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## Janitorial Response

**Presented to:**

Michael Tahen  
Interim Public Works Director  
City of Rialto

June 9, 2021

RIALTO CIVIC CENTER  
150 S. PALM AVE



June 9, 2021

Michael Tahen  
City of Rialto  
150 S. Palm Ave  
Rialto, CA 92376

Dear Michael,

Over the past 5 years, ABM has been very proud to provide custodial services to the City of Rialto. The City of Rialto has been a phenomenal to work with and we value our relationship and partnership we have established over time. We appreciate your continued business and unequivocally want to retain our contract and to continue to bring a value to you constituents and citizens throughout the city.

We understand that with all the changes taking place since the pandemic, the City of Rialto needs a quality-oriented, cost-effective janitorial services partner that can meet the needs of your scope, while building value through our cleaning programs.

When considering ABM as your service partner, please take into account the following:

- ABM has a long history in the San Bernardino County Area, spanning a century.
- ABM is a proven industry leader confirmed by our reputation in the marketplace.
- ABM is a Fortune 500 Company.
- ABM's Innovative Technology Reporting Platforms, which are customizable to any building.
- Our management team is unequalled in depth and experience in serving commercial properties similar to yours.
- ABM has a stable workforce of trained supervisors and personnel that can ensure a swift response to any emergency situation that may arise.
- ABM is the leader in providing COVID-19 support and disinfection service plans, designed to fit all of your tenants and the building's needs.

If there is any additional information we can provide, please do not hesitate to call me @ (714) 878-6667 or send me an email to [Michael.Keegan@abm.com](mailto:Michael.Keegan@abm.com).

Thank you again for the opportunity, your time and consideration.

Best regards,

*Michael Keegan*

Michael Keegan  
Senior Manager of Business Development

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# TAB 1-PROPOSAL LETTER

## Attachment A

### PROPOSAL LETTER

**PROPOSAL TO: CITY OF RIALTO, CALIFORNIA**

The undersigned firm proposes and agrees, if this Proposal is accepted, to enter into an Agreement with the City in the form included in the Request for Proposals (“RFP”) Documents, to perform the requested services (the “Work”) as specified or indicated in said RFP Documents entitled:

**REQUEST FOR PROPOSALS (RFP) #21-047  
JANITORIAL SERVICES**

The undersigned firm accepts all of the terms and conditions of the RFP Documents. This Proposal will remain open for 120 calendar days from the due date for Proposals, and the undersigned firm will enter into an Agreement within the time and in the manner required in the RFP Documents.

The undersigned firm has examined copies of all the RFP Documents, including the following Addenda (receipt of which is hereby acknowledged):

Number	<u>210-047</u>	Date	<u>June 9, 2021</u>
Number		Date	_____
Number		Date	_____
Number		Date	_____

The undersigned firm has familiarized itself with the nature and extent of the RFP Documents, the Work, the site, the locality where the Work is to be performed, the legal requirements (federal, state, and local laws, ordinances, rules, and regulations), and the conditions affecting cost, progress, or performance of the Work, and has made such independent investigations as the undersigned firm deems necessary.

In conformance with the current statutory requirements of California Labor Code Section 1860, et seq., the undersigned firm confirms the following as its certification:

I am aware of the provisions of Section 3700 of the Labor Code, which require every employer to be insured against liability for worker's compensation, or to undertake self insurance in accordance with the provisions, before commencing the performance of the Work of this Contract.

To all the foregoing, the undersigned firm further agrees to complete the Work required under the RFP Documents, and to accept in full payment therefor the hourly rates identified in the Proposal Pricing Form submitted herewith.

**SPECIAL ACKNOWLEDGEMENT:** The hourly rates identified in the Proposal Pricing Form identify and commit the undersigned firm to a "Firm Fixed Price" cost, and all other incidental or additional costs required to complete the Work as identified in the RFP Documents. The hourly rates are inclusive of all other costs, (including overtime, holiday pay, or special pay), including payment for all materials, supplies, labor, vehicles, equipment and ancillary costs required to complete the Work.

Dated: 05/28/2021

Firm: ABM Industry Groups, LLC

By:   
(Signature)

Title: Vice President

#### **LENGTH OF CONTRACT**

In submitting a Proposal hereunder, the firm acknowledges the following:

The Initial Contract Period shall be effective on July 1, 2021, through June 30, 2022. The Contract Period may be extended by the City for up to four (4) consecutive one (1) year optional renewal periods under the terms and conditions of the original contract. Should the City elect to exercise the option to extend this agreement for an additional one (1) year period, the Parties shall negotiate pricing for such period prior to commencement of the additional one year period. Negotiated price increasing during the additional one (1) year period shall not exceed the percentage change in the United States Bureau of Labor Statistics Consumer Price Index "All Urban Consumers for Los Angeles, Riverside and Orange County, CA" (CPI) for the most recent twelve months for which statistics are available. This method of price negotiation shall apply to each extension period exercised." Option years shall become effective only upon issuance by the City of a duly executed Contract Amendment.

The City retains the right to exercise option year renewals at its sole discretion. Option year one, if exercised, shall be effective July 1, 2022, through June 30, 2023. Option year two, if exercised, shall be effective July 1, 2023, through June 30, 2024. Option year three, if exercised, shall be effective July 1, 2024, through June 30, 2025. Option year four, if exercised, shall be effective July 1, 2025, through June 30, 2026.

**REQUESTS FOR PROPOSALS (RFP) #21-047  
JANITORIAL SERVICES**

**DEBARMENT AND SUSPENSION CERTIFICATION**

TITLE 49, CODE OF FEDERAL REGULATIONS, PART 29

The Firm, under penalty of perjury, certifies that, except as noted below, he/she or any other person associated therewith in the capacity of owner, partner, director, officer, and manager:

- Is not currently under suspension, debarment, voluntary exclusion, or determination of ineligibility by any federal agency;
- Has not been suspended, debarred, voluntarily excluded or determined ineligible by any federal agency within the past 3 years;
- Does not have a proposed debarment pending; and
- Has not been indicted, convicted, or had a civil judgment rendered against it by a court of competent jurisdiction in any matter involving fraud or official misconduct within the past 3 years.

If there are any exceptions to this certification, insert the exceptions in the following space.

Exceptions will not necessarily result in denial of award, but will be considered in determining Proposer responsibility. For any exception noted above, indicate below to whom it applies, initiating agency, and dates of action.

Notes: Providing false information may result in criminal prosecution or administrative sanctions.

Firm Name: ABM Industry Groups, LLC

05/28/2021  
(Date)

  
(Signature)

Curtis Van Buskirk  
Vice President

(Name & Title)

# TAB 2-SECTION A: APPROACH AND UNDERSTANDING

A.1 Provide a thorough description demonstrating an understanding of the Scope of Work and its components.

## ABM'S CLEANING METHODOLOGIES

To meet City of Rialto's need for cost-saving, high-quality service, we employ the very best tried and true approaches to cleaning. Due to our effective cleaning methodologies, we are able to deliver superior results and increased productivity, while promoting a safer and healthier environment for your buildings. We clean more than 4+ billion square feet of floor space every day, so our methods are based on proven results.

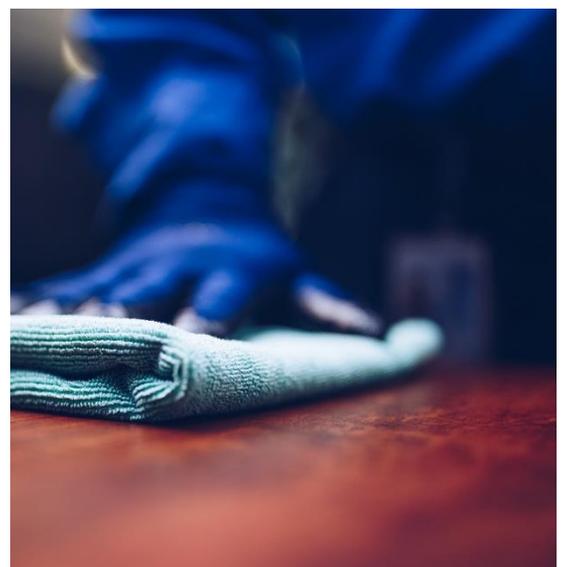
Our cleaning methodologies combine daily, variable and extensive periodic services to perform to your expectations. We offer a full spectrum of care and as your business operations evolve, we also provide a progressive collection of additional methods and equipment to continually meet your needs. We are dedicated to delivering the very best in facility services to improve your customer experiences and provide an outstanding, long-lasting impression of your company and facility.



The following cleaning methods are recommended for City of Rialto's buildings:

### Day Porter Services

Like custodians and janitors, Day Porters ensure that our clients' facilities are neat, clean, free from clutter and safe. Day Porters spend their workdays dusting, wiping down dirty surfaces, picking up trash, sweeping, mopping, vacuuming, cleaning, stocking, and maintaining the supplies in the restrooms, and using industrial cleaning equipment to clean floors and carpets. Day Porters are also responsible for ensuring our clients' facilities are always presentable for their employees, guests, visitors, and customers. They help uphold the image of a facility by performing their daily maintenance tasks according to a work plan and schedule that ensures our clients' service levels and requirements are always achieved.



Typical daily responsibilities for Day Porters are:

- Inspect all public lavatories for cleanliness and maintain an adequate supply of toiletries for replenishment of soap, hand towels, toilet paper, sanitary products, toilet seat covers.
  - Clean mirrors, wipe down sinks and toilets and remove dirt, stains, trash.
  - Mop floors around toilet fixtures and under urinals using disinfectant cleaner.
- Continuously pickup and monitor public spaces throughout the day for removal of all litter, damp mopping spillages, emptying of trash receptacles and removal of spots and/or markings from wall and column surfaces.
- Monitor building entrances for the removal of all litter, debris, and trash, including cigarette butts throughout the workday. Entrances should always appear neat and orderly.
- Pick up trash as required/requested.
- Clean interior and exterior surfaces of lobby windows, windowsills, and doors.
- Spot clean public display cases and display items such as statues and plaques, and brass rails and vestibule areas.
- Check elevator cabs, vacuum out elevator cabs, clean off cab doors, outside call and interior cab buttons and interior walls, and remove and/or clean up any debris or soil such as cigarette butts, chewing gum, coffee spills, graffiti/markings, etc.
- Police the assigned exterior perimeter of the buildings to remove cigarette butts, papers, litter, and other debris. Sweep standing water and ensure that the area is in a neat and orderly condition. Additional clean up required beyond normal monitoring may be required from time to time.
- Remove trash from trash cans/receptacles on the exterior property and replace trash can liners. Clean trash cans and receptacles monthly.
- Clean vertical and horizontal surfaces of building porticos.
- Place and remove carpet runners in lobby areas as required by weather conditions. Perform minor snow removal maintenance services as directed, including minor shoveling, sanding, salt spreading and sweeping of walkways and footpaths.
- Complete assigned “work orders”, including, but not limited to:
  - Moving office-related furniture, equipment, and supplies on an as-needed basis.
  - Delivering replacement water for water coolers and other break room supplies during the day.
  - Cleaning the interiors of office refrigerators.
  - Completing tasks related to function set-ups and take downs, if required.

## ABM GREENCARE® CLEANING

The ABM GreenCare® program focuses on products, tools, equipment, processes, and policies that ensure responsible cleaning of your buildings. Our program promotes a healthier and safer environment for your building occupants and staff while significantly reducing the harm done to the environment. We use environmentally preferable products and sustainable procedures following the requirements of the U.S. Green Building Council (USGBC) Green Seal, Environmental Protection Agency (EPA), Environmental Choice, and the Carpet and Rug Institute, who provide nationally recognized standards for green products and procedures.




Over 461 million sf at more than 1000 client sites have implemented ABM GreenCare®

Whether our clients wish to incorporate greener processes that protect the environment, or they are subject to regulations that require the implementation of sustainable practices, partnering with an expert like ABM makes it easier. Before “green” became a worldwide buzzword, we developed our ABM GreenCare® solution. Our proven processes boost the success of our clients’ sustainability efforts, which in turn, offers well-documented benefits to your buildings, employees, visitors, and the environment.

ABM GreenCare® includes cleaning, recycling, energy, parking, and landscape services that help:

- Maintain and improve the community and the environment
- Protect your property’s value, and reduce energy use for lower utility and operating costs
- Keep employees more content, healthy and productive
- Enhance your bottom line

Our GreenCare® solutions also offer the following additional benefits:



## A Flexible Program to Meet Your Sustainability Goals

We've made the program flexible by offering three distinct levels. ABM helps you take a more holistic approach to green cleaning, whether it's switching to green cleaning products, implementing sustainable equipment and processes, or receiving support obtaining LEED certification.



- Green Chemicals
- Green Paper Products

- Processes and Prevention
- Microfiber, Entry Way Mats, Early Spill Notification
- Chemical Dilution
- Green Equipment

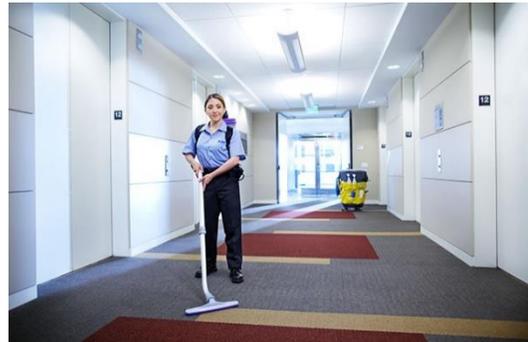
- LEED Certification Support
- Low Environmental Impact Policies
- Innovative Programs
- Occupant Responsibility and Education
- Measurement & Tracking
- Auditing

## EFFECTIVE CLEANING TOOLS

### High-Performance Vacuums

Traditional vacuums remove contaminants from carpeting but can reintroduce them into the air either through the action of the beater bar or through conventional vacuum bags. We use high-performance vacuums that, at a minimum, are 96% more efficient than traditional vacuums in containing particulates as small as 0.3 microns (humans can inhale particulates up to 10 microns). Filtration at this level cleans carpeting and floors without stirring up dust. The air stays cleaner, furniture and carpets collect less dust, and building occupants are exposed to fewer contaminants, all resulting in enhanced indoor air quality for your building occupants. High-performance systems that meet the Carpet and Rug Institute’s (CRI) Seal of Approval are used in backpack vacuums, dual motor uprights and wide area vacuums.

- *Backpack Vacuums:* These highly efficient, lightweight vacuums allow service workers to vacuum more than twice the area in a given timeframe with less fatigue and body strain. Independent tests have shown that they match or exceed the commercial upright vacuum in removing soil. Backpack vacuums are typically used in cubicle spaces and open areas as well as on hard surfaces.
- *Dual Motor Uprights:* Versatile and equipped with easily accessible on-board tools, these vacuums are used in hard-to-reach areas and detail cleaning. These machines are traditionally used in high traffic areas, entrances, and lobbies, and on elevators.
- *Wide Area Vacuums:* Wide area vacuums provide labor efficiencies as they clean large areas quickly and effectively. They are typically used in corridors, aisle ways, and concourses.



### High Performance Carpet Cleaning

By using carpet extractors that meet the Carpet and Rug Institute’s (CRI) Seal of Approval, we know these machines exceed the average soil removal and water removal levels of traditional machines. This ensures a cleaner environment, reduced opportunity for fungal growth and a longer lifespan of your carpet.

- *Compact Extractors:* Today’s compact carpet extractors allow for full-size cleaning in smaller areas throughout the building. With portability and easy use, these machines are typically used in individual offices, cubicles and on entryway mats.
- *Walk-behind/Rider Extractors:* When larger carpeted areas demand higher productivity, walk behind extractors allow for efficient carpet cleaning. They are typically used in large corridors, lobbies, and other similar common areas.



ABM is a Certified Seal of Approval Service Provider by the Carpet and Rug Institute

### Hard Surface Floor Care

ABM uses various equipment types when maintaining your hard-surfaced flooring. Technological improvements have made this equipment more durable and efficient while bettering their “green” attributes. The use of gel batteries, variable speed feed pumps, on-board chemical metering, reduced sound levels and active dust control are all examples of sustainable improvements to the equipment.

- *Floor Machines:* Sometimes referred to as “Slow-speeds” or “Side-by-Sides” these machines scrub, strip and polish with a brush or pad. Floor machines are used in a wide variety of spaces and on a wide variety of floor types.
- *Orbital Floor Machines:* These machines incorporate a square head and orbital motion to allow fast, chemical-free removal of floor finish including the corners and edges. As needed, additional pads allow sanding/screening of wood floors, concrete cleaning, stairwells, etc.
- *Burnishers:* We use burnishers that are equipped with active dust control, preventing the introduction of dust into the air. We match the pad, burnishing speed, and floor finish to make sure the floor has a uniform shine or polish.
- *Scrubbers:* Walk-behind and rider scrubbers allow for high production hard surface floor cleaning. These machines efficiently dispense the appropriate cleaning solution, scrub the surface clean and recover the solution and dirt all in one pass. Ranging in size from 17” wide through 50” + these machines are used in lobbies and hallways on up through large warehouses and garages.

### Hand Hygiene

We recommend touchless dispensers for soap and hand towels, as well as wall-mounted hand sanitizers for improved hand hygiene. Hands-free dispensers reduce the potential for the spread of bacteria because they reduce the amount of touch points in your restrooms and break areas. They also reduce waste because they control the amount of product each user receives. We can also provide educational posters and other materials to display that promote healthy hand hygiene practices.

### Replacing Current Equipment

If the current equipment has not reached its end-of-lifecycle, ABM will implement practices, such as regular preventive maintenance, to try to extend the life of the equipment. Once the equipment has reached its end-of-life stage, making a commitment to purchase new equipment from us will continue to enhance City of Rialto’s sustainability goals and green cleaning program.



## PROCESSES AND PREVENTATIVE MEASURES

### Microfiber Technology

Microfiber Technology is another important feature of the ABM GreenCare® program. Microfiber cloths, dust sleeves and flat mops improve our efforts both in landfill waste reduction and improved dirt/dust collection. Important considerations when implementing a successful microfiber program include:

- Establishing a convenient and cost-effective laundering solution for microfiber is the number one consideration.
- Fabric softeners are never used as they significantly reduce the effectiveness of the microfiber.
- Soiled microfiber cloths are exchanged for clean microfiber cloths to ensure the highest absorbency rates and allow the microfiber to take up the most dust and dirt.
- Proper training and enforcement are required to ensure employees fold and re-fold cloths to efficiently use all eight cleaning sides as well as exchanging flat mops and dust sleeves in a timely manner.

ABM adopts the following color coding to reduce the likelihood of cross-contamination:

- **Blue Cloths** – For use on restroom counters, fixtures, mirrors, damp dusting etc.
- **Red Cloths** – For use on toilets, urinals, etc. only
- **Red/Red Trimmed Flat Mops** – For restroom floors only
- **Green Cloths** – For general cleaning
- Green Dust Sleeves/Mitts – For general dusting
- **Green Flat Mops** – For general sweeping and damp mopping



Additional colors are available when necessary (i.e., food preparation areas), however, care must be taken to over complicate the process with too many colors.

### Entryway Matting Program

To reduce the amount of dirt and allergens that enter your buildings, we will maintain your entryway mat system that captures up to 70% of the particulates that are carried in on the bottom of shoes.

- Ensure the matting/grating are of a quality design and sufficient coverage so the majority of outside contaminants won't accumulate in high-traffic areas.
- Entrances are equipped with mats with sufficient width to cover the entryway and of sufficient length to ensure a minimum of two footfalls per foot (approximately 10').
- Traps up to 70% of moisture, pollutants, and dirt before they enter the building and become airborne or accumulate on the floors, reducing slips and falls.
- Because mats capture so many unwanted elements, they reduce cleaning costs and extend the life of the flooring.
- We will clean mats regularly to ensure they continue trapping contaminants as they were designed to do.

### Early Spill Notification

When building occupants alert ABM about a spill on the carpet, our Early Spill Notification program allows us to quickly respond and extract the stain using fewer harsh chemicals before it has a chance to set. In addition, reducing the carpet's exposure to moisture also reduces drying time and inhibits the growth of mold and mildew.

## UNIFORMS AND IDENTIFICATION

People in your buildings will always be able to recognize the janitorial services staff because they'll proudly be wearing either the ABM uniform or a special uniform chosen to reflect the character of your buildings. The professional image of our service employees is just one more way ABM works to enhance the overall image of your buildings.

Employees are individually responsible for ensuring their uniforms are clean, functional, and properly presented. If replacement items are needed, the worn items are returned to the branch office and we issue replacement items immediately. The field inspection staff members, along with every level of ABM supervision and management, constantly inspect and audit employees' uniform appearance and arrange replacement of worn or damaged items.

Our agreement with Cintas, a leader in the uniform industry and ABM's primary supplier, enables us to provide you with an array of well-made, high-quality apparel to choose from. Depending on City of Rialto's requirements, typical uniforms can include:

- T-shirts, knit polo shirts, slacks
- Windbreakers, parkas, or other outerwear
- Smocks and aprons

All employees are also issued an official photo ID to wear as part of their uniform which must be appropriately displayed during work hours. If City of Rialto requires its own facility's badge, these will also be worn during scheduled work hours. Badges can be branded according to City of Rialto's preferences.



## A.2 Describe how the Scope of Work will be implemented and monitored.

City of Rialto needs a facilities partner who can Make a Difference Every Day by reducing operating expenses while keeping your buildings safe, clean, comfortable and energy efficient. Choosing ABM allows City of Rialto to focus on its core business, while we concentrate on the needs of the facility. As part of the **ABMWay**, we have based our proposed solution on our extensive knowledge of industry “best practices” and our decades of experience providing similar services to other clients in the same industry. We combine all this knowledge and expertise and infuse them into a program designed to meet your service needs.

Merging the power of our workforce with innovative technologies and efficient processes, we bring the future of the facilities management industry to your business today. City of Rialto will benefit from ABM’s dedicated management team, local resources, and unmatched industry expertise. ABM offers our clients the following in terms of service delivery:



### Self-performance and industry expertise

Through self-performance, we deliver a quality, cost-effective, uniform standard of service using our own highly qualified employees. We have the expertise to understand your industry and empower our workforce to provide you with reliable, high-quality service specific to your needs. Moreover, with our nationwide presence, we have local experts who understand the unique needs of your area.

### Consistent high-quality service delivery

ABM utilizes an **Operations Playbook** which includes Standard Operating Practices (SOPs) around service delivery, operational execution, and customer service to ensure that we provide the excellent service you require at one facility or multiple sites. We document every aspect of our experience within the **Playbooks** including benchmarks and best practices, to produce the most successful outcomes for effective, positive client engagement and service delivery.

### Technology-enabled workforce

In addition to intensive training, the workforce serving your facility will use our award-winning, innovative technology to drive efficiencies, lower costs and ensure compliance. We streamline service delivery by using technological tools that allow both City of Rialto and ABM to have greater access and transparency to your account. The sooner we can identify the issues you deem important, the faster we can get to work to address them.

### Guaranteed energy and sustainability solutions

City of Rialto’s sustainability objectives will become ours. We will work collaboratively with you to help you attain short-term goals, such as green cleaning, while also helping you establish and meet long-term goals for water efficiency, energy consumption, materials and resources. We have certified LEED APs who are ready to work with you on specific plans to update your systems and increase efficiencies to meet your sustainability goals.

## Service Delivery

Using information gathered from our facility walk-throughs and specifications provided by City of Rialto, allows us to customize a plan that specifically addresses your requirements while taking advantage of our proven, documented methods.

## Program Development

ABM's unique process for building janitorial programs in Government uses the following proprietary assessment tools to develop customized programs for our clients:

### Facility Survey

The first step in developing an efficient janitorial program, the facility survey entails physically inspecting every area to collect critical information on work specifications/frequencies, shift-day coverage, square footage, types of floor surfaces, etc.

### Facility Survey

Front Office Area	Square Footage	# Lines	Floor Surface	when cleaned			# days/ week	Notes
				1st	2nd	3rd		
1 Front Entrance/Guard	456		Marble	1C			5	Front Office
2 Front Offices	1200		Cpt	1C			5	Front Office
3 Conference Room A	232		Cpt	1C			5	Front Office
4 Conference Room B	384		Cpt	1C			5	Front Office
5 Conference Room C	384		Cpt	1C			5	Front Office
6 Front Office Cubicles	4976		Cpt	1C			5	Front Office
7 Learning Center	352		Cpt	1C			5	Front Office
8 Front Restrooms (2)	288	10 FX	Cl	1C	1C	1C	7	Front Office
9 Visitors Conference Room	200		Vt	1C	1C	1C	5	Front Office
10 Break Room (main)	1870		Vt	1C	1C	1C	7	Front Office
11 Outside Patio	1064		Conc	1C	1C	1C	7	Front Office
12 Fitness Room	708		Car	1C			7	Front Office
13 Storage							5	Front Office

### Standard Hours Value Analysis

### Standard Hours Value Analysis

Utilizing the data collected during the facility survey, we categorize the cleaning plan, by area, based on the statement of work, to determine the proper workload. This step provides the recommended level of labor hours to efficiently perform the janitorial program.

### Labor Deployment Plan

### Labor Deployment Plan

Using the Standard Hours Value Analysis, the next step of the process is the creation of a plan, which illustrates total hours, day coverage, shift coverage and labor costs associated with the services to be performed. We also identify areas for possible improvements to the janitorial program.

### Capital Investment Strategy

### Capital Investment Strategy

The final step in formulating the janitorial program is the development of an investment strategy for all equipment, chemicals, and supplies.

Armed with this information about your facility, we begin the implementation phase of the program.

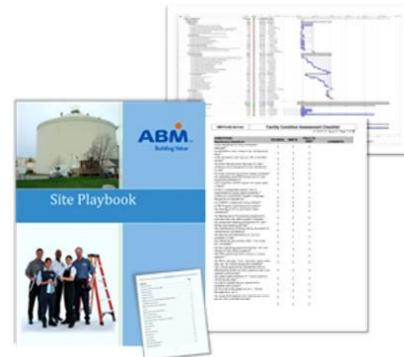
### A.3 Describe staffing levels and timeframe necessary for tasks described in the Scope of Work.

Our **GoodStart Transition** program is fully customized for each of our clients to ensure the project’s start-up goes smoothly and is free from time-consuming miscommunications and disruptions. Upon award of contract, our team’s initial activities will be to set up a kick-off meeting to identify City of Rialto’s service needs, review roles and responsibilities, create a detailed communications and implementation plan, and share it with the City of Rialto and ABM transition teams.

Our transition efforts customarily take anywhere from four to six weeks from the contract award. Having reviewed the number and locations of the sites, scope of work and requirements, we estimate the transition will take approximately **thirty (30) days**.

#### Importance of ongoing communication

In our many years of experience transitioning tens of thousands of clients, we have learned that the key to a successful implementation is clear, ongoing communication of expectations with management at all levels on both sides.



From the beginning, ABM will hold regular meetings with the City of Rialto team to discuss all phases of the transition, identify best practices and implement them, as needed. We will survey everyone on your team affected by the transition, in order to address key concerns before they can become bigger issues.

Benefits of our Transition Process:

- Clear assignment of accountability at each stage – getting off on the right foot, from the start
- Presentation of key contractual compliance requirements to the local management team
- Development of a centralized repository of all transition documents made accessible to all ABM stakeholders
- Development of an Operations Playbook

The **Playbook** includes step-by-step instructions for how each service delivery program should be delivered and managed in an effort to create consistency, efficiency, and success. These detailed SOPs strengthen site operations by documenting and communicating corporate standards that will reduce any liability of non-compliance and allow the organization to benchmark best practices internally.

## Sample Transition Plan

After we are selected as the supplier, we will provide a customized and detailed transition plan based on your specific requirements. We provide the following sample transition plan, showing the typical key milestones and timelines for the implementation of a janitorial services program:

Task	Week 4	Week 3	Week 2	Week 1	Post Start Up
<b>Initial Activities</b>	[Task bar spanning Week 4]				
<ul style="list-style-type: none"> <li>Kick-off meeting - transition team</li> <li>Assign roles &amp; responsibilities</li> <li>Finalize and review contract and specifications</li> <li>Review current situation with incumbent</li> <li>Create stakeholder register</li> </ul>					
<b>Key Start Up Activities &amp; Discussion Topics</b>	[Task bar spanning Week 4]				
<ul style="list-style-type: none"> <li>Transition plan and timeline</li> <li>Client involvement in transition process</li> <li>Reporting requirements</li> <li>Special facility needs and considerations</li> <li>Waste management and recycling procedures</li> <li>Uniform requirements</li> <li>Develop and document schedules</li> </ul>					
<b>Human Resources Process</b>	[Task bar spanning Week 4]				
<ul style="list-style-type: none"> <li>Assign management team and review current personnel</li> <li>Conduct interviews, background checks &amp; drug testing (as applicable)</li> <li>Setup time recording and payroll procedures</li> <li>Complete training</li> <li>Distribute uniforms and badges to employees</li> </ul>					
<b>Site Setup</b>		[Task bar spanning Week 3]			
<ul style="list-style-type: none"> <li>Site location verification</li> <li>Identify and document janitor closets</li> <li>Location access - receipt of keys and/ or alarm codes</li> </ul>					
<b>Equipment and Supplies</b>	[Task bar spanning Week 4]				
<ul style="list-style-type: none"> <li>Determine equipment/supply needs &amp; procurement process</li> <li>Order equipment, supplies and communication devices</li> <li>Set up equipment, supplies, communication devices, and inventory control processes</li> </ul>					
<b>Billing and Accounting</b>	[Task bar spanning Week 4]				
<ul style="list-style-type: none"> <li>Review billing and accounting requirements &amp; set up procedures</li> <li>Test procedures</li> </ul>					
<b>Quality Control Program</b>	[Task bar spanning Week 4]				
<ul style="list-style-type: none"> <li>Communicate customer requirements to Quality Control Implementation team</li> <li>Problem resolution and escalation procedures</li> <li>Develop Quality Control program (inspections, surveys &amp; KPIs)</li> <li>Train field/customer on communication devices, work order system &amp; QMS inspection systems</li> </ul>					
<b>Work Order/Call Center Management Program</b>	[Task bar spanning Week 4]				
<ul style="list-style-type: none"> <li>Define overall process &amp; call center interaction</li> <li>Upload periodic task schedule into QMS WO Management System</li> </ul>					
<b>Risk Management</b>		[Task bar spanning Week 3]			
<ul style="list-style-type: none"> <li>Order and distribute customer &amp; landlord COIs</li> </ul>					
<b>Service Partner Management (if applicable)</b>		[Task bar spanning Week 3]			
<ul style="list-style-type: none"> <li>Review sites and areas to self perform and where to subcontract</li> <li>Review selection of subcontractors and hire as necessary</li> </ul>					
<b>Finalize Transition</b>				[Task bar spanning Week 1]	
<ul style="list-style-type: none"> <li>Identify outstanding tasks &amp; verify completion of all transition tasks</li> </ul>					
<b>Post Start Up</b>					[Task bar spanning Post Start Up]
<ul style="list-style-type: none"> <li>Confirm start ups and review transition issues &amp; successes</li> </ul>					

## ABM Way Playbook

Born out of our 2020 Vision and our Center of Excellence, ABM introduces City of Rialto to new operational processes to ensure our customers, our employees, and our company are successful – The ABMWay. The overall objective of the ABMWay is to strengthen and drive consistency in Service Excellence, based on the following key areas:



Fundamental to this approach are standard operating practices (SOPs) around service delivery, operational execution, and customer interaction. ABM has attempted to document every aspect of our experience, including benchmarks and best practices, to produce the most successful outcomes for effective, positive client engagement and service delivery and include this information in an Operations Playbook. This Playbook documents step-by-step instructions for how each client relationship and service delivery program should be delivered and managed to create consistency, efficiency, and success for each client site. The Playbook strengthens site operations by formalizing and communicating corporate standards that reduces any liability of non-compliance and allow the organization to benchmark best practices internally based upon the agreed upon Key Performance Indicators (KPIs). Documenting our processes in this way allows ABM to optimize resources, improve performance, minimize expenses, and reduce the occurrence of undesirable outcomes. We will regularly perform a self-audit of each site to assure all teams are performing according to the account obligations as documented in the Playbook. If updates to the documented procedures are warranted, we will make the necessary changes within the Playbook and provide retraining across the entire portfolio to ensure compliance. The revised Playbook will be updated on the client's portal and redistributed to the entire team.

The ABMWay is based on our process but invested in our employee's and our client's success. By focusing on Account Management, Labor Management, Labor Development, and Safety and Risk, every stakeholder wins. The biggest winners are our clients as the ABMWay will result in a clean, safe, comfortable, highly productive property.

## A.4 Describe what process or system will be used to track and monitor the sites patrolled, the routes patrolled, and the hours worked.

At ABM, our goal is 100% customer satisfaction. As part of the ABMWay, we must clearly define what our clients expect from us, develop standards by which our employees will perform, and measure the results. Together with our clients, we develop standards of performance by which the quality of services can be measured. These standards are clear, concise, and measurable to allow us to track our performance against our client's service requirements. Our Quality Assurance program is based on documented procedures, regular inspections, and frequent customer communications. ABM is committed to providing quality service that is based on total customer satisfaction and continuous improvement. We work with our clients to successfully implement a technologically driven and proven performance solution.

We have established a quality culture that focuses on client satisfaction, involves employees, measures performance, and is continuously improving. To support our client's quality goals and requirements, we use a quality management system that places a variety of processes into a single framework. This framework acts as a starting point from which we work with our clients to customize a quality program for their facility. Our Quality Assurance program improves efficiencies and allows for greater transparency into how we are performing against stated goals.



From the start, we select top-caliber employees and provide them with extensive ongoing training, guidance, and incentives to ensure that proper safety and service procedures are their top priorities at your facility. We follow that up with investments in technology to effectively measure our performance and share our performance with our clients.

### Quality Inspections

We inspect our clients' facilities on a regular schedule, based on the client's requirements (typically daily and weekly), and results from the inspection are entered into our quality management system, SITE™. Using SITE which is a web-based solution that can be accessed through handheld devices, tasks are rated on a pass/fail scale during the inspection. Our Quality Assurance program allows us to identify any discrepancies with our service delivery before the matter becomes a bigger issue. If, during the course of the inspection, a service issue is found, we take corrective action to resolve the problem area and implement a procedure to prevent the issue from reoccurring. We make sure our managers and supervisors conducting the inspection can communicate any uncovered issues to the client and other account team member via e-mail, phone, and radio to promote full transparency. The key point here is that we work to resolve the issue and confirm that the client is satisfied with how the matter was resolved.

Our Quality Assurance program encompasses:

- Self-Inspections/Peer Inspections:** Self-inspections and peer reviews are fundamental elements of first line quality control. Daily random inspections are conducted of work performance relative to documented job plans and standards. These inspections facilitate prompt identification and correction of substandard services and/or personnel performance.

- **Quality Control Inspections:** Scheduled (formal) and unscheduled (informal) inspections are conducted by the onsite team. Results Logs and any available inspection reports are reviewed and identified issues are promptly addressed.
- **Compliance Audits:** Scheduled and unscheduled audits are undertaken quarterly by the onsite manager and corporate management. Audits are also conducted by other corporate members to assess performance of all contractual requirements.
- **Client Satisfaction Feedback:** As an optional service, we can also provide client satisfaction surveys for clients who want to evaluate the perceived effectiveness, timeliness, and quality of our services. Surveys receiving less than satisfactory ratings are documented as client complaints and investigated. Corrective actions are implemented and tracked through until resolution and client satisfaction has been achieved.
- **Validated Client Complaints:** Onsite management investigates all client complaints. Validated complaints are reported during Performance Evaluation Meetings to identify any trends and may generate unscheduled periodic inspections. Corrective actions are implemented and tracked through resolution and client satisfaction has been achieved.

### **SITE™ Inspection Tool**

Quality inspections, based on the client's statement of work, are performed electronically using ABM's proprietary web-based tool. This inspection system is available through ABM's MPower™ interface. SITE, which also includes work order functionality, allows employees and clients to view pertinent information about their facilities and provides feedback through any web-enabled device.



### **ABM Timekeeping Technology**

Blueforce is an online tool used for employee timekeeping. Employees clock in and out via an EPay timeclock or via a hand-held device. Using Blueforce, managers can access timesheets online via MPower to see when and where an employee is clocking in and out, and, to confirm payroll hours, compare that to the hard copy sign-in sheet each week.

## A.5 Describe the firm’s ability to adequately track individual employee’s activities such that monthly invoices for hours worked can be audited and verified.

### Billing

You’ll be presented with a variety of flexible billing options. Depending on your needs and contractual requirements, your billing will be administered either out of the Enterprise Service Center or our national office. We have established an internal goal of 100% accuracy the first time, however, if a problem should occur, ABM will resolve all invoice issues as quickly as possible.

Your invoices can be delivered electronically or in hard copy format. Should you desire consolidated billing for all your ABM services, we can easily handle this, giving you:

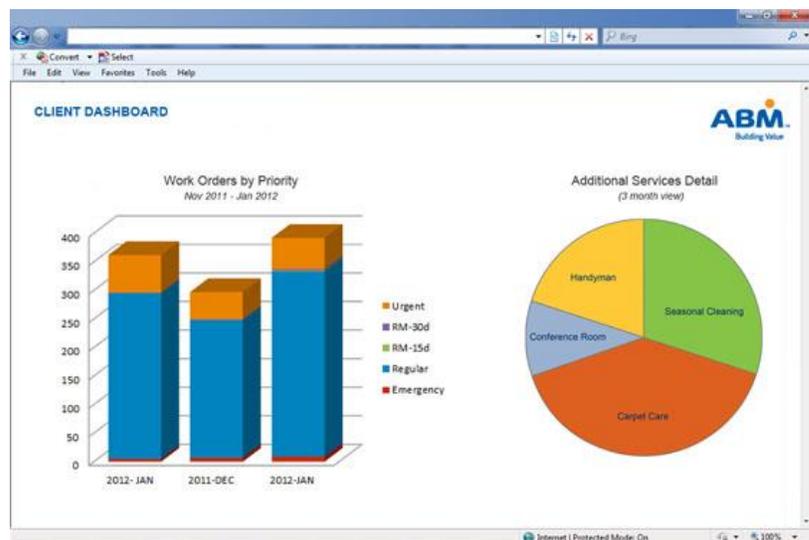
- Fewer invoices and less paperwork, saving time and money
- Better money management because work is billed routinely and accurately
- Better review and control of budgets
- No additional cost for the customization of your billing

### Reporting

Moreover, our goal is to provide you with timely, relevant information. We will customize reports to meet your requirements and fit your format. You can view these reports online or receive them in hard copy. We will provide reports weekly, monthly, quarterly and annually with a roll-up of the information to illustrate year-to-date performance. We can provide report recommendations, however, the format of the report and the frequency are up to you.

Examples of standard reports we can provide include:

- Total Spend
- Additional Service Detail
- Work Order Status
- Work Order Priority
- Response Time
- Inspection Results
- Timekeeping
- Training and Safety



**A.6 Describe or otherwise provide a copy of the training program used to meet and exceed the minimum training requirements. Identify if required training is administered in-house or the certified training facility used. Identify additional training provided that further develops and improves the overall qualifications of assigned staff.**

ABM fosters a culture of engaged team members that is shaped by our purpose, values, and mission, and provides our people an understanding of the “why” behind their jobs, through ongoing, open, and honest communication. This approach is a differentiator from the competition and provides added value for our clients. By investing in and delivering a robust mandatory training program that integrates supervisor-led training, web-based evaluation tools, safety, and skills training with ABM’s employee database, we ensure employee success, future personal growth and 100% compliance.

We provide our clients with team members that have the training they need to successfully perform janitorial services, improve efficiency, and develop new skills. Every ABM employee receives the following training:

**New-Hire Training**

New hire training includes:

- Orientation to ABM and the client’s facility
- Explanation of individual job duties
- Proper use of equipment



During the start-up phase, ABM Project Managers and supervisors conduct employee training sessions at one of your locations in a classroom setting. These sessions include site-specific rules and regulations, ABM policies and procedures and basic job training.

Training for service workers concentrates on specific work tasks. Our supervisors demonstrate each task step-by-step, detailing the importance of each step along the way, and train the workers to perform visual inspections before completing work. Supervisors also provide guidance to the service workers throughout.

Once initial training is complete, supervisors perform recurring reviews to make sure that they are maintaining City of Rialto’s and ABM’s standards. By empowering our employees with comprehensive training, we minimize deficiencies and quickly identify opportunities for improvement.

### Recurrent Training

Recurrent training includes:

- Job-specific topics
- Communication skills
- Procedures for basic duties and improved productivity (to address any identified skill gaps)



Our managers conduct recurring training sessions for current and replacement employees to ensure performance levels stay constant at our clients’ site(s). These sessions are more technical in nature and concentrate on specific job tasks and duties, such as specialized certifications and interdisciplinary training. Team members are trained in groups specific to their function. Training compliance is tracked and confirmed to ensure all employees are receiving the proper level of training.

### Safety Training

ABM works to reduce the occurrence of preventable accidents through regular and consistent safety training. We support our team members through direct onsite training, web-based safety training and customized site-specific training by site supervisors. Our safety training program is designed to meet or exceed OSHA requirements and incorporates best practices from organizations such as the National Safety Council (NSC), National Fire Prevention Association (NFPA), and the American Red Cross. New employees are required to attend training within 30 days of their hire date. If we are taking over services from a previous supplier, we evaluate all staff members during the transfer and, based on any identified skill gaps, recommend training to address needed area(s). We ensure training does not interfere with daily work schedules.

Safety topics can vary depending on the client’s requirements and services provided but typically include:

- |  |                                      |
|--|--------------------------------------|
| • Bloodborne pathogens                               | • Slip and fall prevention           |
| • Personal protective equipment (PPE)                | • Safe lifting                       |
| • Chemical handling safety; Safety Data Sheets (SDS) | • Safe use of ladders                |
| • Electrical safety                                  | • Accident and unsafe work reporting |
| • Fire safety  | • Eye injury prevention              |
| • Asbestos and other hazardous materials             | • Hand and finger safety             |
| • Preparation for natural disasters and emergencies  | • First aid                          |

In addition to the programs described above, we have also created a series of online safety orientation videos that have engaging scenes and a few moments of fun to facilitate training. All of this demonstrates ABM’s commitment to create a culture of safety through engagement, consistency, and effective communication.

### ABM University

ABM University (ABMU) is our internal learning management system and serves as our central repository for all training and education materials. Administered through an interactive web-based system, ABMU includes OSHA compliance training tools as well as other skills training courses at no additional cost to our clients. ABMU allows managers to assign City of Rialto specific and individualized training curricula to Team Members, track courses completed and technical certifications, and automatically reports course histories to ABM management. ABMU can be accessed 24/7 by our team members, allowing them to enhance their training or take refresher training outside of their work schedule at convenient times. Coupled with our monthly safety inspection program, supervisor skills training courses, and toolbox talks, safety compliance is thoroughly enforced.

**ABM**University



### Management Development

Manager Development is one of the four key areas that focuses on identifying and developing effective frontline leader attributes and behaviors to enable success. We have standardized industry best practices to support the development, growth, and success of our Frontline Managers. From this process, our **Frontline Manager Playbook** was born. Serving as a roadmap to success for our frontline managers, it details “Key Actions” that characterize a successful Frontline Manager at ABM, which are:



These key actions are further defined by behaviors and expectations that exemplify what action looks like and how it’s specifically achieved. When followed consistently, we have seen great results, client satisfaction, and higher productivity and engagement from our team members.

This training is currently being rolled out to all Frontline Managers throughout ABM and is an important component to our overall **ABMWay** training methodology. In addition to this initial training, Frontline Managers will also receive monthly communications and trainings that further support these Key Actions as well as other behaviors that personify successful managers.

## A.7 Describe or otherwise provide a copy of Drug Screening Policy implemented for mandatory drug testing of employees as a condition of initial employment, "postincident" drug testing of employees involved in accidents.

### Careful selection to ensure safety and quality

Through professional interviewing and selection processes, we select quality candidates who meet your needs. Each applicant is personally interviewed to determine specific job interests, schedules, and possible work location preferences. To ensure the safety of our clients' employees and business assets, we provide a range of employee screening packages. We conduct tiered screening based on the clients' requirements.

### Background Investigations

Once an eligible candidate has been identified, the background check process begins. Due to the sensitive responsibilities our team members will be undertaking, such as exposure to cash, automobiles, and other property, we must make sure that our hiring process is thorough. Screening packages can include credit checks, professional certification checks, and other client requested screenings however, we recommend the following pre-screening process:

- **Criminal Background Investigation** – Criminal background investigations are conducted while waiting for the results of the drug screens. The criminal background investigation advises us if the applicant has any convictions and takes 24 to 48 hours to process. If applicants pass this portion of the prescreening process, the HR clerk conducts reference checks and verifies previous employment.
- **Reference Check** – The applicant's references are contacted to verify employment information and overall work performance.
- **Department of Motor Vehicles Report** – For positions that require driving, a Department of Motor Vehicles Report is obtained to ensure the applicant has an acceptable driving record based on our standards. Applicants not meeting our standards, but passing the prescreening process, may be offered non-driving positions. Employees who hold a driving position but do not maintain an acceptable driving record will lose their driving privileges with us.
- **Drug Screening** – If requested by City of Rialto, applicants are referred to a testing lab for drug screening. The results are forwarded to us within 24 to 48 hours. Failure to pass the drug screening will result in immediate termination of the hiring process.

### Onboard

Upon successful completion of the pre-screening process (to include successful interview, the drug screening and the background and reference checks), a job offer is extended to the candidate and all new hire paperwork is completed. The HR manager then authorizes the uniform company to provide uniforms and schedules the new hire's date to report to work and to attend orientation.

Applicants must complete all required employment forms with signature and appropriate identification. ABM complies with all federal and state requirements to include Equal Opportunity (EEOC) standards, the Fair Credit Reporting Act (FCRA) and conforms to the Immigration Reform and Control Act of 1986 (IRCA).

Typically, our HR department notifies the hiring manager when the candidate is approved for employment and the offer letter is sent. However, based on the client's requirements, candidates can also be sent contingent job offer letters ahead of receiving final results of background check and screens to facilitate

the rapid hire of qualified applicants when numerous staff are needed in a relatively short period of time. In this scenario, finalized background and screening results must be received within 30 days of the contingent offer letter. However, if unfavorable information is received, we will initiate the termination process and immediately work on a replacement.

## TAB 3-SECTION B: FIRM QUALIFICATIONS

### Attachment C

B.1 List the firm's complete name, type of firm (individual, partnership, corporation or other), telephone number, FAX number, contact person and E-mail address. If a corporation, indicate the state the corporation was organized under. Identify the number, size and location of the firm's offices, and total number of employees. Identify the year the firm was founded and/or incorporated. Complete the required "Company General Information" Form included as Attachment C.

#### Company General Information

(1) Name: ABM Industry Groups, LLC

(2) Address: 14141 Southwest Freeway, Ste. 477 Sugar Land, TX 77478

(3) Phone No.: (713) 776-5100 Fax No.: (800) 452-5306

(4) E-Mail: [Michael.keegan@abm.com](mailto:Michael.keegan@abm.com)

(5) The Firm shall furnish the following information. Additional sheets may be attached, if necessary.

Individual  Partnership  Corporation

Minority Business Enterprise (MBE)

Women Business Enterprise (WBE)

Small Disadvantaged Business (SDB)

Veteran Owned Business

Disabled Veteran Owned Business

Other

(6) Business License:  Yes  No License Number: BL18-3943

(7) Tax Identification Number: #95-2495556

(8) Contractors License: State: License No. : 976012

Classification(s) B- GENERAL BUILDING CONTRACTOR and C20-WARM-AIR HEATING, VENTILATING AND AIR-CONDITIONING

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(9) Names and Titles of all corporate officers of the Firm:

**Please refer to section B.2 for a complete list of our corporate officers. (Page 32)**

(10) Year Incorporated: 1985

(11) State Incorporated In: Delaware

(12) Number of years as Janitorial Services provider (“Janitorial Firm”): 112



**CITY OF RIALTO**

**DISCLOSURES REQUIRED BY PERSONS OR ENTITIES  
CONTRACTING WITH THE CITY OF RIALTO\***

Pursuant to City of Rialto Code of Ordinances Section 2.48.145, all persons or business entities supplying any goods or services to the city, or seeking a loan or grant awarded by the city, whether through an application or proposal, shall disclose in such application or proposal whether any city officer, employee, or consultant may have a financial or non-financial interest in the person or business entity, or in any member, employee, owner, or officer of the business entity.

- A financial interest shall mean any interest that is prohibited under state law, including California Government Code Sections 1090 and 87100, and California Code of Regulation Section 18700 *et seq.*
- A non-financial interest shall mean any interest that is prohibited by City of Rialto Code of Ordinances Section 2.48.140 (attached here).

For the purpose of helping the City understand whether City personnel might have a conflict of interest in you or your organization, please disclose below whether you or any of your members, employees, paid or unpaid officers, paid or unpaid directors, or owners are (or are related to) a City elected or appointed official, a City officer, or a City employee or consultant.

<b>Name of Your Organization's Affected Member, Employee, Paid or Unpaid Officer, Paid or Unpaid Director, or Owner</b>	<b>Name of City Elected or Appointed Official, City Officer, a City Employee or Consultant</b>	<b>Relationship Between the Two</b>	<b>Nature of Financial or Non-Financial Interest</b>

By submitting this [application/proposal], or supplying any goods or services to the City, the [applicant/vendor/contractor/consultant] hereby attests under penalty of perjury, personally and/or on behalf of the entity [submitting this application/proposal or supplying any goods or services to the City] that no City of Rialto elected or appointed official, employee or consultant has a financial or non-financial interest, as such terms are defined in California Government Code Sections 1090 and 87100 and in City of Rialto Code of Ordinances Section 2.48.145, in the [applicant/vendor/contractor/consultant], except as specifically disclosed herein.

Person/Entity: ABM Industry Groups, LLC

By: 

Name: Curtis Van Buskirk

Title: Vice President

\*Attach a copy of the Conflict of Interest and Disclosure Ordinances for reference.

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**B.2 List the name and title of the firm’s principal officers with the authority to bind your company in a contractual agreement.**

The ABM executive officers are as follows:

- Scott Salmirs, President & Chief Executive Officer
- Rene Jacobsen, Executive Vice President, Chief Operating Officer
- Josh Feinberg, Chief Strategy & Transformation Officer
- Melanie Kirkwood Ruiz, Chief Information Officer
- TBD, Chief Human Resources Officer
- Nadeen Ayala, Chief Communications Officer
- Earl Ellis, Chief Financial Officer
- Dean A. Chin, Senior Vice President, Controller & Chief Accounting Officer
- Sean Mahoney, President, Sales & Marketing
- Cary Bainbridge, Senior Vice President, Chief Marketing Officer
- Andrea Newborn, Executive Vice President, General Counsel, & Secretary

**B.3 List the firm’s specific and relevant experience with janitorial service contracts of similar scope (a minimum of 5 references is required). Prior experience providing similar services for public agencies is preferred. Detailed contract information, including dates contract started and completed, contracting entity contact information, contracting entity Contract Officer, and other appropriate supporting information shall be provided. A minimum of five (5) years of experience is required.**

### **Similar Clients**

ABM provides services to municipal, county and government buildings across the country. This includes facilities such as, libraries, government offices, town halls/ city halls, public health centers, community/senior centers, fire stations, police stations, etc. Below is a sampling of those clients:

- City of Virginia Beach, VA
- Governors Island, NY
- City of Chicago, IL
- City of San Diego, CA
- City of Portland, OR
- City of Corpus Christi, TX
- Galveston County, TX
- City of West Hollywood, CA
- County of Sonoma, CA
- Tacoma Fire Department, WA
- City of Newport Beach, CA
- City of Phoenix, AZ
- State of Washington DMV, WA

### **Associations**

ABM is an active, long-term member and participant in the following organizations:

- Building Services Contractors Association International (BSCAI)
- Community Association Institute (CAI)
- Energy Star Partner (ES)
- International Crime Free Association (ICFA)
- International Downtown Association (IDA)
- International Facility Management Association (IFMA)
- International Sanitary Supply Association (ISSA)
- National Facilities Management & Technology (NFMT)
- US Green Building Council (USGBC)

Hear first-hand how we build value for our clients. Below is a reference list of clients similar to you for whom we currently provide services.

## Reference 1

**Company Name**

Location(s)  
Contact Name  
Title  
Phone Number  
E-Mail  
Services Provided

**City of Long Beach**

411 W. Ocean Blvd, 6<sup>th</sup> Floor | Long Beach CA 90802  
Michelle Wilson  
Purchasing Agent  
(562) 570-8921  
michelle.wilson@longbeach.gov  
Janitorial

## Reference 2

**Company Name**

Location(s)  
Contact Name  
Title  
Phone Number  
E-Mail  
Services Provided

**City of La Mirada**

15515 Phoebe Avenue | La Mirada, CA 90638  
Marlin A. Munoz  
Senior Administrative Analyst  
(562) 902-2372  
mmunoz@cityofamirada.org  
Janitorial

## Reference 3

**Company Name**

Location(s)  
Contact Name  
Title  
Phone Number  
E-Mail  
Services Provided

**City of Cerritos**

18125 Bloomfield Ave | Cerritos, CA 90703  
Mike O'Grady  
City of Cerritos  
(562) 916-1226  
mogrady@cerritos.us  
Janitorial

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## Reference 4

### **Company Name**

Location(s)

Contact Name

Title

Phone Number

E-Mail

Services Provided

### **MGR Property Management**

3800 E. Conours St. Ste 100 | Ontario, CA 91764

Mayra Caro

Commercial Operations Manager

(909) 579-1348

mcaro@management.com

Janitorial

## Reference 5

### **Company Name**

Location(s)

Contact Name

Title

Phone Number

E-Mail

Services Provided

### **Irwin Ranch Water District**

15600 Sand Canyon Ave | Irvine, CA 92618

Jessie Muncy

Supervisor

(949) 453-5714

muncy@irwd.com

Janitorial

**B.4 Provide an organizational chart identifying all employees to be assigned to the contract, showing relationships between key personnel and support staff.**

**Centralized Support**

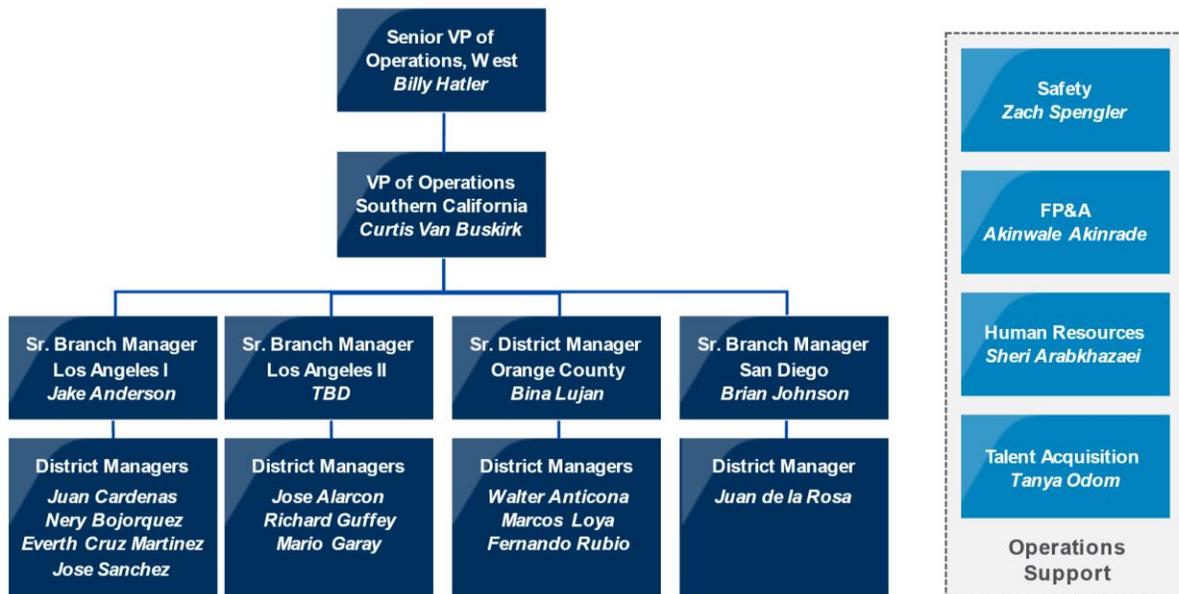
Having transition, accounting, contract management, technology, human resources, safety and labor relations support is vital to running an efficient operation. As part of the **ABMWay**, Our Center of Excellence provides guidance on industry best practices to ensure that our clients can take advantage of the very best in processes, tools, and technologies. We draw upon these resources and subject matter experts to support City of Rialto, as needed, through the varied phases of this relationship for leadership and solution development. All are focused on delivering high quality, reliable service to continually meet your unique needs.

**Proposed Support Structure for the City of Rialto**

Your portfolio will be supported by a team of experts knowledgeable in Commercial Real Estate and your local area. Please refer to the following organizational chart which depicts the structure of the proposed support team:

**Branch Address:**

14201 Franklin Avenue  
 Tustin, CA 92780  
 Telephone: 949.585.5900  
 Fax: 949.585.5994



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B.5 Identify the firm's turn-over rate with employees; identify the current average tenure of all of the firm's employees; identify the current minimum, maximum, and average tenure of the employees to be assigned to work on the proposed contract with the City.

Average turnover rate:

- 28.6%

Average tenure:

- 7.1 years

Minimum, Maximum, and average for proposed employees:

- Minimum: 1 year
- Maximum: 17 years
- Average: 10 years

---

**B.6 Provide a brief description of the firm's litigation and contract history, including:**

- Conviction or indictment of the firm or any officer of the firm within the last three years involving alleged fraud, bribery, collusion, conspiracy, or violation of state or federal antitrust law.
- Adjudication or determination by any federal, state, or local agency that the firm or any officer of the firm has violated any provision of law relating to equal opportunity or fair employment.
- Conviction of the firm or any officer of the firm related to any state or federal law relating to the employment of undocumented foreign worker.
- Termination of a contract for convenience or for cause.

**Claims Against ABM:**

ABM and its subsidiaries employ more than 110,000 employees across the U.S., Canada and Puerto Rico. As such, at any given time, ABM is involved in dozens, if not hundreds, of litigation matters. These claims are handled in the normal course of business by legal and risk management professionals employed by the company. Even large litigation matters involving millions of dollars would not have any impact on ABM's ability to provide timely services to City of Rialto. Should you require further information on a particular matter, ABM will certainly provide more detailed information upon request.

**Lawsuits Against Others:**

In the ordinary course of business, ABM has on occasion, various claims and lawsuits against third parties, primarily related to collection of monies owed. The amount of information regarding these matters is voluminous and, therefore, such information has not been included herein. Information about specific matters is available upon request.

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B.7 Identify any subcontractors, if any, by company name, address, contact person, telephone number, and assigned role under the proposed contract with the City. Describe the firm's experience working with each subcontractor identified, if any.

**There will be no subcontractors assigned to service this site.**

## TAB 4-SECTION C: STAFF QUALIFICATIONS

**C.1 List the name and qualifications of the Supervisor that will be assigned to the proposed contract with the City. Provide a resume.**

As the incumbent of this account, Nelson Bussier, who holds the current position as the Supervisor, will remain in position if awarded the bid.

**C.2 Identify the prior contracts, and with what contracting agency, the proposed Supervisor has previously completed. Explain the Supervisor’s current availability to be assigned as the Supervisor of the proposed contract with the City.**

Nelson Bussier is currently the Supervisor of this current account for City of Rialto. If awarded the bid, he will remain in position.

**C.3 List the names and qualifications of all employees that will be assigned as janitors to the proposed contract with the City.**

Employee Name	Title
COPADO AVILA, ALEJANDRO	Cleaner
DIMAS, ADRIANA	Cleaner
DIMAS, ELVIRA	Cleaner
DIMAS, LISBET	Cleaner
DIMAS, PAULINA	Cleaner
DIMAS, YESICA	Cleaner
MAGALLANEZ,ANGELINA	Cleaner
DURAN,JENNIFER	Project Manager
MERAZ, JORGE	Site Lead
RODRIGUEZ, JESUS	Floor Tech
BUSSIERE, NELSON	Site Supervisor
ROMAN, EDNA	Cleaner

# TAB 5-SECTION D: COST PROPOSAL

## Attachment 2

Proposal Pricing Form - Page 1		
	Building	Monthly Price
1	Civic Center - City Hall/Council Chambers at 150 South Palm Avenue	\$ 534.89
2	Civic Center, North Building - Development Services Office at 150 South Palm Avenue	\$ 583.12
3	Civic Center, South Building - Finance and Treasurer's Office at 150 South Palm Avenue	\$ 575.04
4	City Clerk's Office at 290 West Rialto Avenue	\$ 417.11
5	Civic Center, North Annex - Rialto Network at 150 South Palm Avenue	\$ 393.39
6	Public Works - Administration and Engineering at 335 West Rialto Avenue	\$ 1,158.76
7	Human Resources and Maintenance/Operations Building at 246 South Willow Avenue	\$ 1,287.67
8	Fleet Garage (Offices only) at 245 and 247 South Willow Avenue	\$ 428.21
9	Purchasing Office at 249 South Willow Avenue	\$ 428.21
10	ITS Building at 251 South Willow Avenue	\$ 862.19
11	Fire Station 201 - Administration, Lower Level Offices/Rooms and Captains' Office at 131 South Willow Avenue. (Does not include Dormitory or Apparatus Bay.)	\$ 916.67
12	Fire Station 202 at 1700 South Riverside Avenue	\$ 247.33
13	Fire Station 203 at 1550 North Ayala Avenue	\$ 426.12
14	Fire Station 204 at 3288 North Alder Avenue- Quarterly Service on Carpets and Floors for Crew Quarters and Weekly Service Community Rooms	\$ 652.86
15	Fire Station 205 at 1485 South Willow Avenue	\$ 426.12

16	Police Department, Main Station at 128 North Willow Avenue	\$ 3,717.86
17	Police Department Modular #1 at 128 North Willow Avenue	\$ 367.94

<b>Proposal Pricing Form - Page 2</b>		
	<b>Building</b>	<b>Monthly Price</b>
18	Police Department Modular #2 at 128 North Willow Avenue	\$ 558.45
19	Police Department Modular #3 at 128 North Willow Avenue	\$558.45
20	Police Department Annex at 429 West Rialto Avenue	\$ 355.93
21	Resource Center at 141 South Riverside Avenue	\$ 539.00
22	Metrolink Depot at 361 South Palm Avenue	\$ 742.44
23	Senior Center at 1411 South Riverside Avenue	\$ 3,218.88
24	Community Center at 214 North Palm Avenue	\$ 6,365.79
25	Simonson Center (Fitness Center) at 1243 South Riverside Avenue	\$ 3,683.68
26	Child Care Site (Preston Elementary) at 1750 North Willow Avenue	\$ 588.64
27	Child Care Site (Hughbanks Elementary School) at 2241 North Apple Avenue	\$ 588.64
	<b>Cost Chart Monthly Total</b>	<b>\$30,622.29</b>

ATTACHMENT "2"  
PRICING PROPOSAL FORM

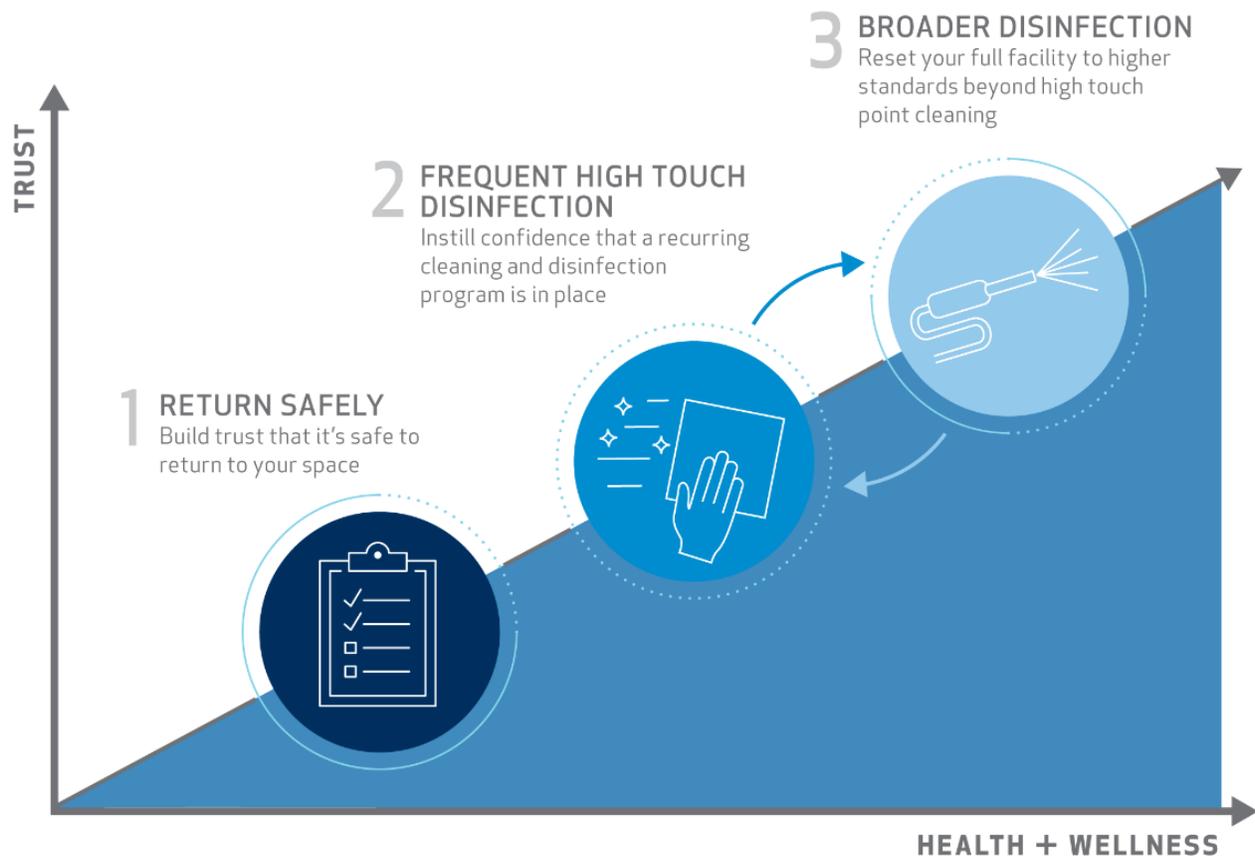
# ABM EnhancedClean™ Program

## Pathogen control for occupant and building wellness

### A holistic approach to creating healthier buildings for your buildings

ABM is uniquely positioned to help City of Rialto prevent the spread of pathogens through a three-step approach to building disinfection, backed by an expert-certified disinfection process and training program.

Beyond maintaining cleanliness, the ABM EnhancedClean program can help assure building occupants that you're doing your part to create healthier spaces—whether it's upon reopening comprehensively, disinfecting more frequently, or looking at the health of your building more holistically with advanced technologies.



## Determining the right approach at the right time

Every building is unique, but what all facilities have in common is the ongoing need for preventative practices and regular disinfection to improve the health and wellness of the building and its building occupants. We can help you meet the evolving challenges of reopening and ongoing facility services, supplemented by broad disinfection technologies to cover every angle of building wellness.

	Suggested Frequency	Methods Employed	Team Members Deployed	Supplies and Equipment
<p><b>Step 1: Return Safely</b></p> <p>Build trust that it's safe to return to your space.</p>	Intervals based on reentry	<ul style="list-style-type: none"> <li>• Pre-opening site assessment(s) using reentry checklists to inform return to work strategy</li> <li>• Workforce protocols (i.e. PPE and social distancing procedures)</li> <li>• Implement preventative products strategy</li> <li>• One-time enhanced clean</li> </ul>	Certified disinfection specialists	<ul style="list-style-type: none"> <li>• No touch fixtures, dispensers, and door openers</li> <li>• Centralized trash receptacles</li> <li>• Sensor technologies</li> <li>• Hand-sanitizing stations (based on availability)</li> <li>• Disinfecting wipes for occupants (based on availability)</li> <li>• EPA-registered disinfectants qualified for use against SARS-CoV-2</li> </ul>
<p><b>Step 2: Frequent High Touch Disinfection</b></p> <p>Instill confidence that a recurring cleaning and disinfection program is in place.</p>	Intervals range from hourly to daily	<ul style="list-style-type: none"> <li>• Site-specific SOW for each facility type based on occupancy levels</li> <li>• Cleaning and disinfection of all high touch point areas in facility</li> </ul>	Certified disinfection specialists	<ul style="list-style-type: none"> <li>• Occupant Communication Kits</li> <li>• EPA-registered disinfectants qualified for use against SARS-CoV-2</li> <li>• Proper PPE</li> <li>• Microfiber program</li> </ul>
<p><b>Step 3: Broader Disinfection</b></p> <p>Reset your full facility to higher standards beyond high touch point cleaning.</p>	Intervals range from nightly to quarterly	<ul style="list-style-type: none"> <li>• Large area disinfection</li> </ul>	Certified disinfection specialists	<ul style="list-style-type: none"> <li>• Electrostatic sprayers</li> <li>• Hospital grade EPA-registered disinfectants with faster kill time and broader pathogen spectrum if an outbreak has occurred in your facility</li> </ul> <p>Continued product testing:</p> <ul style="list-style-type: none"> <li>• Testing and validation</li> <li>• UV devices and UVC lighting</li> </ul>

# What to Expect from ABM

ABM provides solutions that lower your operating costs, preserve your assets, and maximize their value. We focus on these core areas to deliver the best service possible:

## SERVICE EXCELLENCE

With our highly-trained, in-house workforce, you can trust that we'll provide you with services that increase efficiencies and lower your operating expenses—all while maintaining a uniform standard of service excellence.

## BREADTH OF SERVICES

We'll provide you with an unrivaled range of facilities solutions that will keep your properties safe, clean, comfortable and energy efficient.

## DEEP INDUSTRY EXPERTISE

From our national office to our local branches, we've made sure our workforce understands your industry. After all, in over 110 years of service, we've developed the expertise to make our solutions work best for you.

## TECHNOLOGY-ENABLED WORKFORCE

Your facilities will be serviced with the support of innovative technology solutions that will simplify service delivery and allow for greater transparency.

## GUARANTEED SUSTAINABILITY SOLUTIONS

We have expertise to support your sustainability goals, including green cleaning, LEED support, bundled energy solutions, and more.

***We Are Ready to Build Value for City of Rialto.***

