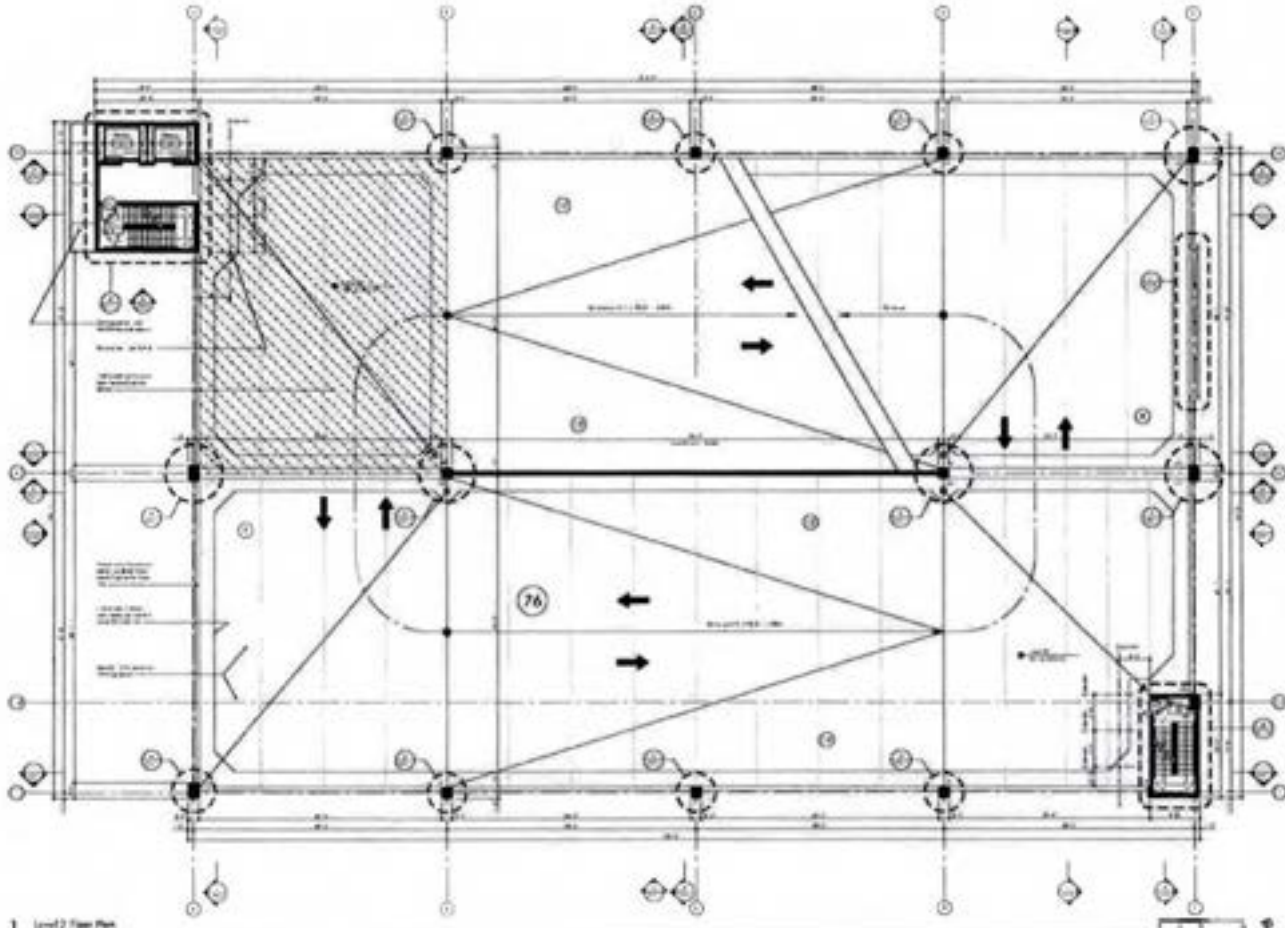
Art Warehouse
Floor

0087
01

Drawn by:
L. Newman
Date: 01/01/2002

File Name: 01000002
Name:
Last Revision:
01/23/2002

2-1/2" Alley



New Parking Garage
Marshall University

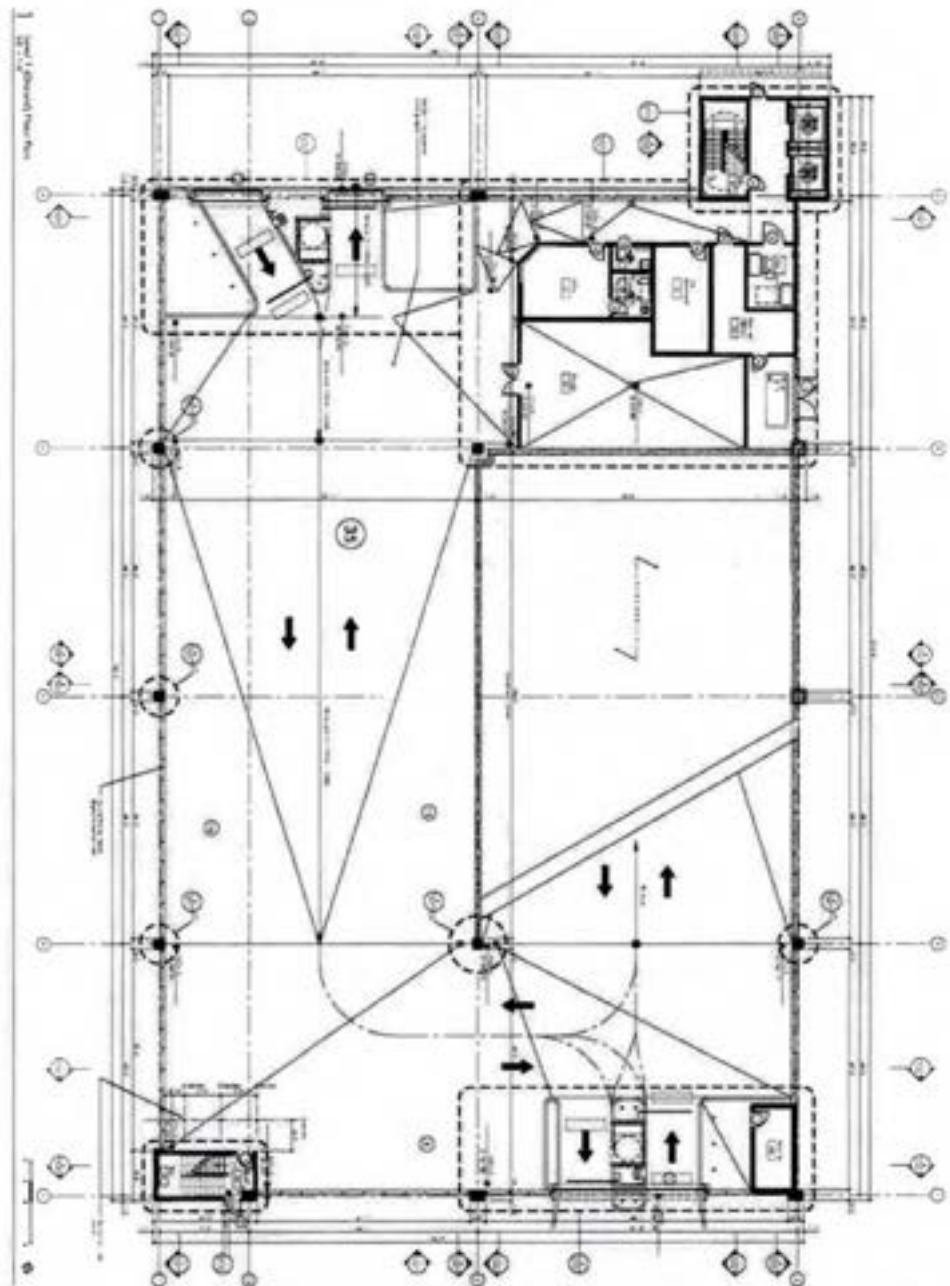
8th Avenue and 10th Marshall Drive
Huntington, WV 25755

ARCHITECT
 STRUCTURAL ASSOCIATES
 PROFESSIONAL ENGINEER
 PROFESSIONAL SURVEYOR



Level 2 Floor Plan

Level 2 Floor Plan
Sheet
A-1.2



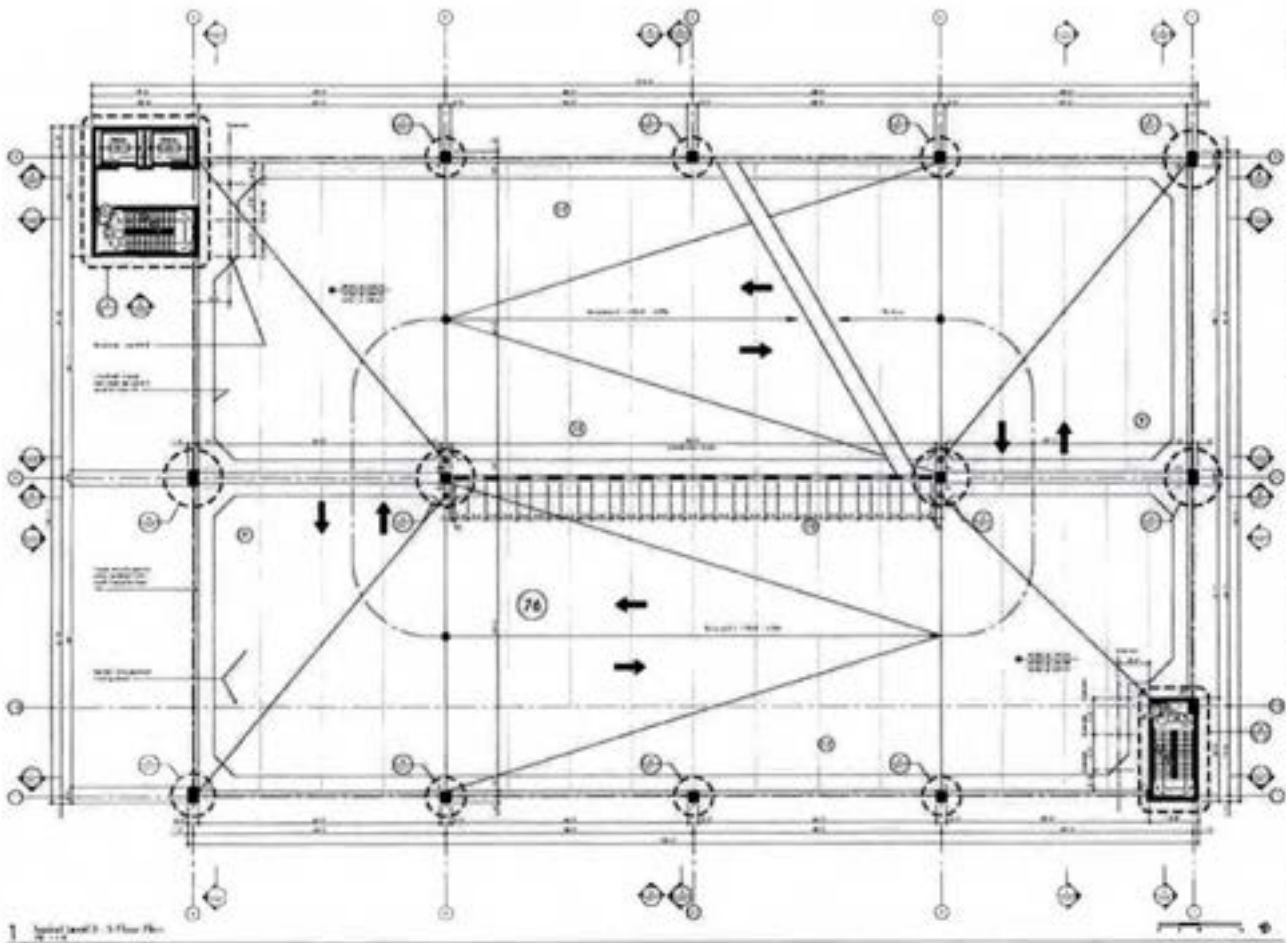
Level 1 General Services
 Scale: 1/8" = 1'-0"
 A1.1



New Parking Garage
 Marshall University

4th Avenue and John Marshall Drive
 Huntington, WV 25755





New Parking Garage
Marshall University

6th Avenue and John Marshall Drive
Morgantown, WV 25735

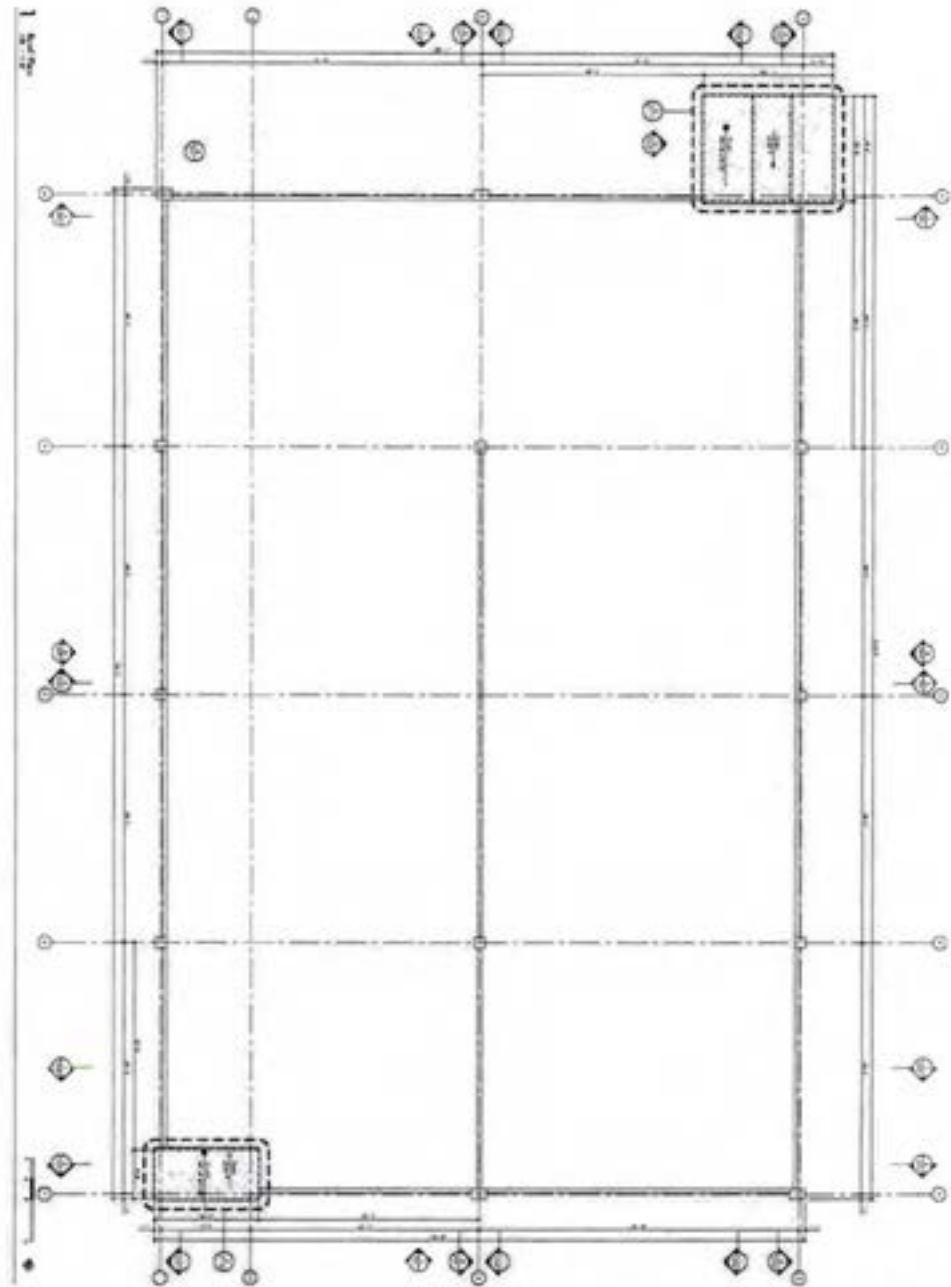


Scale: 1/8" = 1'-0"



Sheet Title: 1st Floor Plan
Date: 1-1-11
A-1.3

1st Floor Plan

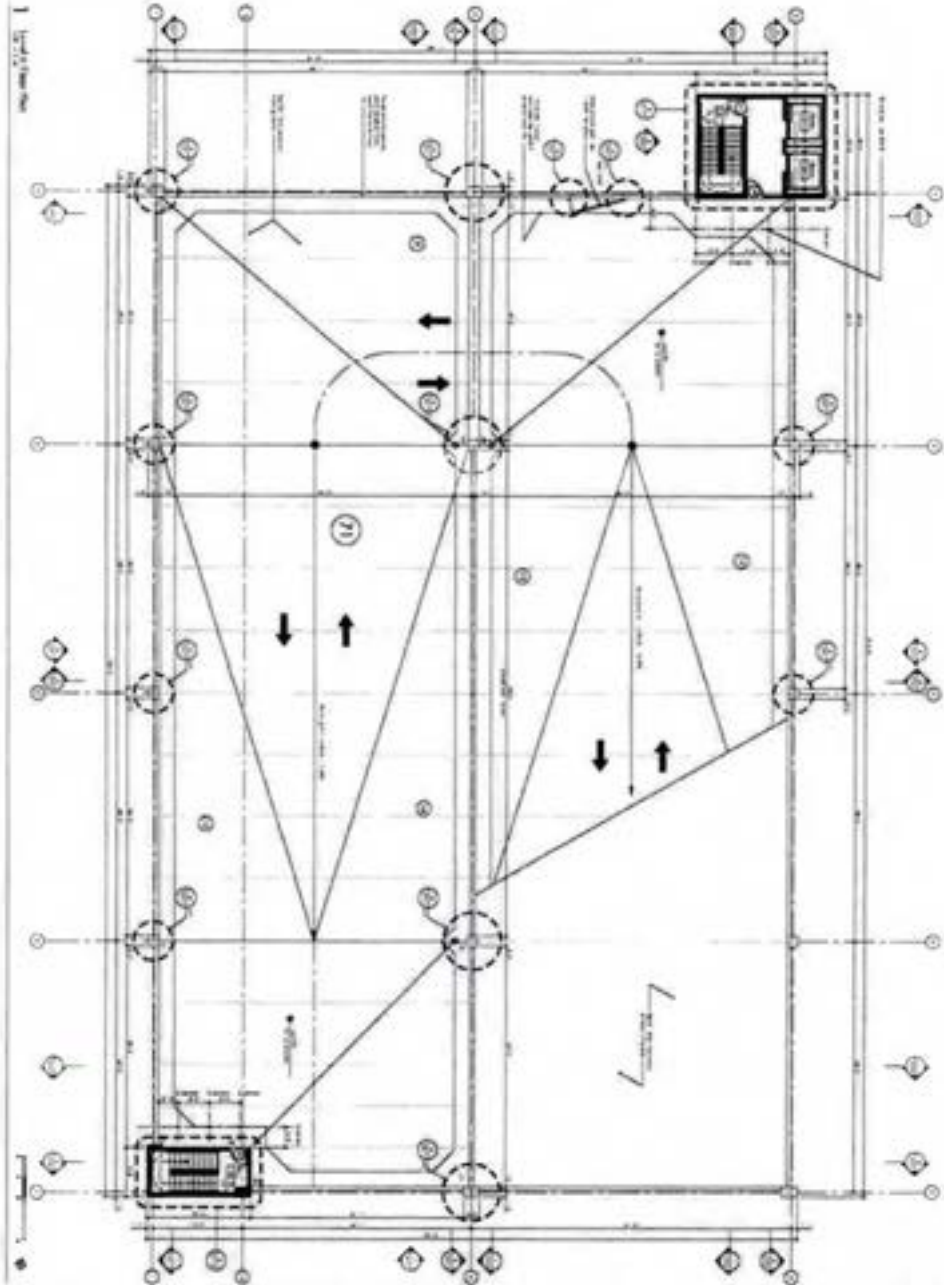


1 1/2" = 1'-0"
 A-1.5



New Parking Garage
 Marshall University
 6th Avenue and John Marshall Drive
 Huntington, WV 25755





1 Level 1 Plan Rev

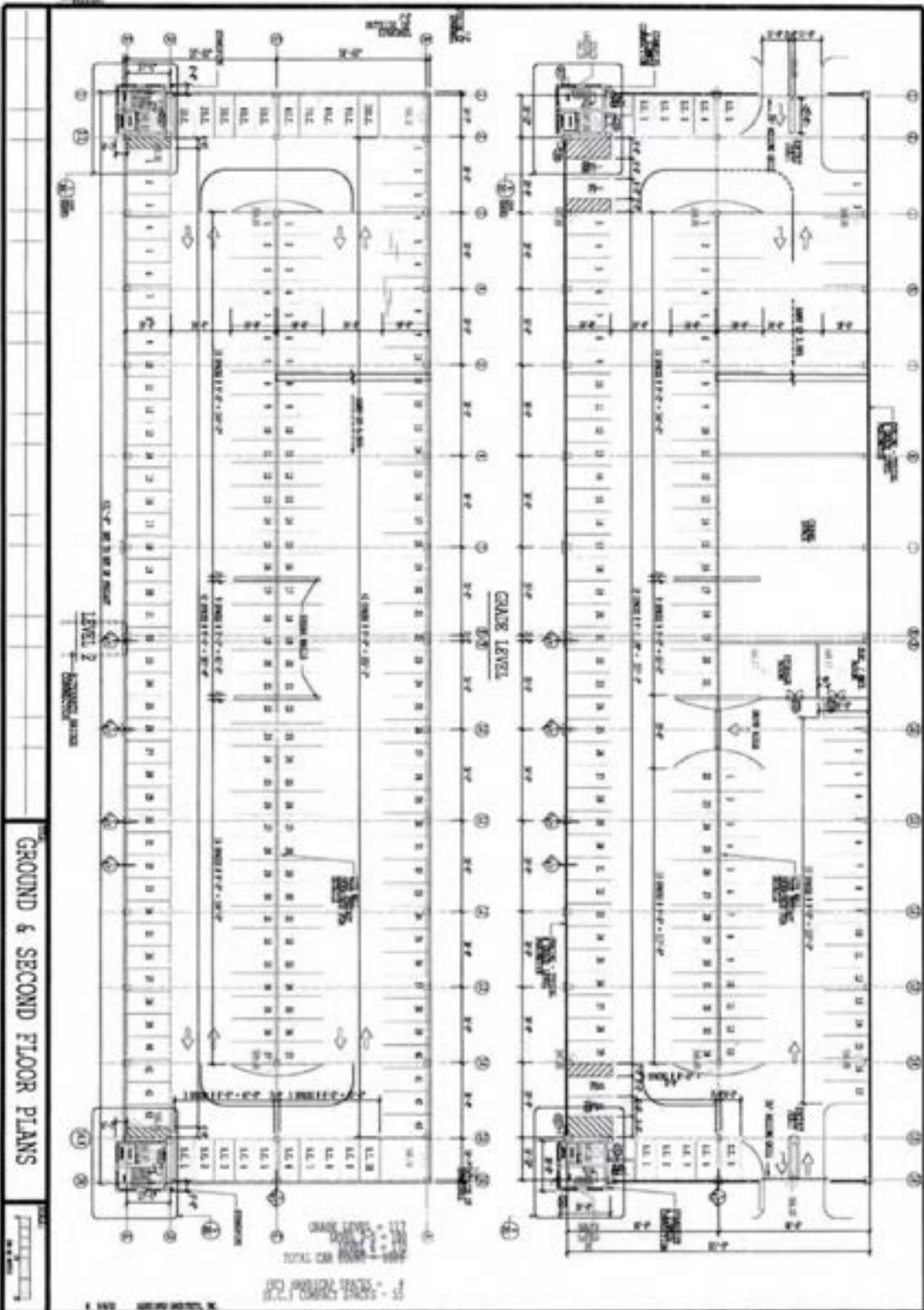
Level 1 Plan Rev
A.1.4



New Parking Garage
Marshall University

5th Avenue and John Marshall Drive
Huntington, WV 25755





GROUND & SECOND FLOOR PLANS

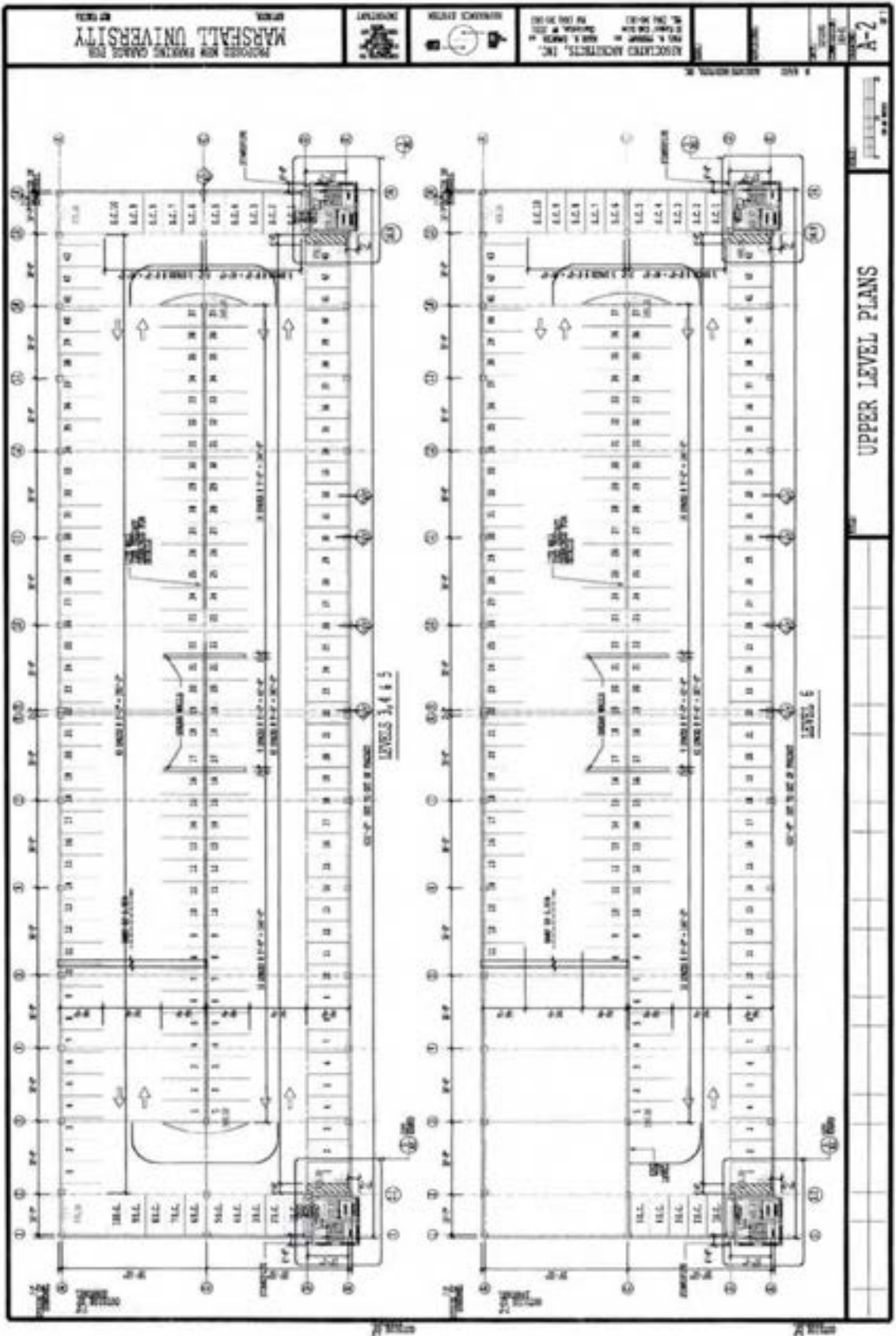
A-1

ASSOCIATED ARCHITECTS, INC.
 100 N. 10TH ST.
 SUITE 200
 CHARLOTTE, NC 28202
 PHONE: (704) 375-1111
 FAX: (704) 375-1112

PROPOSED NEW FAMILY CENTER FOR
MARSHALL UNIVERSITY
 1998



ASSOCIATED ARCHITECTS, INC.
 100 N. 10TH ST.
 SUITE 200
 CHARLOTTE, NC 28202
 PHONE: (704) 375-1111
 FAX: (704) 375-1112



PROCEEDING FROM MARSHALL UNIVERSITY
MARSHALL UNIVERSITY

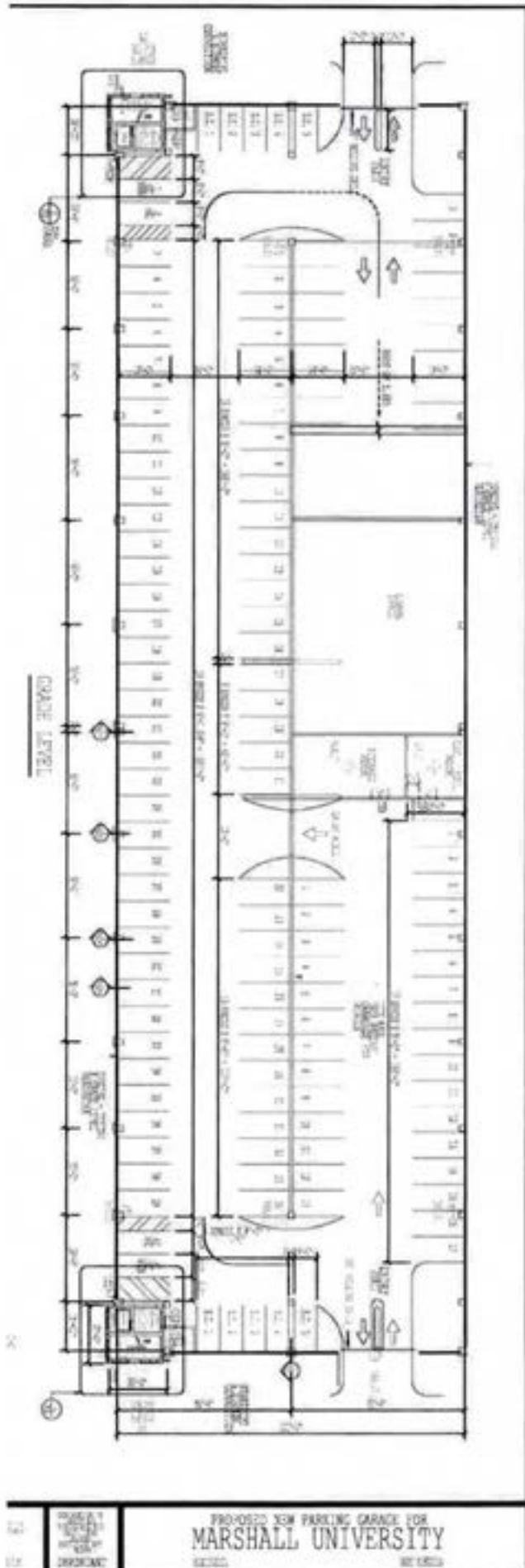


ASSOCIATED ARCHITECTS, INC.
1000 MARKET STREET
N.W. WASHINGTON, D.C. 20004

ASSOCIATED ARCHITECTS, INC.
1000 MARKET STREET
N.W. WASHINGTON, D.C. 20004

A-2

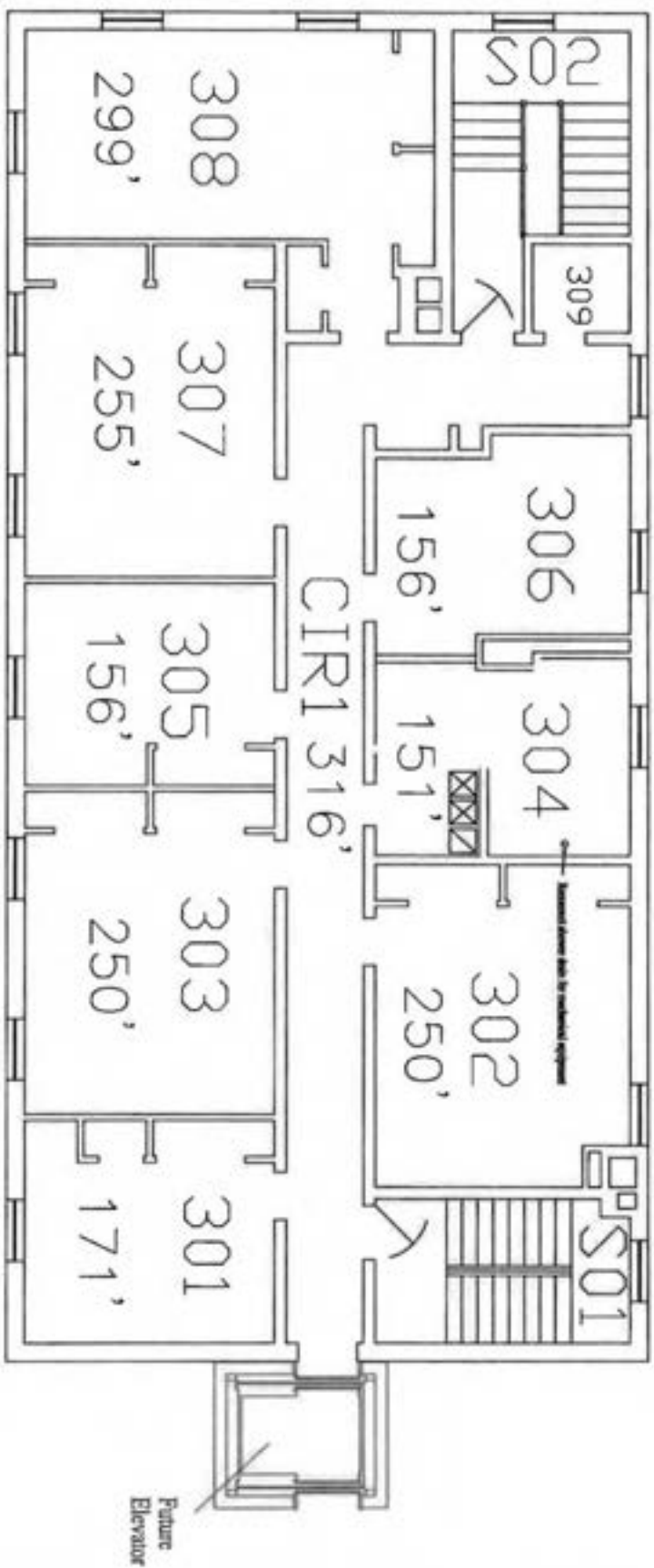
UPPER LEVEL PLANS



12
 11
 10
 9
 8
 7
 6
 5
 4
 3
 2
 1
 0
 1
 2
 3
 4
 5
 6
 7
 8
 9
 10
 11
 12

PROPOSED NEW PARKING GARAGE FOR
MARSHALL UNIVERSITY
 1972

BY 1972

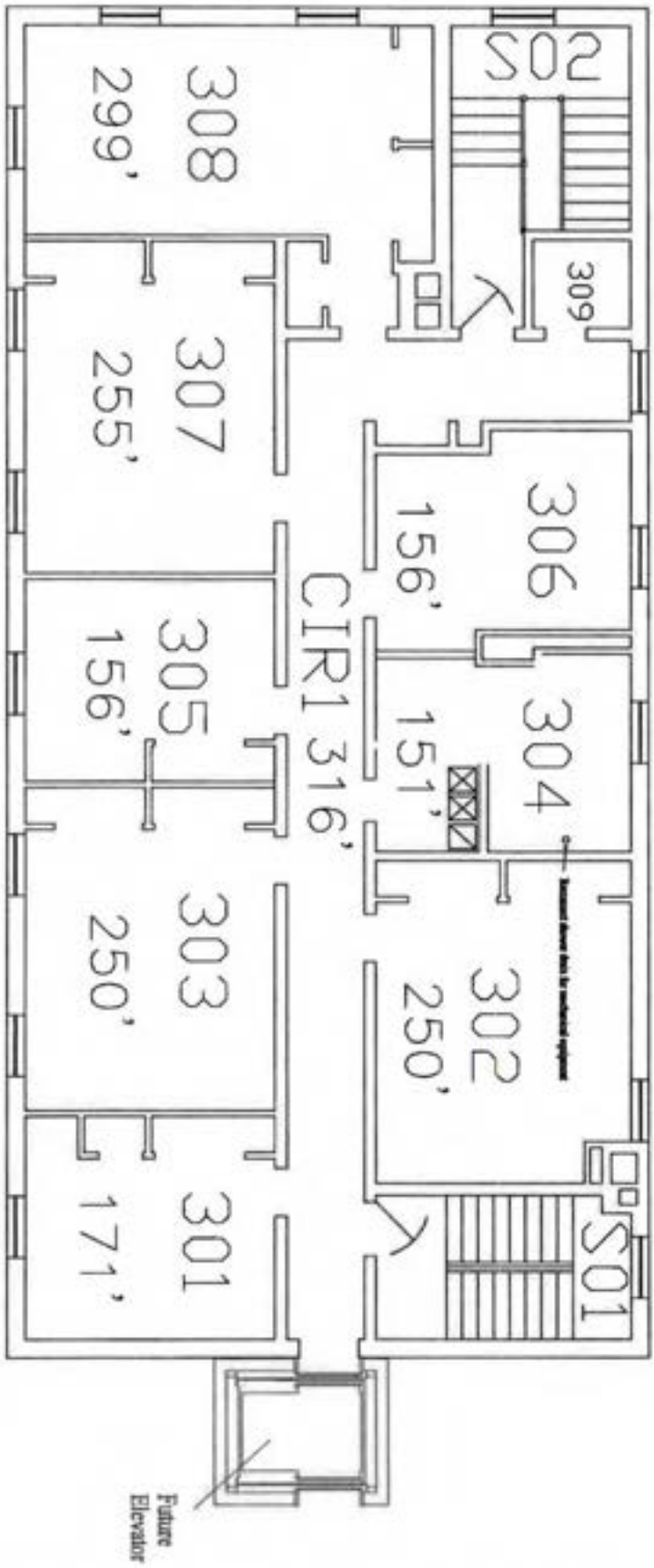


Marshall University

Omega House

3rd Floor

Date: 02/23/2007





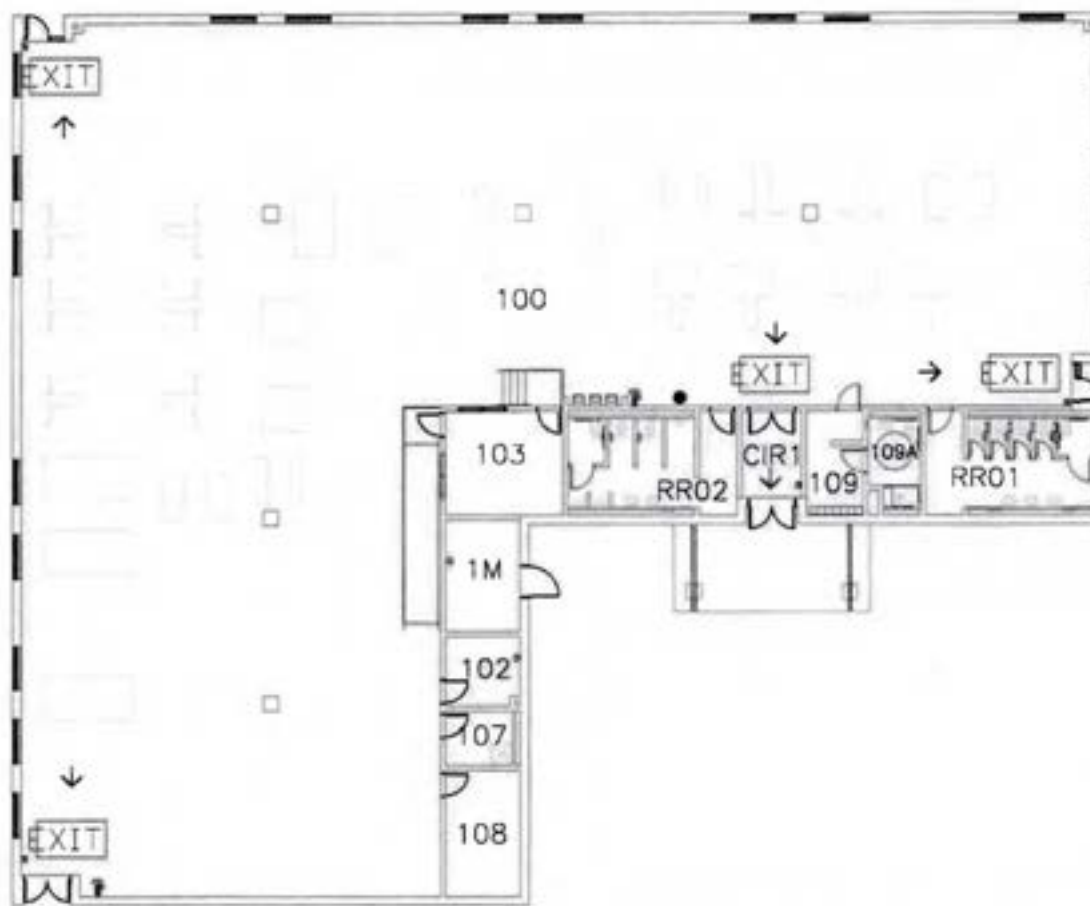
Marshall University

Omega House

Basement

Date: 02/23/2007

FIRE EVACUATION PLAN



● YOU ARE HERE

□ EXIT

⚡ FIRE EXTINGUISHER

← DIRECTION TO NEAREST EXIT

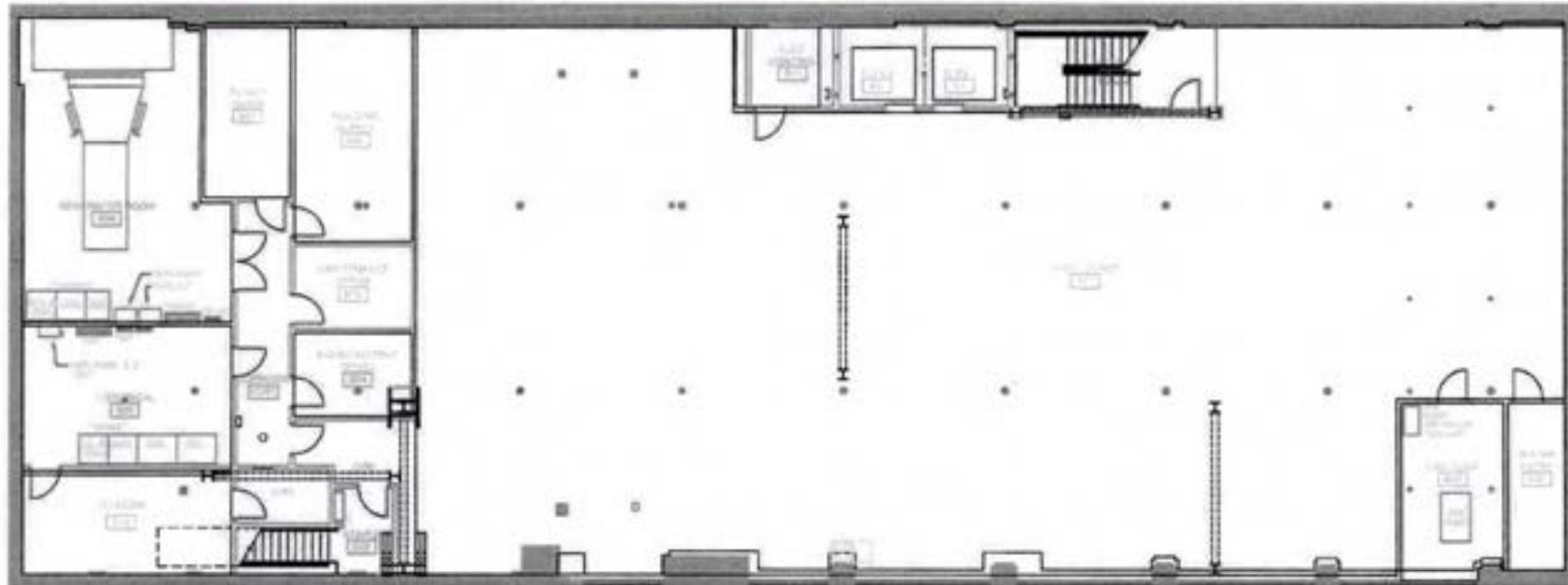
Marshall University
Main Campus 0101

Weight Trn. Complex 0097
Floor 01

Drawn By:
L. Newman
Date:
03/01/2008

File Name: 01010097
Name:
Last Revision:
03/01/2008

IN THE EVENT THAT THE BUILDING FIRE ALARM SYSTEM SOUNDS, PROCEED AS RAPIDLY AS POSSIBLE TO THE NEAREST EXIT STAIR. ELEVATORS ARE NOT TO BE USED DURING FIRE DRILLS AND/OR POPULATION FIRE.



Marshall University
Main Campus 0102

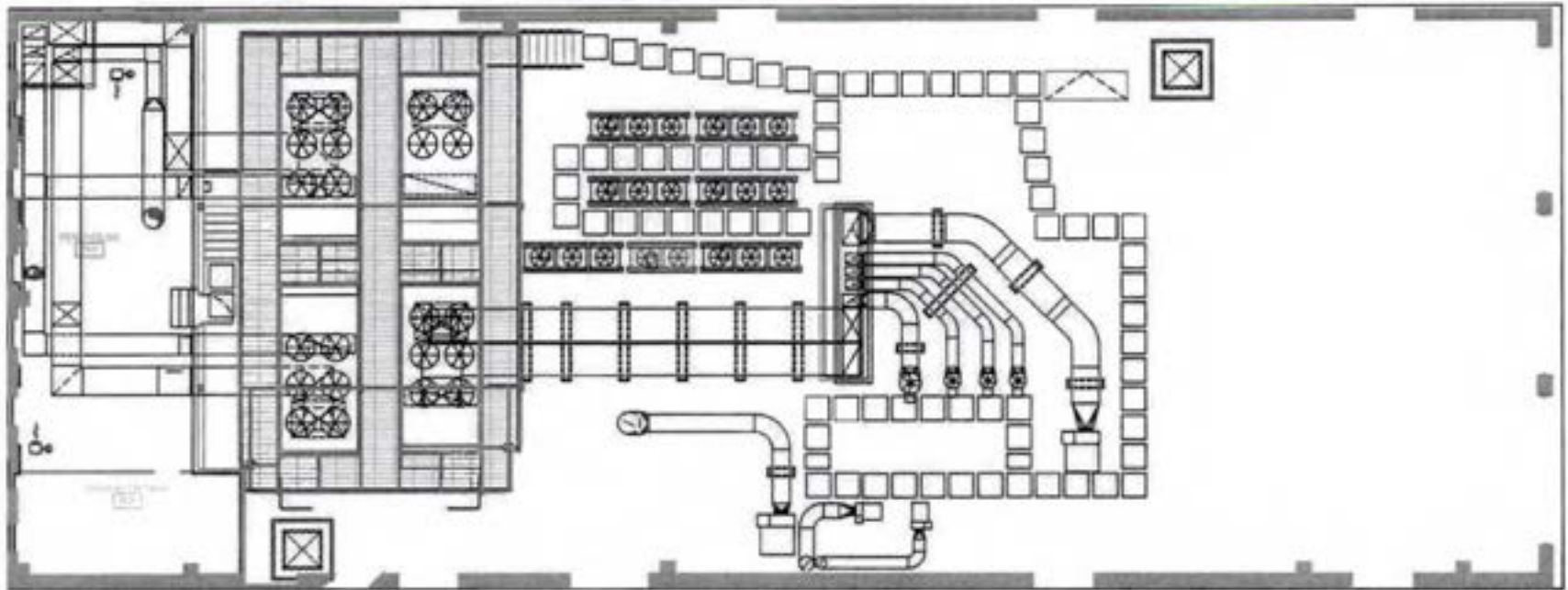
Visual Art Center
Floor

0110
Basement

Drawn By: _____
Date: 05/01/2014

File Name: 01020110
Name _____
Last Revision: _____

IN THE EVENT THAT THE BUILDING FIRE ALARM SYSTEM SOUNDS, PROCEED AS RAPIDLY AS POSSIBLE TO THE NEAREST EXIT STAIR. ELEVATORS ARE NOT TO BE USED DURING FIRE DRILLS AND/OR EMERGENCY EVACUATIONS.



Marshall University
Main Campus 0102

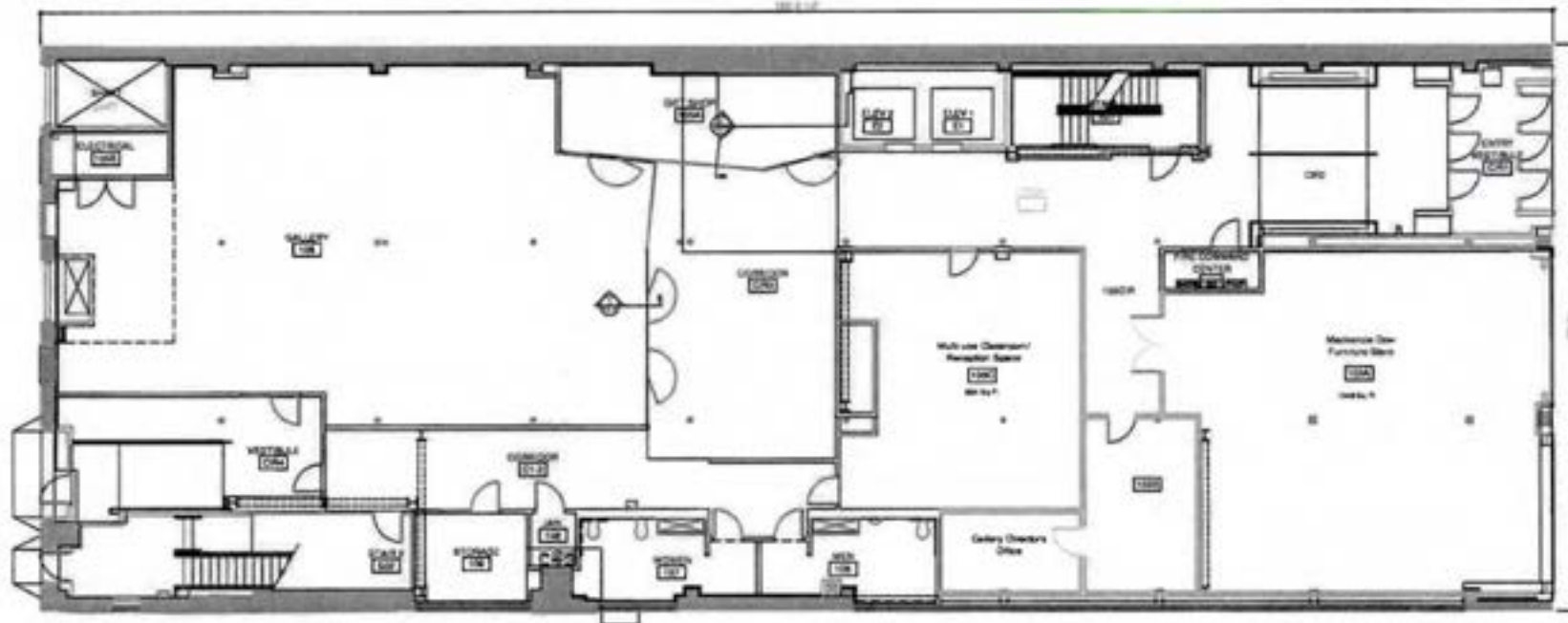
Visual Art Center
Floor

0110
Penthouse

Drawn By: _____
Date: 06/01/2014

File Name: 01020110
Name
Last Revision: _____

IN THE EVENT THAT THE BUILDING FIRE ALARM SYSTEM SOUNDS, PROCEED AS RAPIDLY AS POSSIBLE TO THE NEAREST EXIT STAIR.
ELEVATORS ARE NOT TO BE USED DURING FIRE DRILLS AND/OR POTENTIAL FIRES.



Marshall University
Main Campus 0102

Visual Art Center
Floor

0110
01

Drawn By: _____
Date: 05/01/2014

File Name: 01020110
Name
Last Revision: _____

IN THE EVENT THAT THE BUILDING FIRE ALARM SYSTEM SOUNDS, PROCEED AS RAPIDLY AS POSSIBLE TO THE NEAREST EXIT STAR. ELEVATORS ARE NOT TO BE USED DURING FIRE DRILLS AND/OR POTENTIAL FIRES.



Marshall University
Main Campus 0102

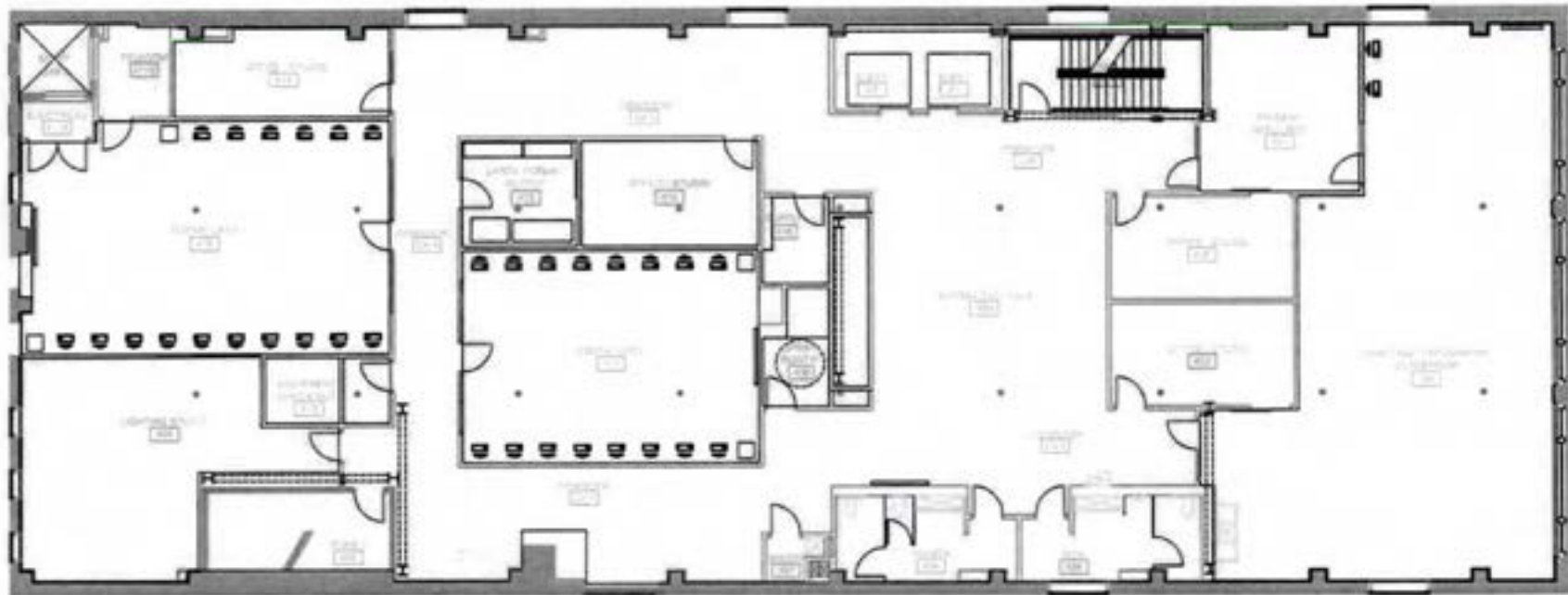
Visual Art Center
Floor

0110
02

Drawn By: _____
Date: 05/01/2014

File Name: 01020110
Name
Last Revision: _____

IN THE EVENT THAT THE BUILDING FIRE ALARM SYSTEM SOUNDS, PROCEED AS RAPIDLY AS POSSIBLE TO THE NEAREST EXIT STAIR. ELEVATORS ARE NOT TO BE USED DURING FIRE CALLS AND/OR POTENTIAL FIRES.



Marshall University Main Campus 0102	Visual Art Center Floor	0110 04	Drawn By: _____ Date: 05/01/2014	File Name: 01020110 Name _____ Last Revision: _____ <small>IN THE EVENT THAT THE BUILDING FIRE ALARM SYSTEM SOUNDS, PROCEED AS RAPIDLY AS POSSIBLE TO THE NEAREST EXIT STAIR. ELEVATORS ARE NOT TO BE USED DURING FIRE DRILLS AND/OR POTENTIAL FIRE.</small>
---	--	--------------------------	-------------------------------------	---



Marshall University
Main Campus 0102

Visual Art Center
Floor

0110
06

Drawn By: _____
Date: 05/01/2014

File Name: 01020110
Name
Last Revision: _____

IN THE EVENT THAT THE BUILDING FIRE ALARM SYSTEM SOUNDS, PROCEED AS RAPIDLY AS POSSIBLE TO THE NEAREST EXIT STAIR.
ELEVATORS ARE NOT TO BE USED DURING FIRE DRILLS AND/OR POTENTIAL FIRES.



Marshall University
Main Campus 0102

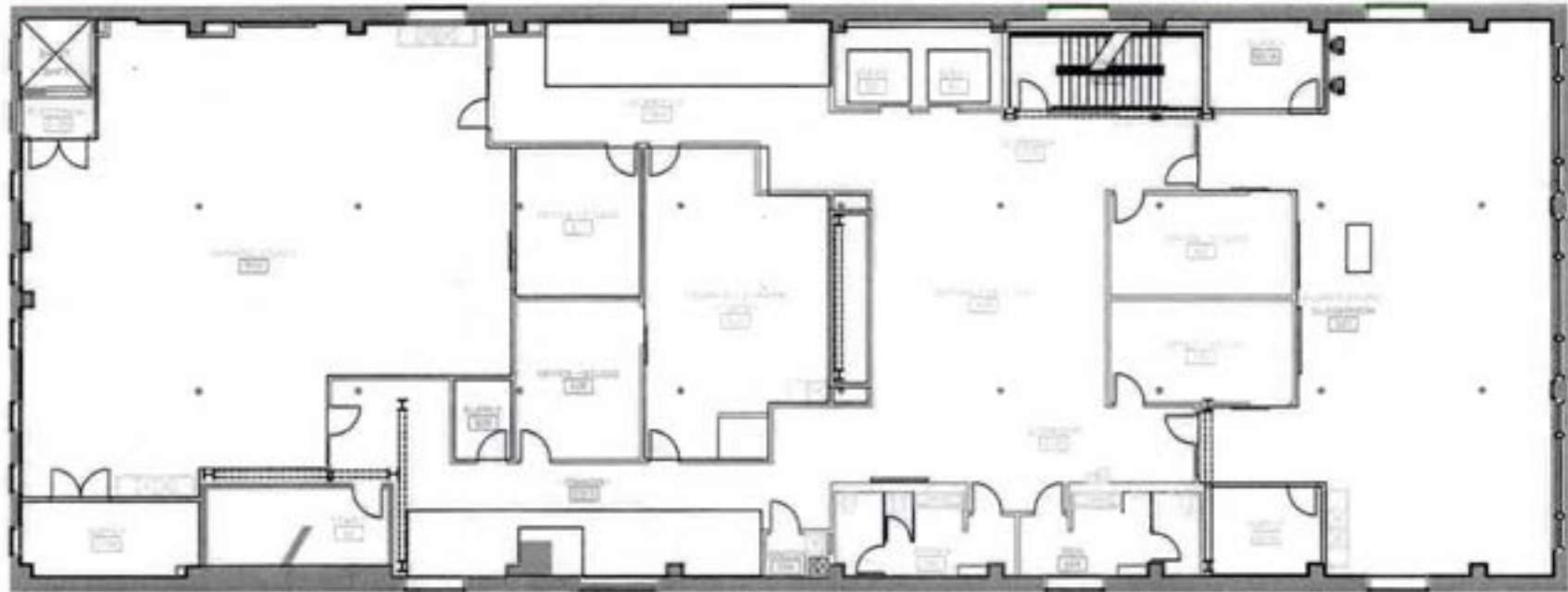
Visual Art Center
Floor

0110
03

Drawn By: _____
Date: 05/01/2014

File Name: 01020110
Name _____
Last Revision: _____

IN THE EVENT THAT THE BUILDING FIRE ALARM SYSTEM SOUNDS, PROCEED AS RAPIDLY AS POSSIBLE TO THE NEAREST EXIT STAIR. ELEVATORS ARE NOT TO BE USED DURING FIRE DRILLS AND/OR POTENTIAL CASES.



Marshall University
Main Campus 0102

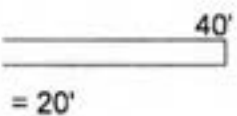
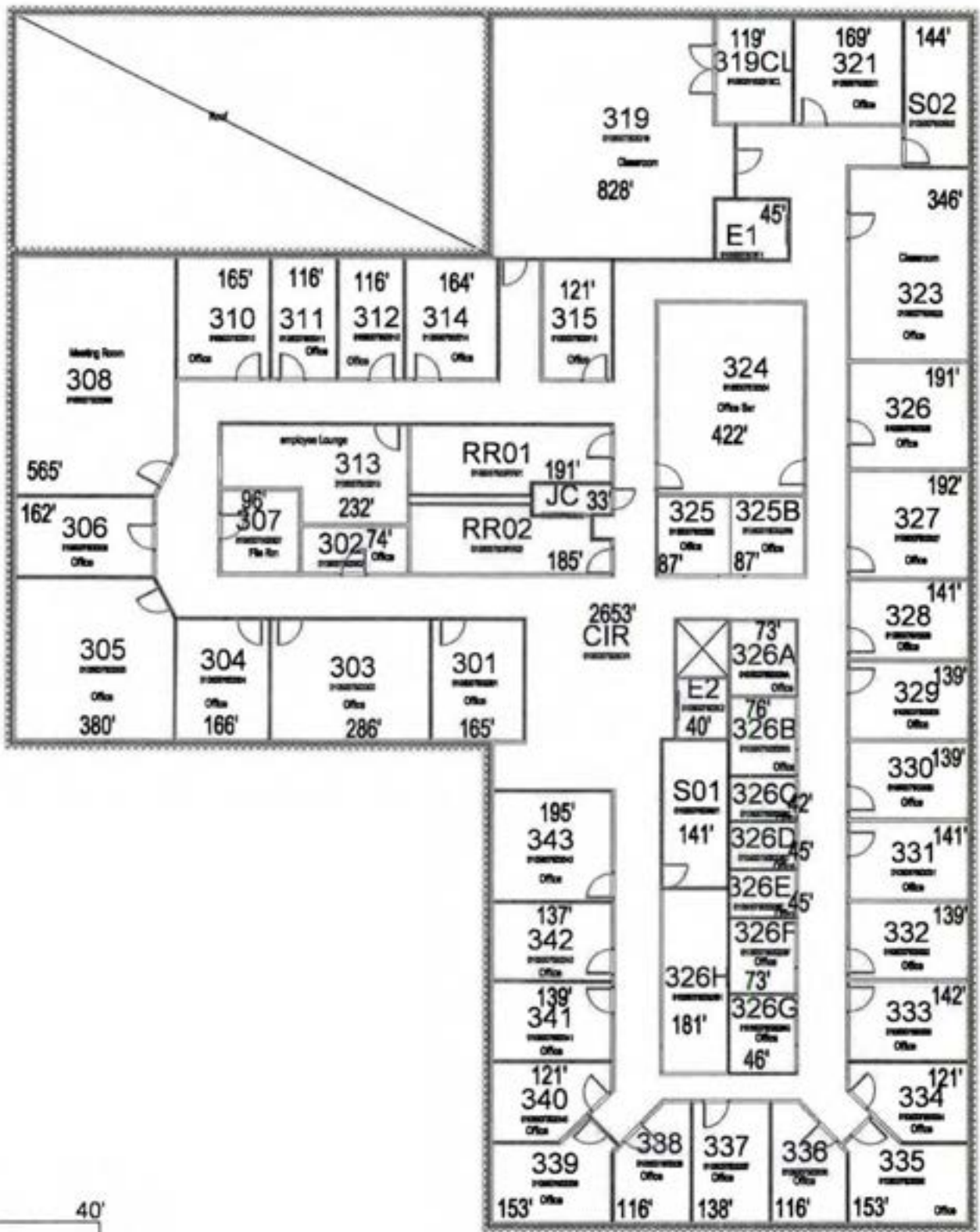
Visual Art Center
Floor

0110
05

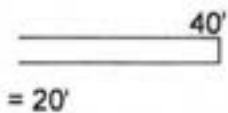
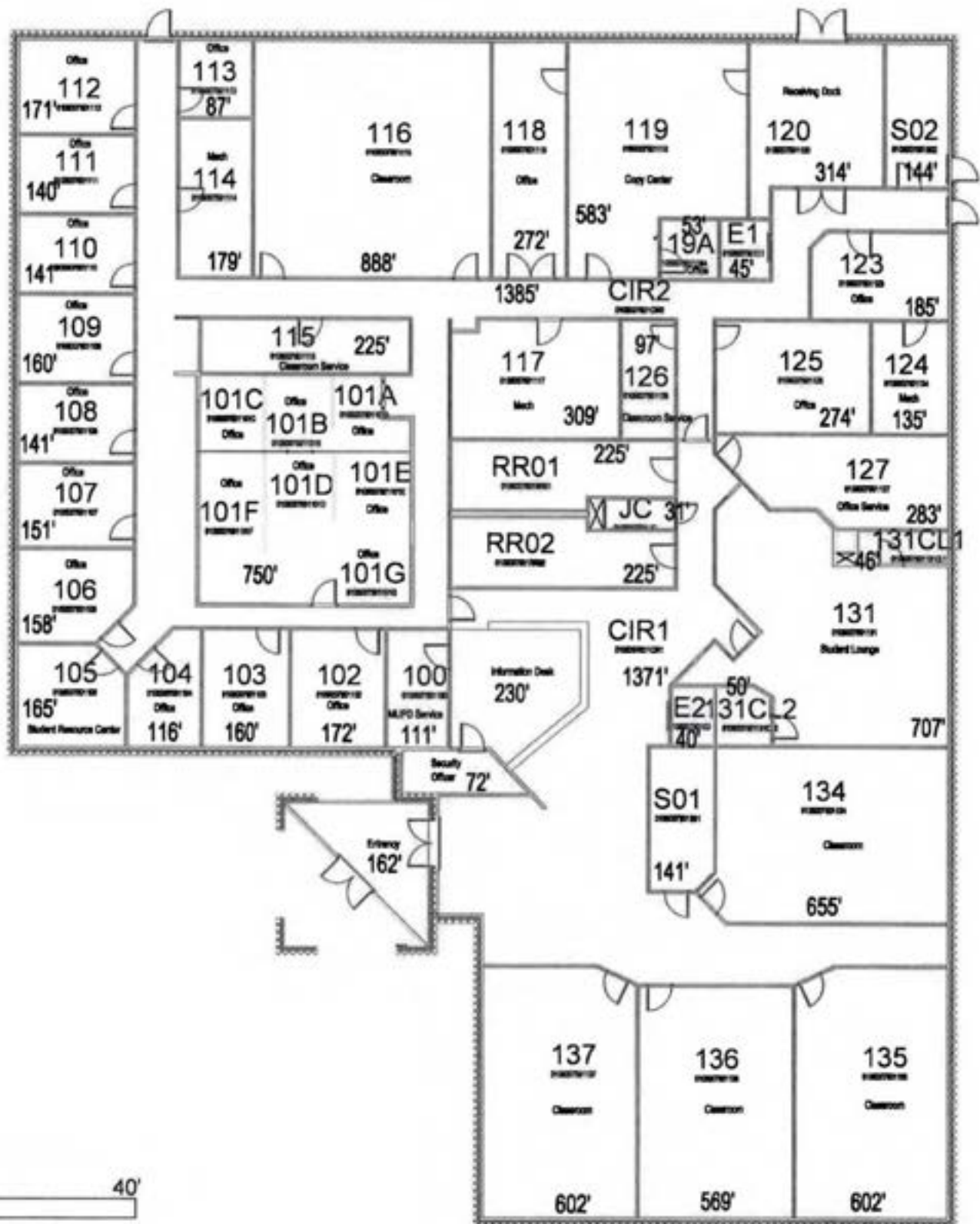
Drawn By: _____
Date: 05/01/2014

File Name: 01020110
Name
Last Revision: _____

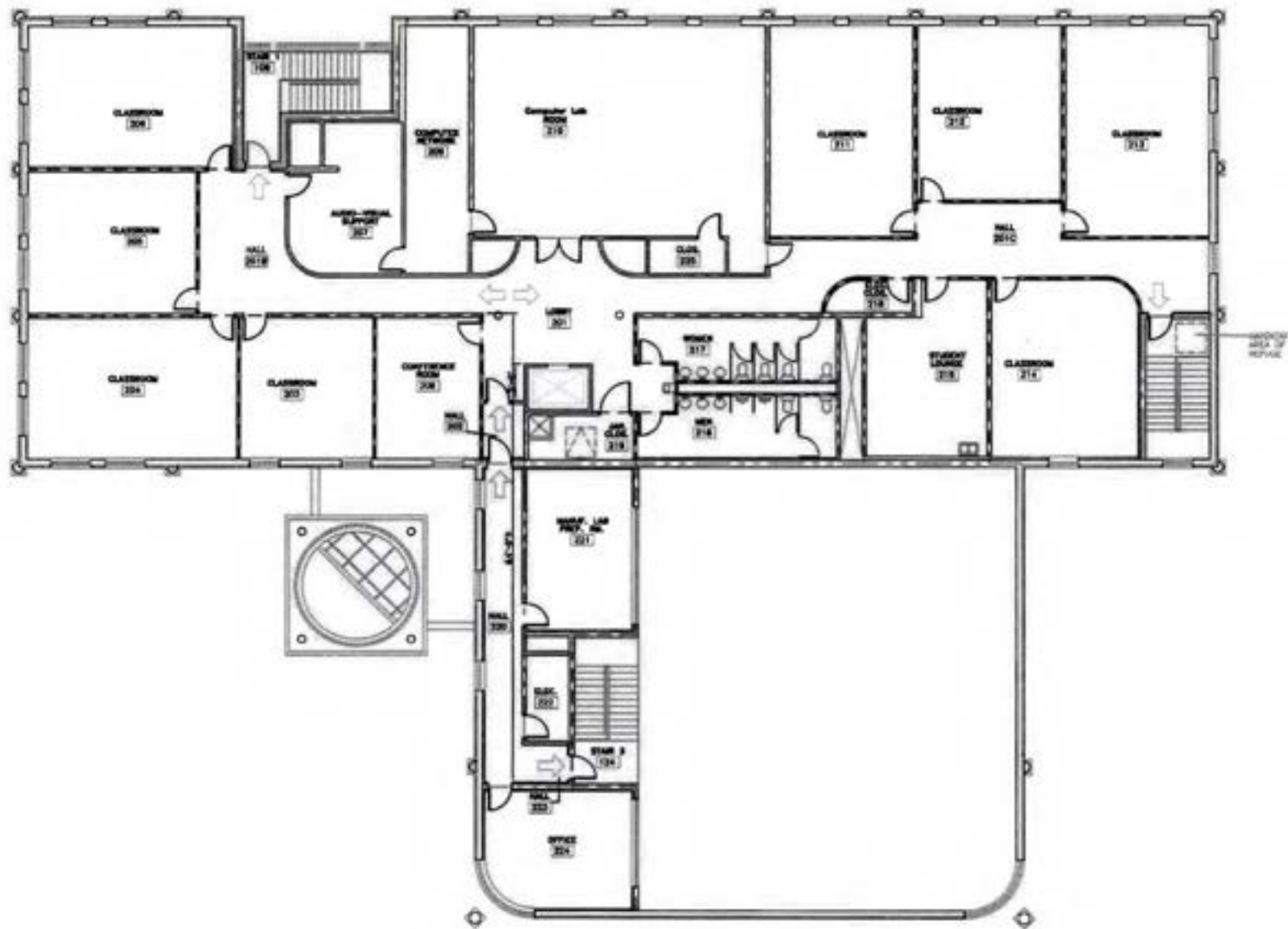
IN THE EVENT THAT THE BUILDING FIRE ALARM SYSTEM SOUNDS, PROCEED AS RAPIDLY AS POSSIBLE TO THE NEAREST EXIT STAIR. ELEVATORS ARE NOT TO BE USED DURING FIRE DRILLS AND/OR POTENTIAL FIRES.



University of North Carolina	Graduate Administrative	0076	Drawn By:	File Name
	Floor	03	L. Newman	Name
			Date:	Last Rev
			05/01/1995	08/01/20:



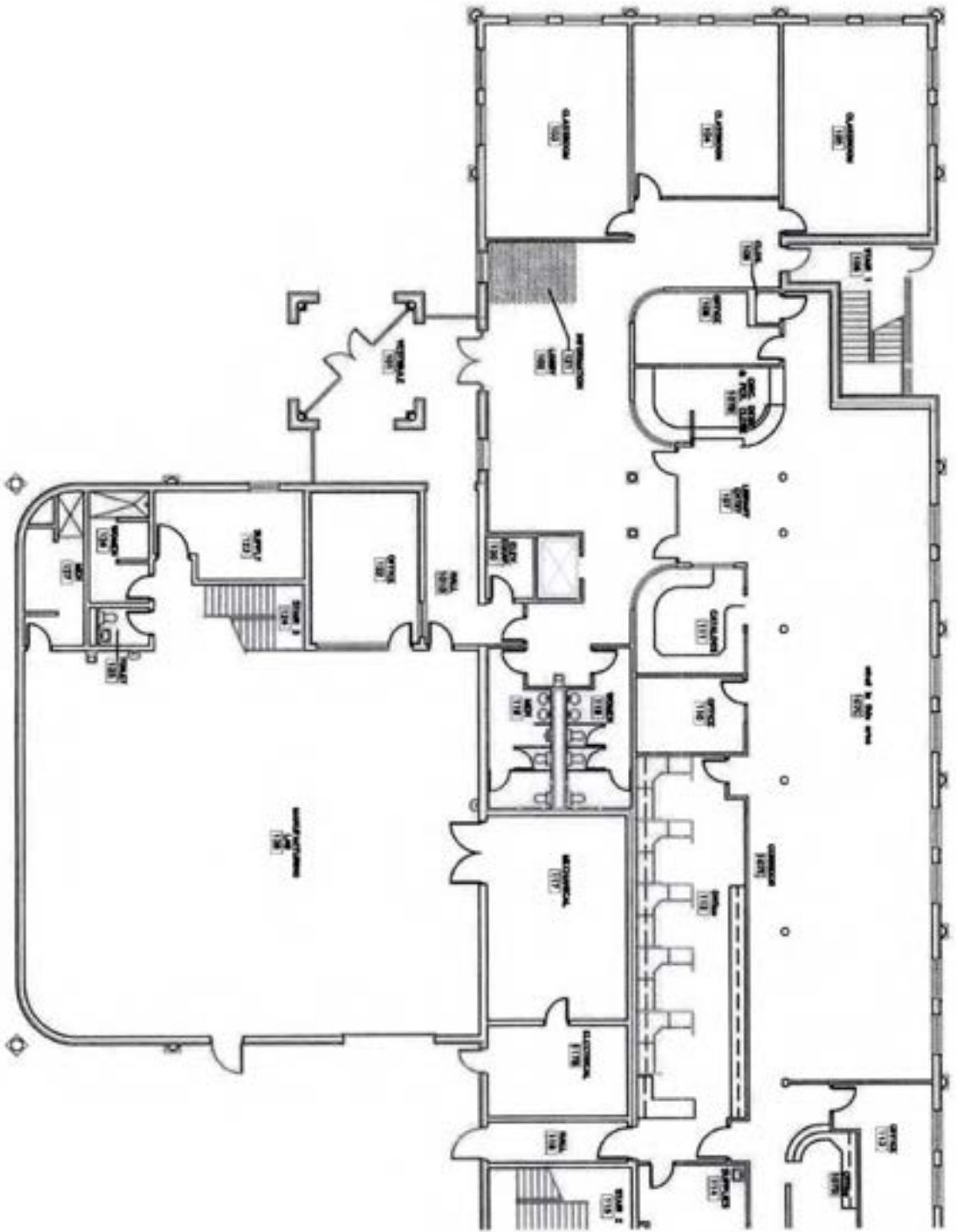
University of North Carolina	Graduate Administrative Floor	0076 01	Drawn By:	Fi
			L. Newman	N
			Date:	Lj
			05/01/1995	0c



4

7

SECOND FLOOR

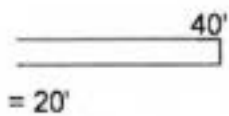
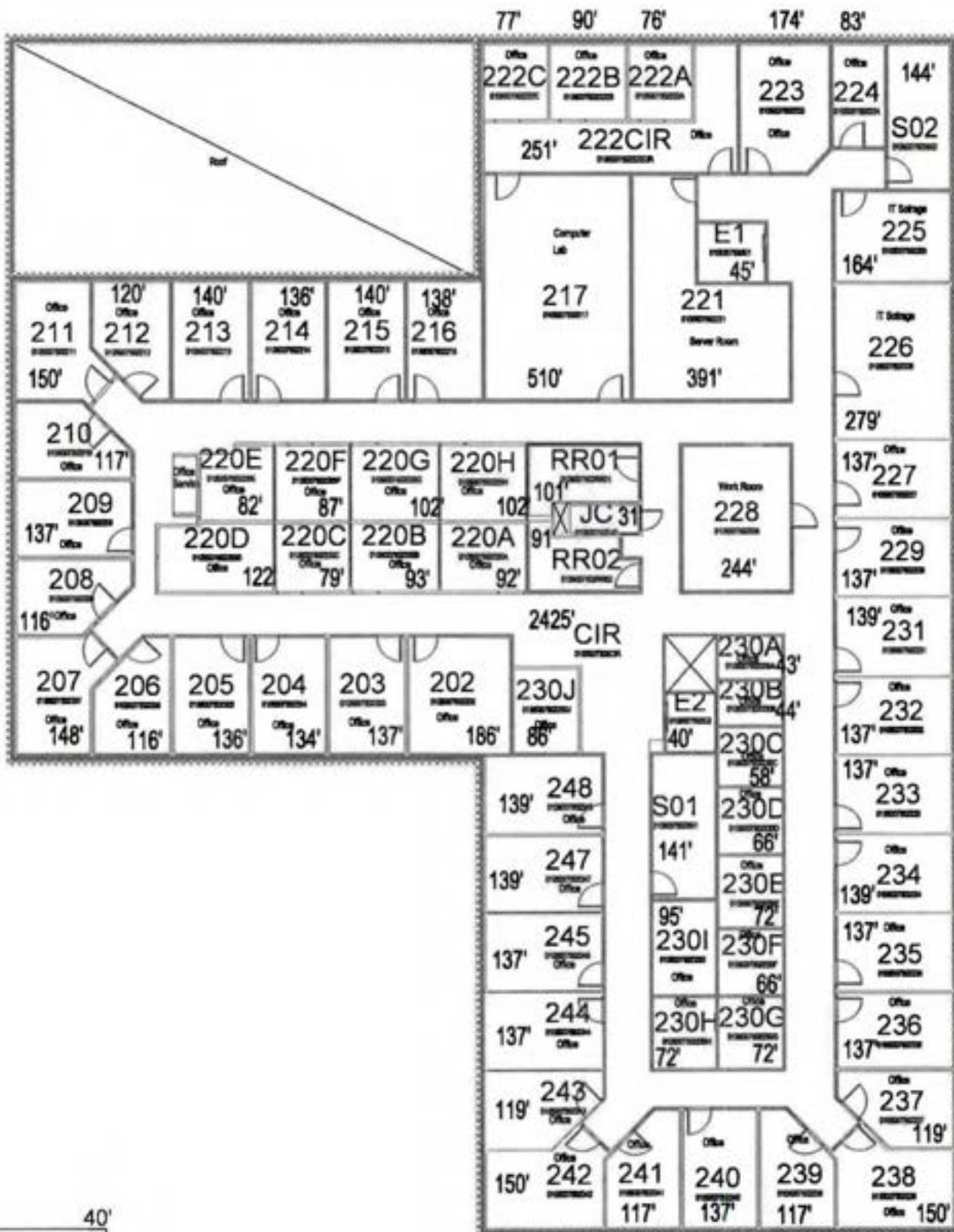


①

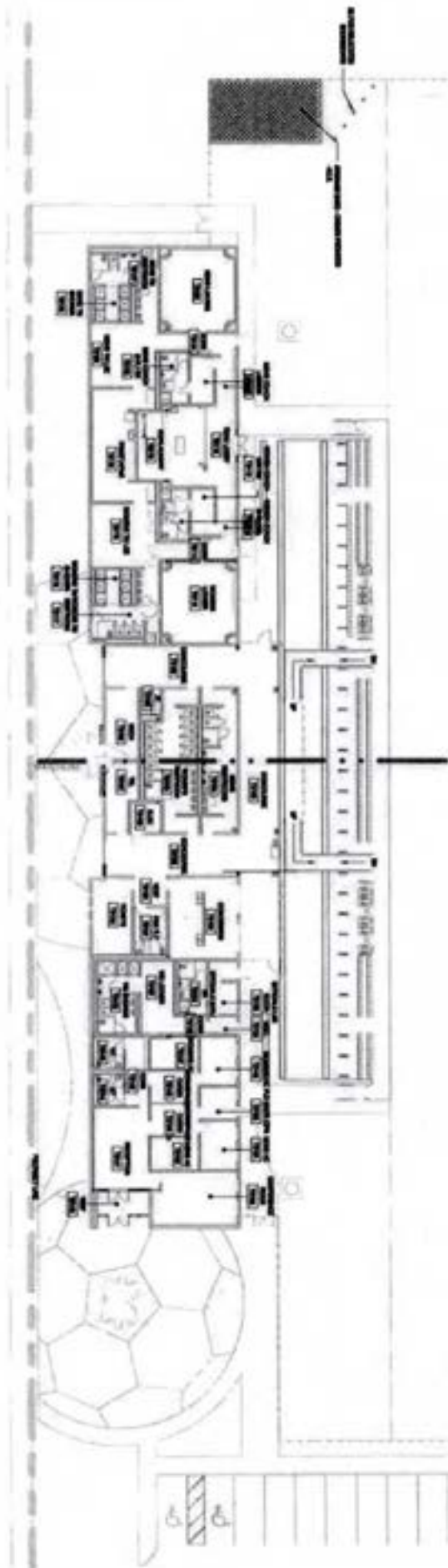
②

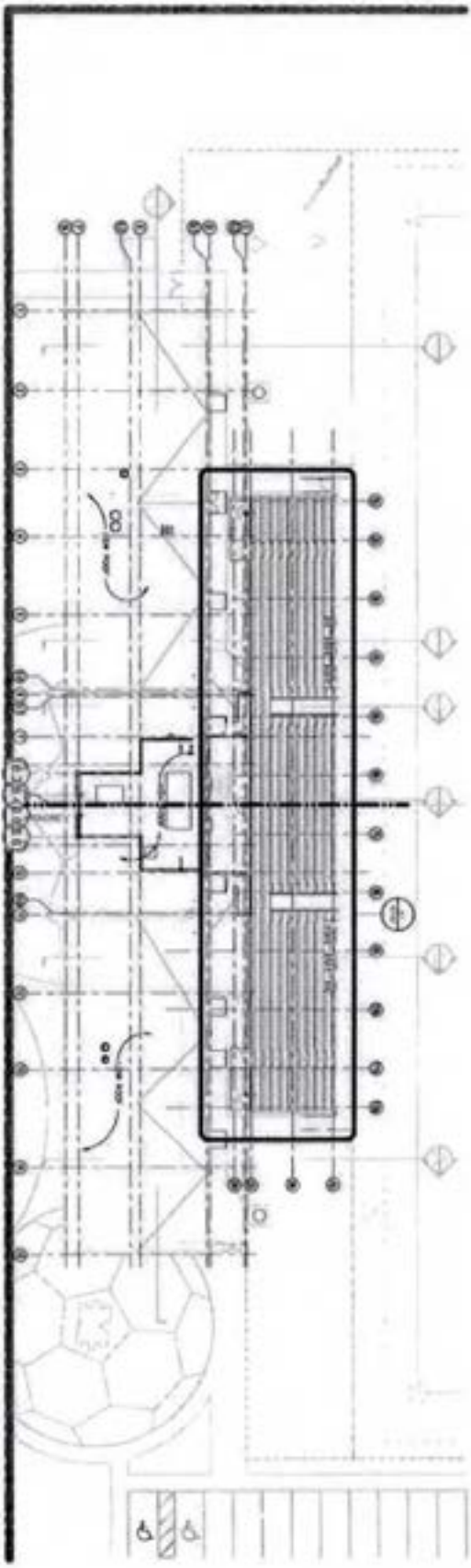
GROUND FLOOR PLAN

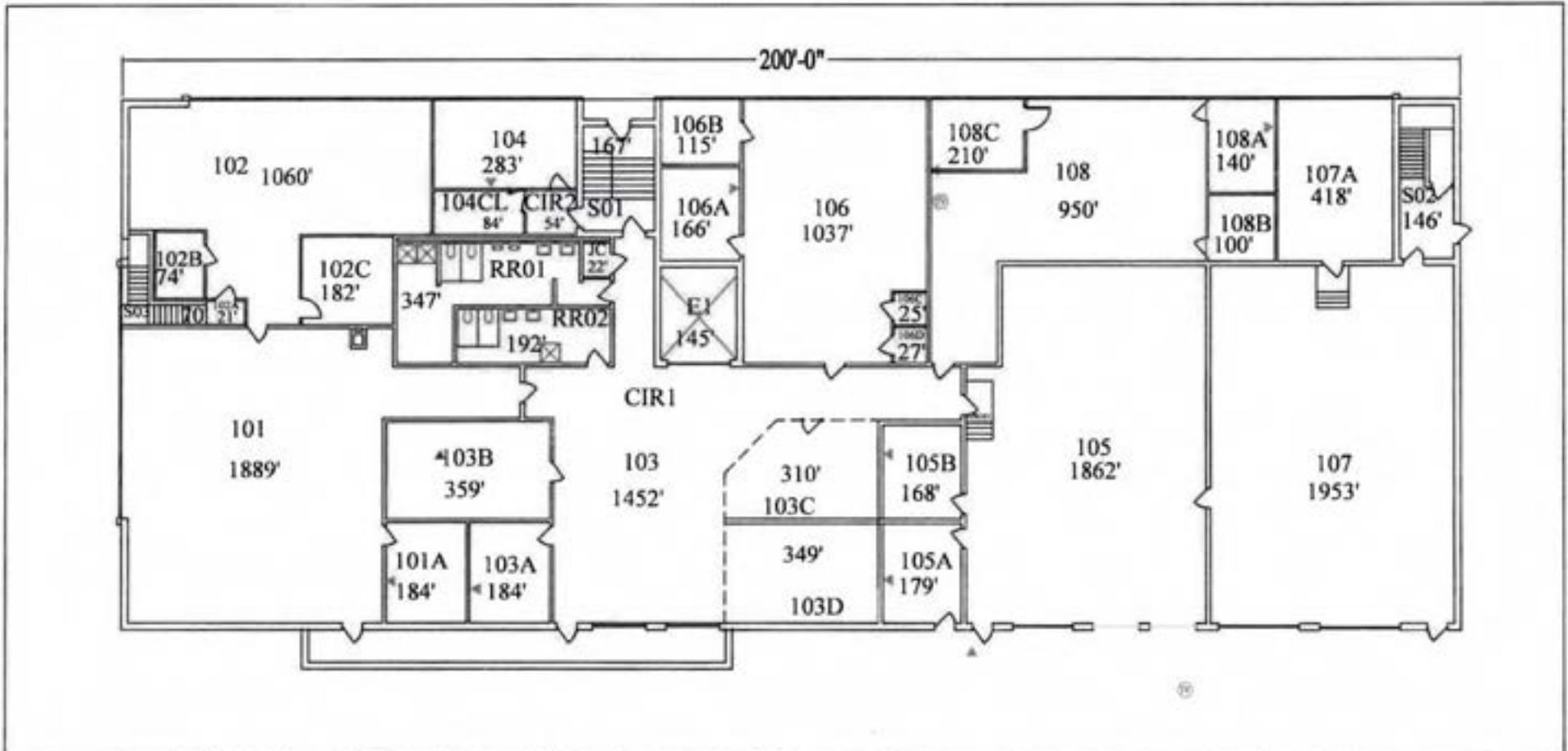




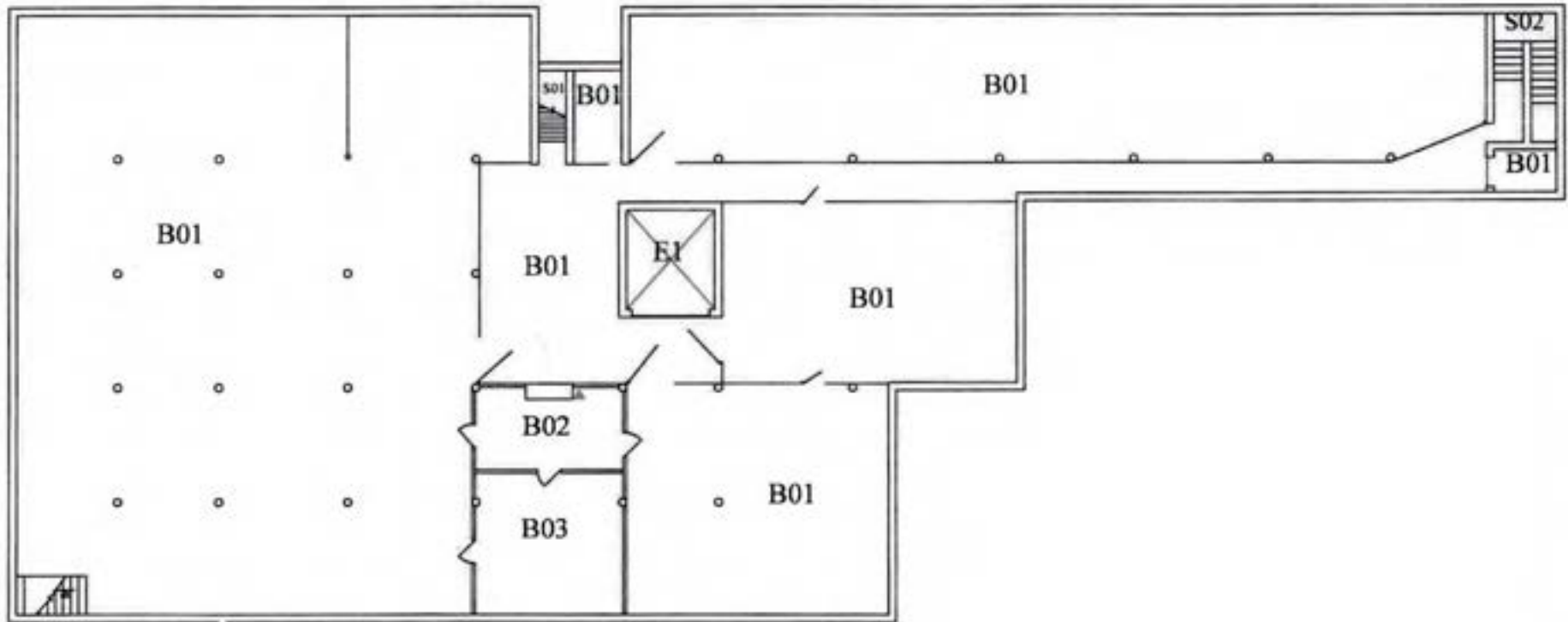
iversity on	Graduate Administrative 0076 Floor 02	Drawn By: L. Newman Date: 05/01/1995	F N L 0
----------------	--	---	------------------







Marshall University Main Campus 0101	Sorrell Maintenance Building 0009 Floor 01	Drawn by: _____ L. Newman 05/01/2006	File Name: 01010009_1 Name: _____ Last Revision: _____ 05/01/2007
---	---	--	--



Marshall University
Main Campus 0101

Sorrell Maintenance Building 0009
Floor 0B

Drawn By: _____
L. Newman
Date: 05/01/2006

File Name: 01010009_B
Name
Last Revision: _____
05/01/2007

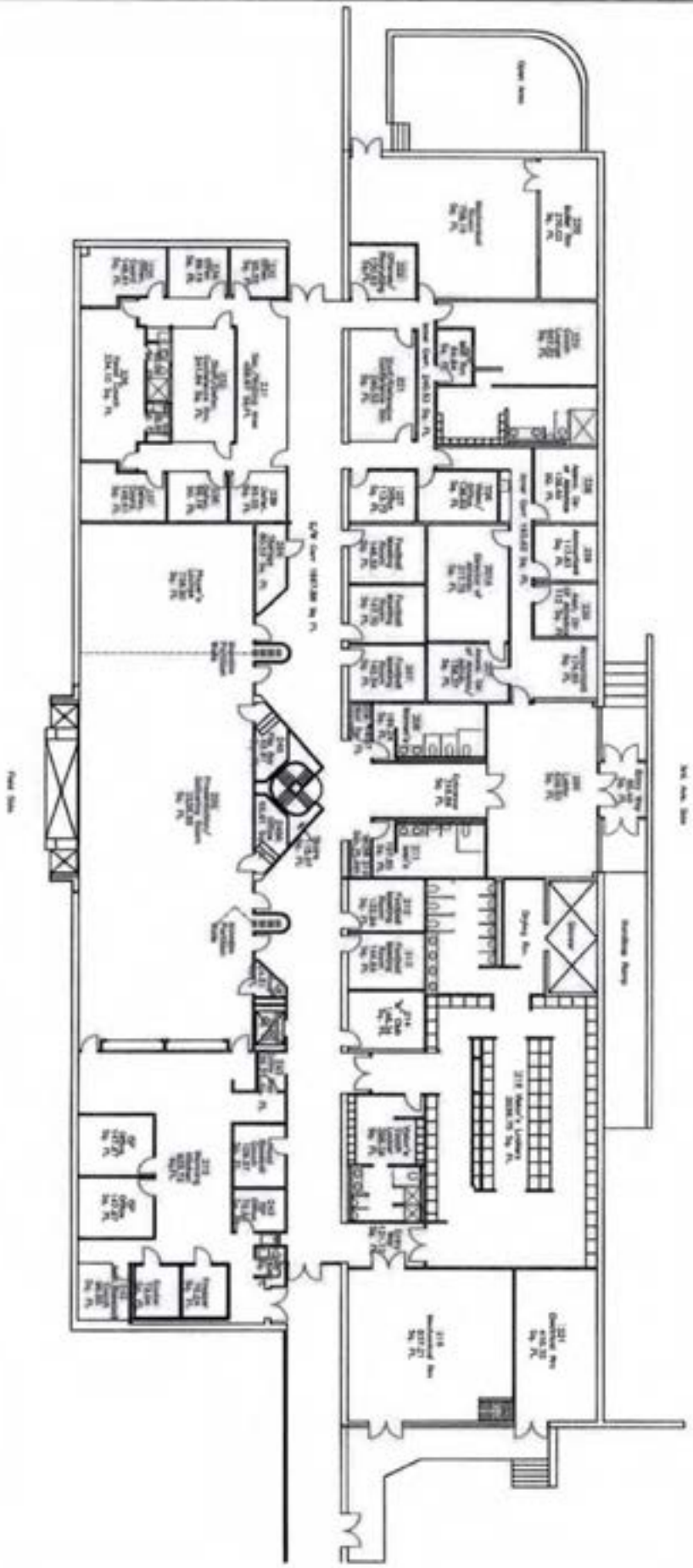
Marshall University
Main Campus 0101

Facilities Building
Floor

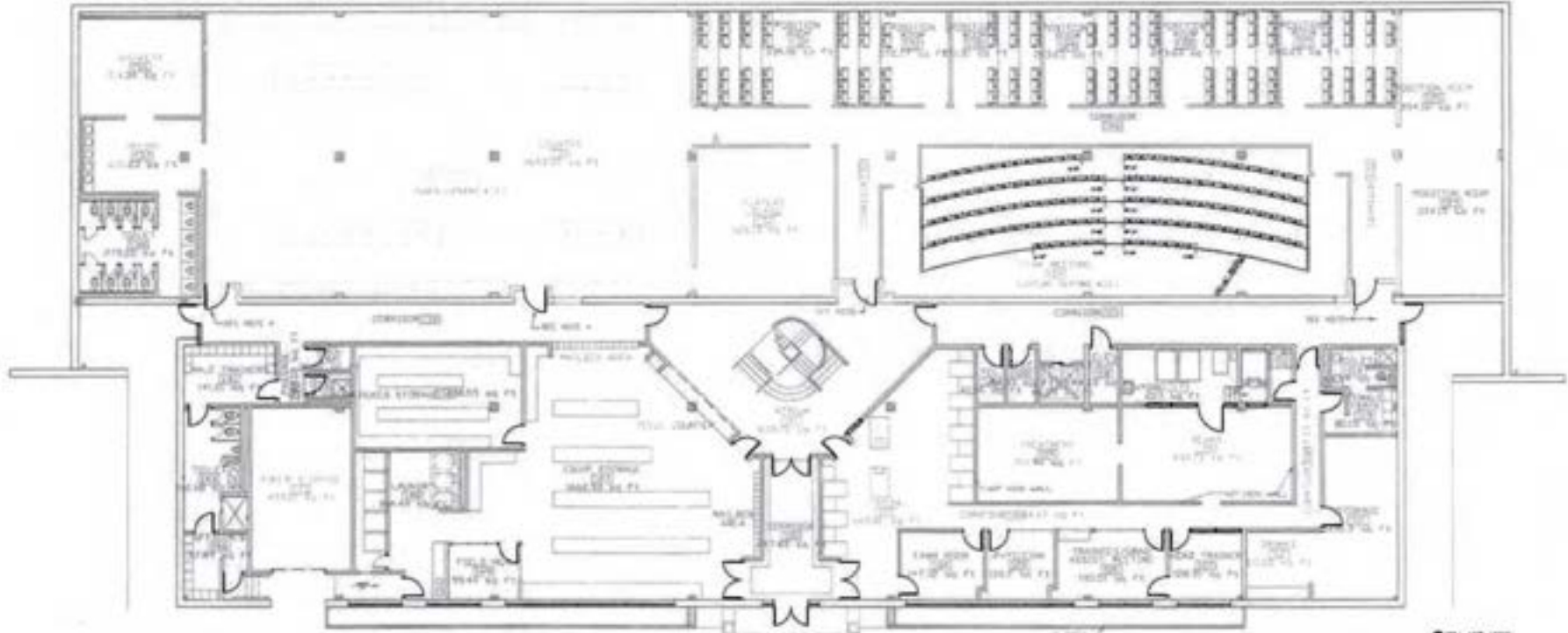
0029
02

02/15/1995
02/15/1995

02/15/1995
02/15/1995



FIRE EVACUATION PLAN



Marshall University
Main Campus 0101

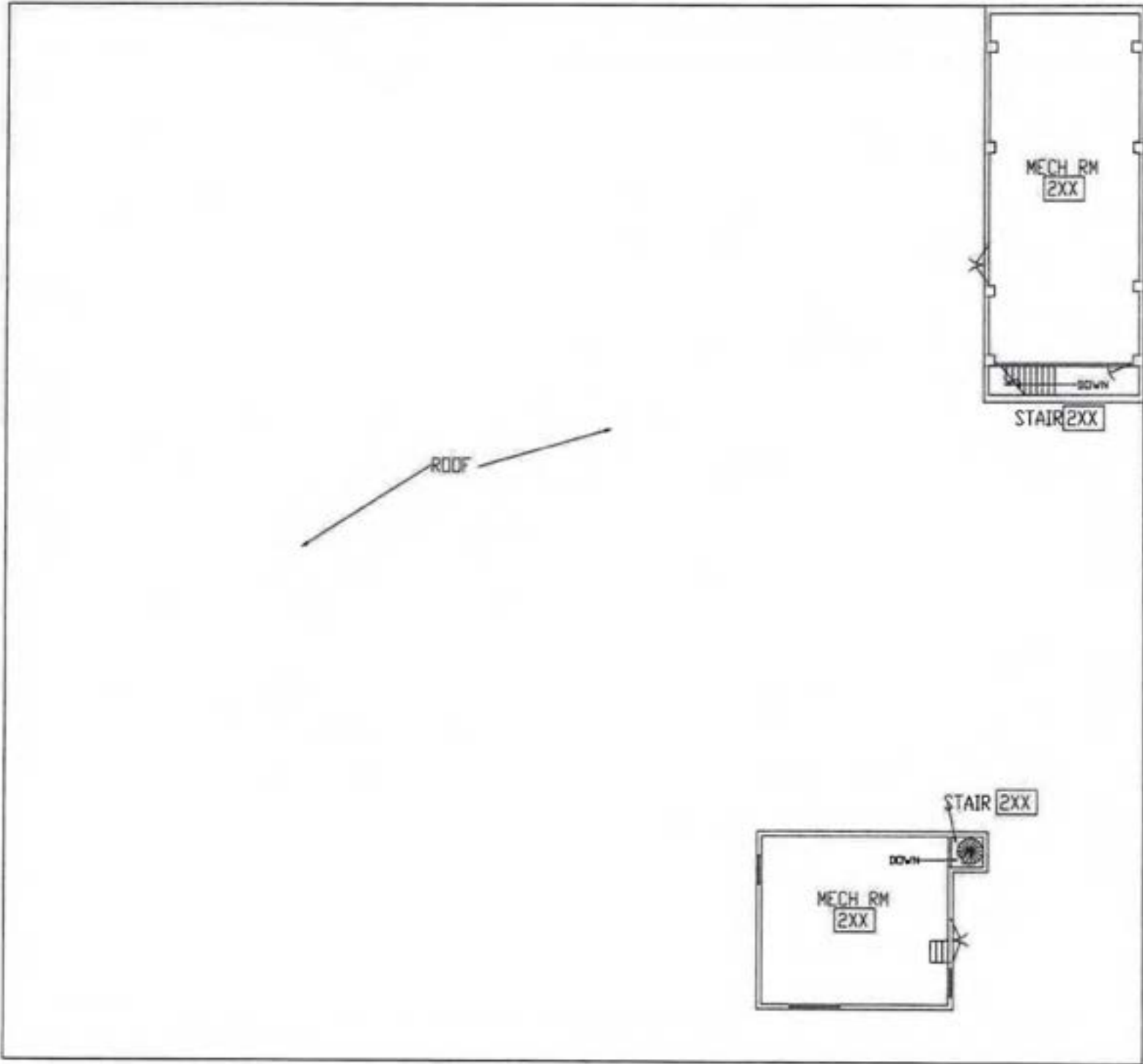
Facilities Building
Floor

0029
01

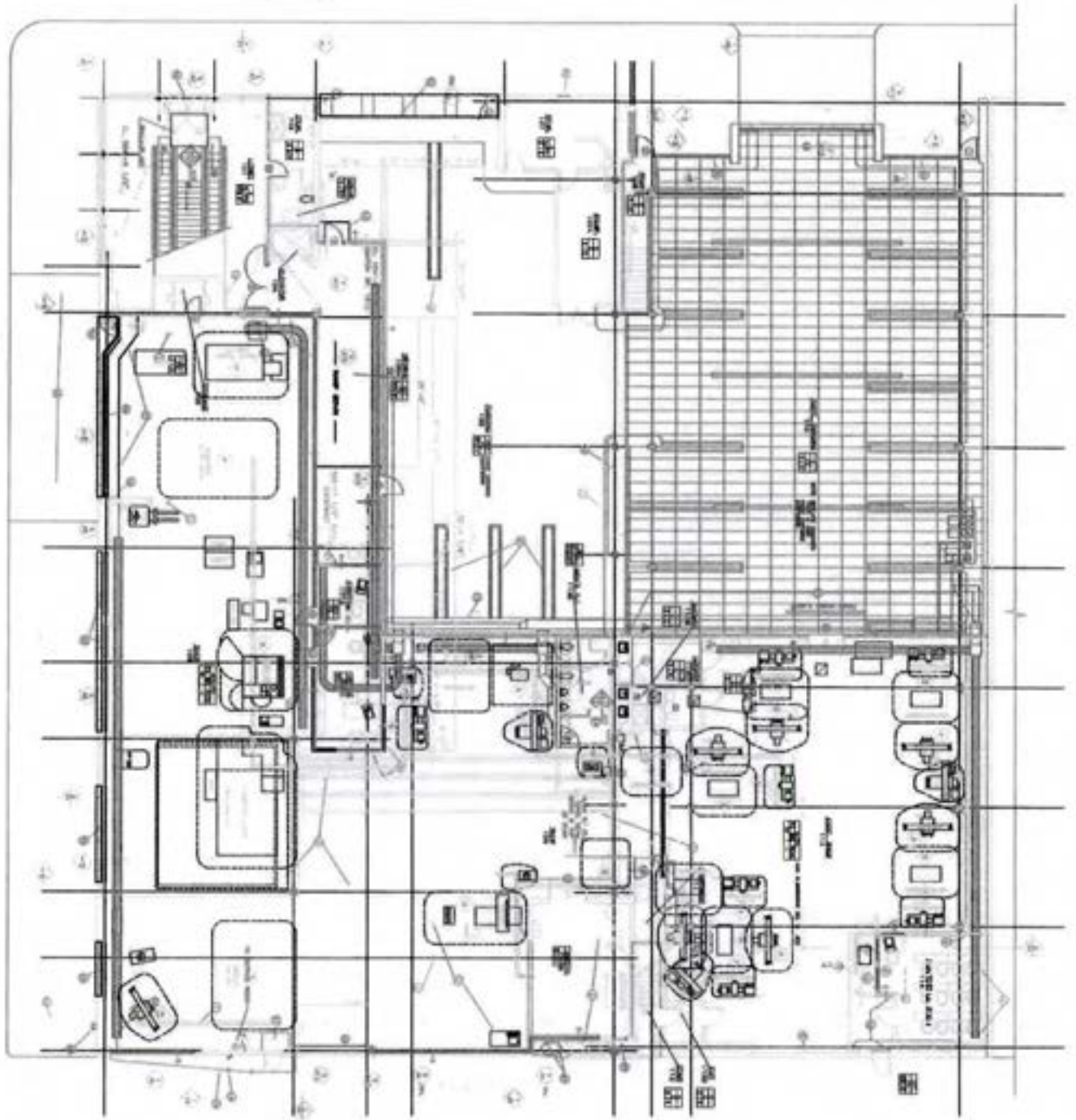
Drawn by
C. Newman
Date
06/01/1996

File Name: C011004
Name
Last Revision
06/15/2002

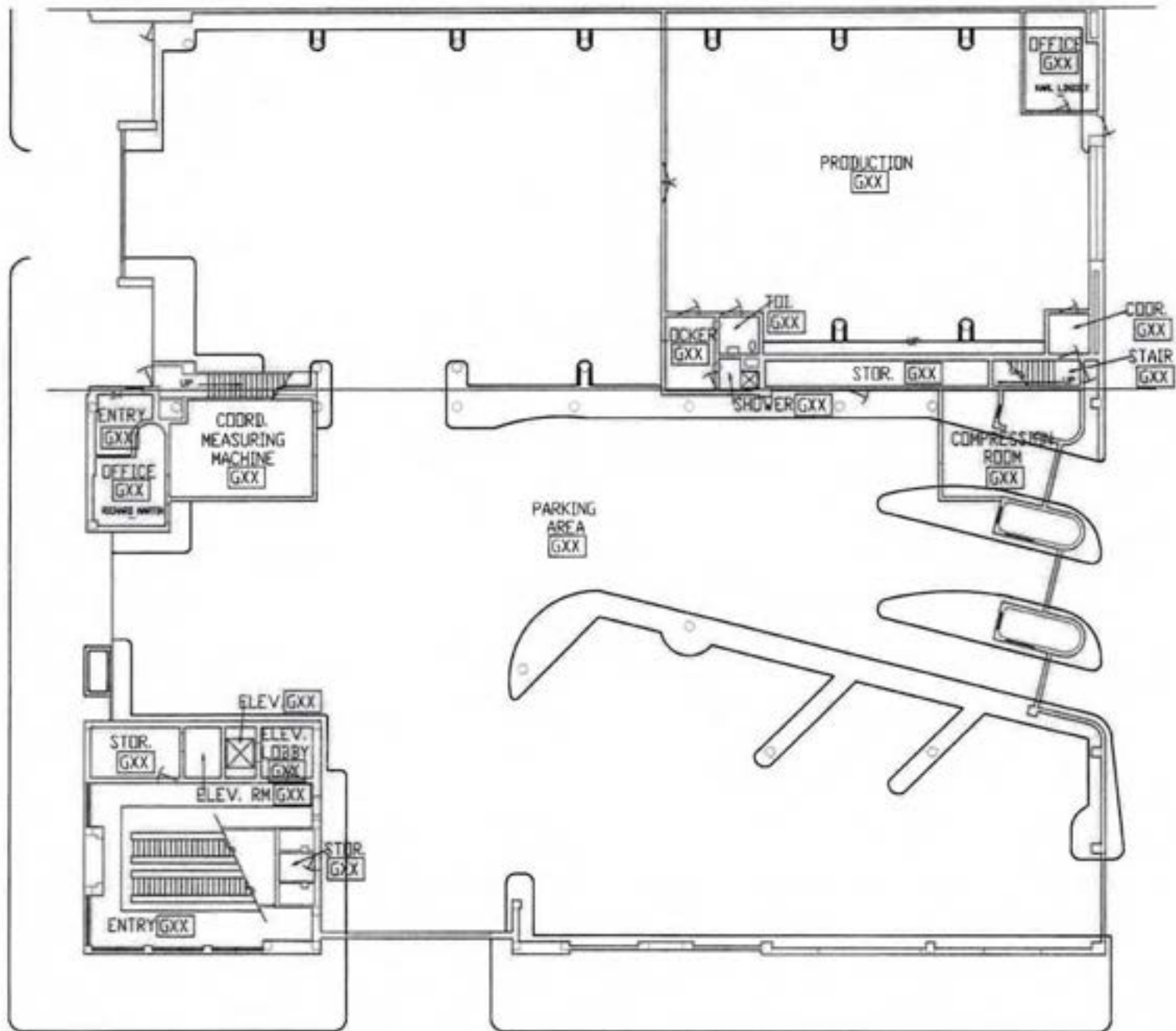
IN THE EVENT THAT THE BUILDING FIRE ALARM
SOUNDS, LEAVE THE BUILDING AT ONCE AND
PROCEED TO THE DESIGNATED EXIT POINT.
FAC 0101, MARSHALL UNIV. CAMPUS
06/15/2002, 10:25:02 AM

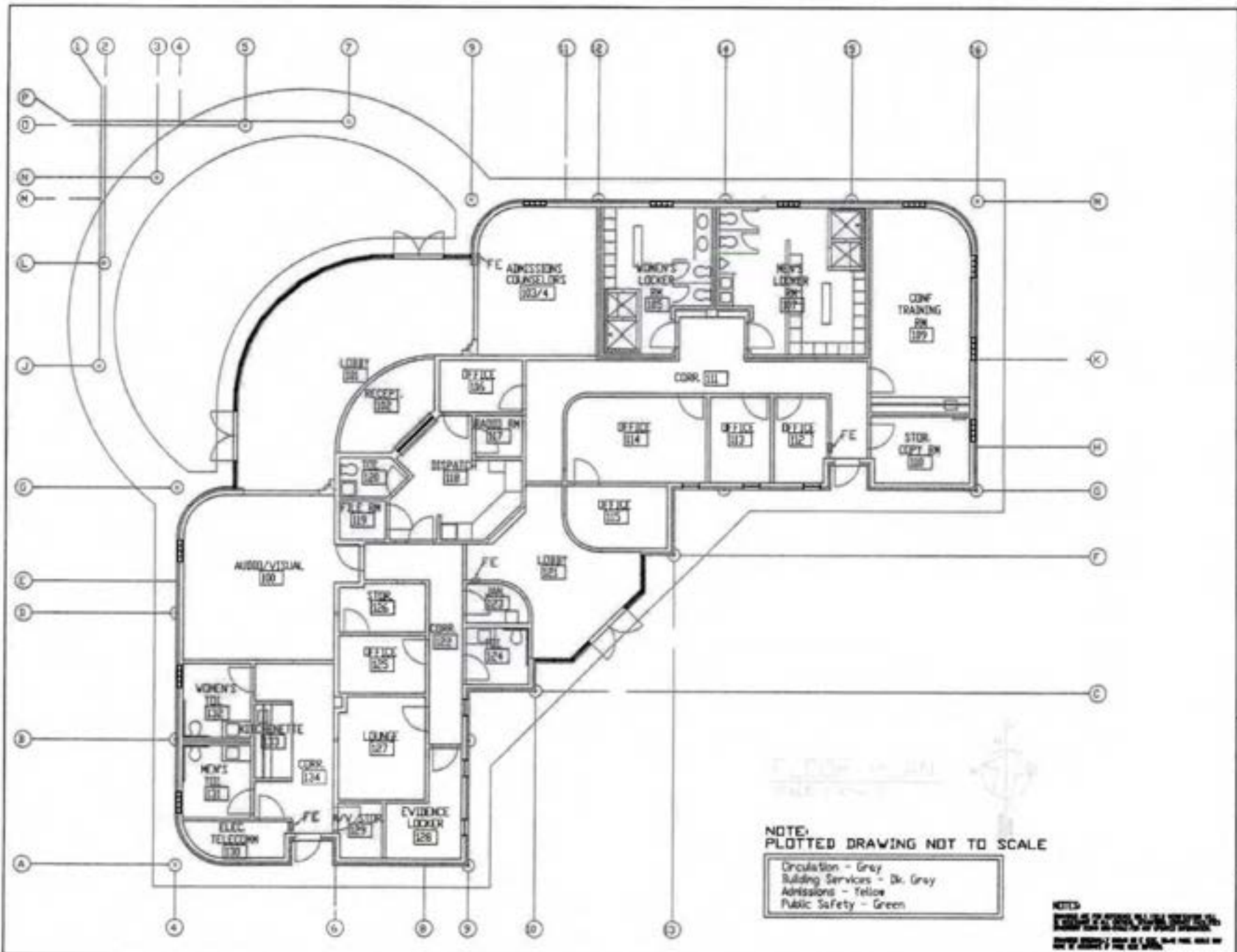


GENERAL FLOOR EQUIPMENT



EXISTING BUILDING





NOTE:
PLOTTED DRAWING NOT TO SCALE

- Circulation - Grey
- Building Services - Dk. Grey
- Admissions - Yellow
- Public Safety - Green

NOTES
 1. THIS IS A PRELIMINARY DRAWING AND IS SUBJECT TO CHANGE WITHOUT NOTICE.
 2. ALL DIMENSIONS ARE TO FACE UNLESS OTHERWISE NOTED.
 3. SEE ARCHITECTURAL SPECIFICATIONS FOR MATERIALS AND FINISHES.

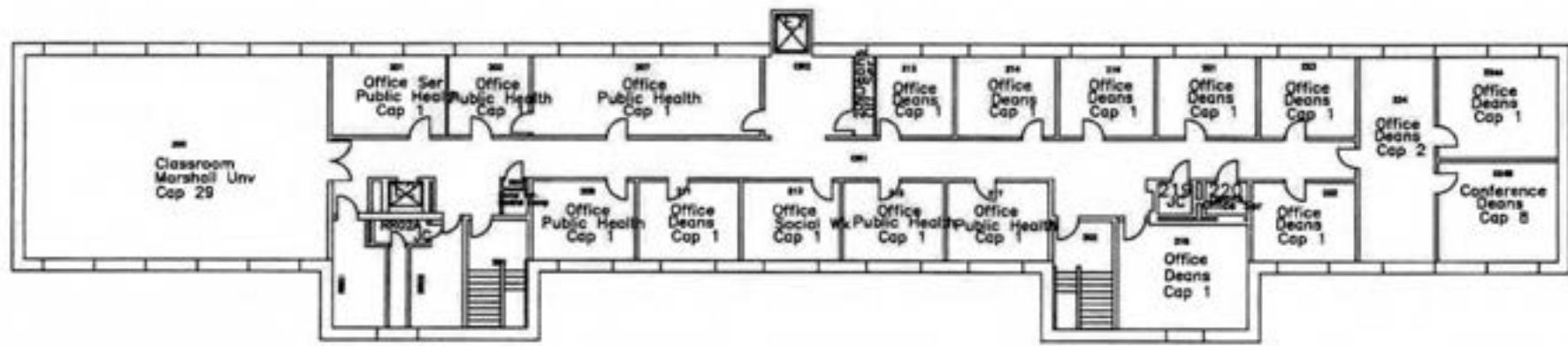


WELCOME CENTER
 1ST FLOOR
 HARTINGTON, WEST VIRGINIA

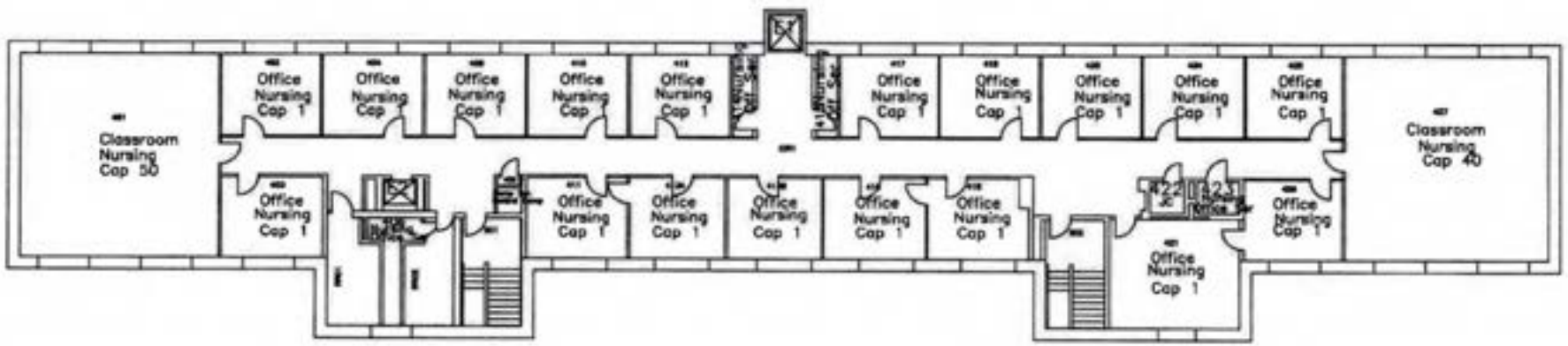
BUILDING NUMBER
035
 CAMPUS NO. 01

1
 1 OF 1

SCALE: 1/4" = 1'-0"
 CAD NAME: 035_1ST
 DRAWN BY: J. B. BROWN
 DATE: 08/94



Marshall University Main Campus 0101	Prichard Hall Floor 1706 4th Ave. Huntington, WV	0006 02	Drawn by: L. Newman Date: 05/01/1995	File Name: Name: Last Revision: 6/2021
---	--	------------	---	---



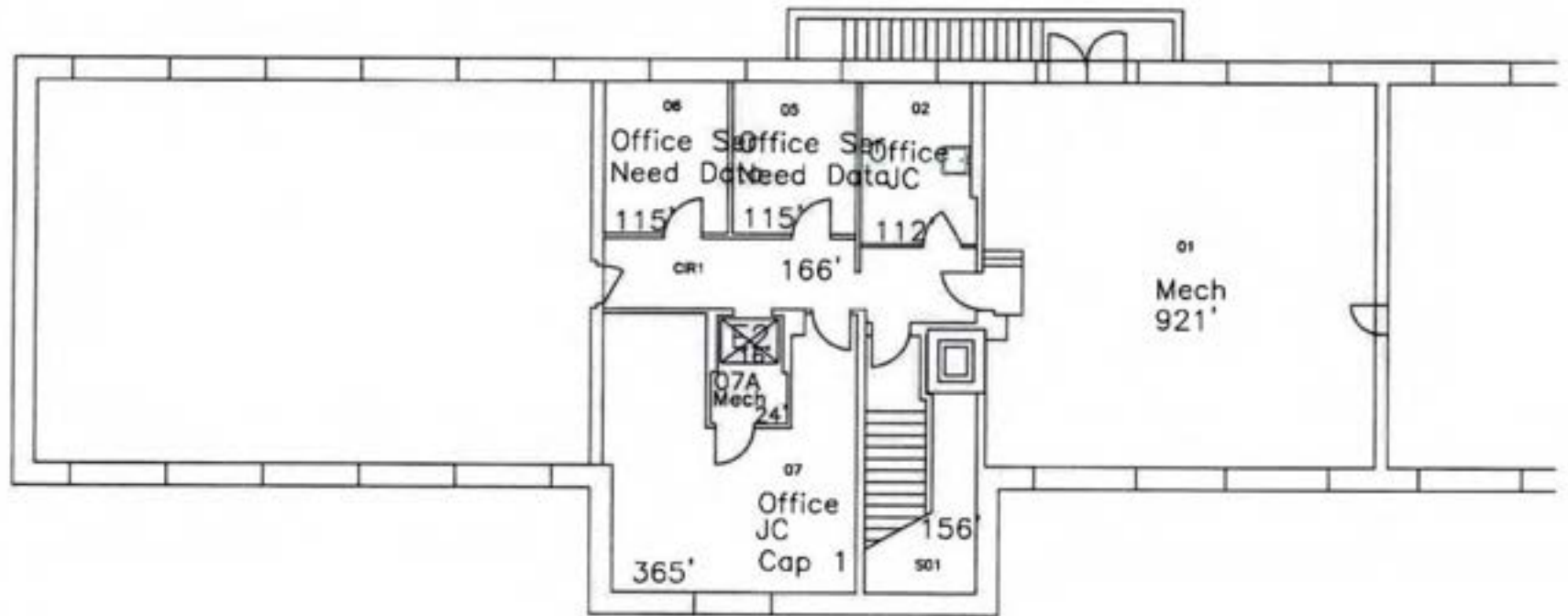
Marshall University
Main Campus 0101

Prichard Hall
Floor
1706 4th Ave. Huntington, WV

0006
04

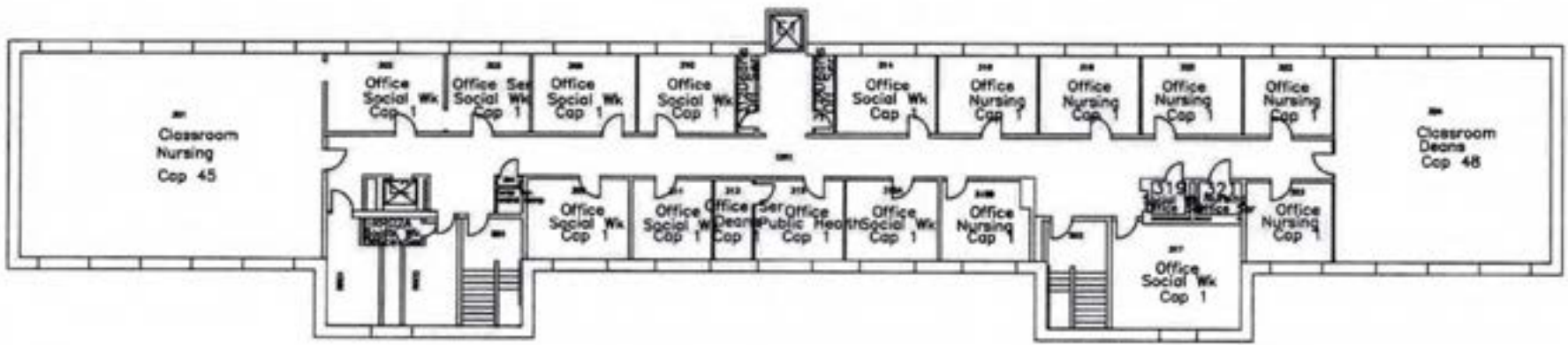
Drawn By:
L. Newman
Date:
08/01/1995

File Name:
Name:
Last Revision:
8/2021



Marshall University
Main Campus 0101

Prichard Hall
Floor
1706 4th Ave, Hur



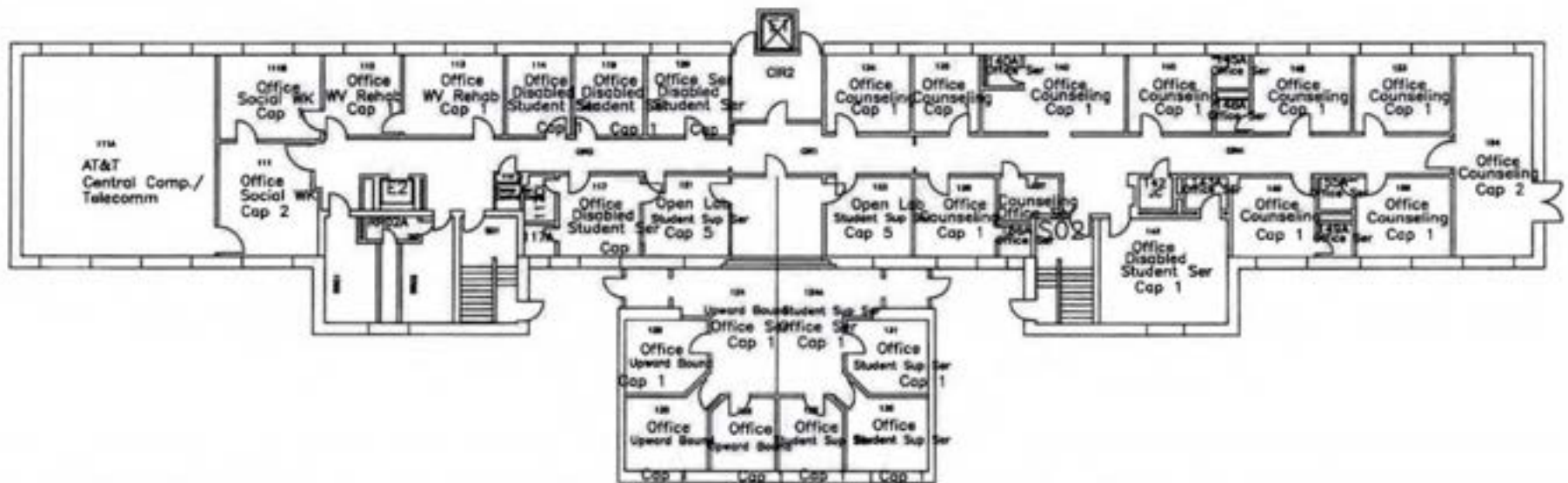
Marshall University
Main Campus 0101

Prichard Hall
Floor
1706 4th Ave. Huntington, WV

0006
03

Drawn By:
L. Newman
Date:
05/01/1995

File Name:
Name
Last Revision:
6/2021



Marshall University
Main Campus 0101

Prichard Hall
Floor
1706 4th Ave. Huntington, WV

0006
01

Drawn By:
L. Newman
Date:
05/01/1995

File Name:
Name:
Last Revision:
6/2021

STATE OF WEST VIRGINIA
Purchasing Division

PURCHASING AFFIDAVIT

CONSTRUCTION CONTRACTS: Under W. Va. Code § 5-22-1(i), the contracting public entity shall not award a construction contract to any bidder that is known to be in default on any monetary obligation owed to the state or a political subdivision of the state, including, but not limited to, obligations related to payroll taxes, property taxes, sales and use taxes, fire service fees, or other fines or fees.

ALL CONTRACTS: Under W. Va. Code §5A-3-10a, no contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and: (1) the debt owed is an amount greater than one thousand dollars in the aggregate; or (2) the debtor is in employer default.

EXCEPTION: The prohibition listed above does not apply where a vendor has contested any tax administered pursuant to chapter eleven of the W. Va. Code, workers' compensation premium, permit fee or environmental fee or assessment and the matter has not become final or where the vendor has entered into a payment plan or agreement and the vendor is not in default of any of the provisions of such plan or agreement.

DEFINITIONS:

"Debt" means any assessment, premium, penalty, fine, tax or other amount of money owed to the state or any of its political subdivisions because of a judgment, fine, permit violation, license assessment, defaulted workers' compensation premium, penalty or other assessment presently delinquent or due and required to be paid to the state or any of its political subdivisions, including any interest or additional penalties accrued thereon.

"Employer default" means having an outstanding balance or liability to the old fund or to the uninsured employers' fund or being in policy default, as defined in W. Va. Code § 23-2c-2, failure to maintain mandatory workers' compensation coverage, or failure to fully meet its obligations as a workers' compensation self-insured employer. An employer is not in employer default if it has entered into a repayment agreement with the Insurance Commissioner and remains in compliance with the obligations under the repayment agreement.

"Related party" means a party, whether an individual, corporation, partnership, association, limited liability company or any other form or business association or other entity whatsoever, related to any vendor by blood, marriage, ownership or contract through which the party has a relationship of ownership or other interest with the vendor so that the party will actually or by effect receive or control a portion of the benefit, profit or other consideration from performance of a vendor contract with the party receiving an amount that meets or exceeds five percent of the total contract amount.

AFFIRMATION: By signing this form, the vendor's authorized signer affirms and acknowledges under penalty of law for false swearing (W. Va. Code §61-5-3) that: (1) for construction contracts, the vendor is not in default on any monetary obligation owed to the state or a political subdivision of the state, and (2) for all other contracts, that neither vendor nor any related party owe a debt as defined above and that neither vendor nor any related party are in employer default as defined above, unless the debt or employer default is permitted under the exception above.

WITNESS THE FOLLOWING SIGNATURE:

Vendor's Name: HHS Education Services, LLC

Authorized Signature: [Signature] Date: 02/28/2024

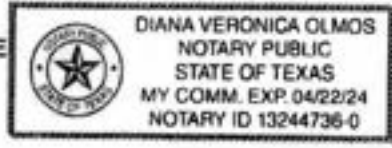
State of TEXAS

County of Hays, to-wit:

Taken, subscribed, and sworn to before me this 28th day of February, 2024

My Commission expires April 22nd, 2024

AFFIX SEAL HERE



NOTARY PUBLIC

[Signature]

Vendor/Customer

Menu

Vendor/Customer	Legal Name	Alias/DBA	Vendor Active Status	Customer Active Status	Previous Name
✓ VC0000139343	HHS EDUCATION SERVICES LLC		Active	Inactive	

From 1 to 1 of 1 First Prev Next Last [Attachments](#)

Save Undo Delete Insert Copy Paste Search

▼ General Info

Vendor/Customer :	VC0000139343	Restrict Use by Department :	
Legal Name :	HHS EDUCATION SERVICE	Miscellaneous Account :	
Alias/DBA :		Internal Account :	
Vendor Active Status :	Active <input type="checkbox"/>	Third Party Only :	
Vendor Approval Status :	Complete <input type="checkbox"/>	Third Party Vendor :	
Customer Active Status :	Inactive <input type="checkbox"/>	Third Party Customer :	
Customer Approval Status :	Incomplete <input type="checkbox"/>	Inventory Customer :	
Location Name :		Healthcare Provider :	
First Name :		Never Archive :	
Middle Name :		Restrict VSS Access :	No <input type="checkbox"/>
Last Name :		Discontinue - No New Business :	
Company Name :	HHS EDUCATION SERVICE	Prevent MA Reference :	
Previous Name :		PunchOut Enabled :	
Previous Street :		Re-PunchOut Enabled :	
Previous City :		Electronic Order Enabled :	
Previous State/Province :		W-9 Received :	<input checked="" type="checkbox"/>
Previous Country :		W-9 Received Date :	01/03/2023 <input type="checkbox"/>
		W-9 Received :	<input type="checkbox"/>
		W-9 Received Date :	<input type="checkbox"/>
		Accepts Credit Cards :	
		Active From :	03/09/2024 <input type="checkbox"/>
		Active To :	<input type="checkbox"/>
		Last Usage Date :	03/12/2024 <input type="checkbox"/>
		Department :	<input type="checkbox"/>
		Unit :	<input type="checkbox"/>

▶ Headquarters

▶ Organization

▶ Disbursement Options

▶ Prenote/EFT

▶ Remittance Advice

▶ Vendor Terms

▶ Accounts Receivable

▶ eMALL

▶ Location Information

▶ Fee and Vendor Compliance Holds

Fee Exempt :	<input type="checkbox"/>	Tax Clearance :	<input type="checkbox"/>
Registration Application Date :	<input type="checkbox"/>	Unemployment Insurance :	<input type="checkbox"/>
Registration Effective Date :	<input type="checkbox"/>	Worker's Compensation :	<input type="checkbox"/>
Registration Expiration Date :	<input type="checkbox"/>	Secretary of State Registration :	<input type="checkbox"/>
Pre-Registration Code :	<input type="checkbox"/>	Federal Delinquent :	<input type="checkbox"/>

▶ Executive Compensation

▶ Additional Information

▶ Travel

▶ Change Management

Go

CREATE DOCUMENT> [Create New Record](#) [Modify Existing Record](#)

UPDATE> [Headquarters](#) [Add 1099 Information Entry](#) [Add 1042-S Reporting Information Entry](#) [Vendor Business Types by Commodity](#)

SEARCH BY> [Master Contacts](#) [Master Addresses](#) [Vendor Commodity](#) [Vendor Addresses](#) [Vendor Business Types](#) [Vendor Service Areas](#) [YCM Query](#)

[Historical Vendor Information](#) [Vendor Notes](#)

[Vendor Transaction History](#)