SERVICE AGREEMENT

This Service Agreement (the "Agreement") is made January 26, 2021, between **ABM Industry Groups, LLC** and its Affiliates ("ABM"), and **The College of New Jersey** ("Client"). ("Affiliate(s)") means any legal entity that, directly or indirectly, (i) is owned and/or controlled by, (ii) owns and/or controls, or (iii) is under common ownership and/or control with ABM.)

1. Services. ABM will provide services to Client or its agent at the location(s) listed on the attached ***Exhibit A*** and according to the specifications in ***Exhibit B*** (the "Services"). ABM may perform the Services by any reasonable means and shall not be responsible for delays in performance beyond its control.

2. Term. This Agreement shall be in effect commencing **February 1, 2021 – May 31, 2021**. Thereafter, Client may extend this Agreement on a month-to-month basis at the Client's discretion.

3. Termination. If Client is dissatisfied with the quality of the Services, Client may inform ABM in writing of the specific areas of dissatisfaction, and if ABM shall fail to substantially correct the deficiencies within 30 days, Client may then terminate this Agreement by thirty (30) days' written notice to ABM. Either party may terminate this Agreement by providing thirty (30) days' written notice to the other party, and ABM may terminate services at any time without notice for nonpayment. All property and equipment furnished by ABM under this Agreement shall remain its property. Upon the termination of this Agreement, ABM shall have a reasonable time to remove its property and equipment from Client's premises.

4. Price. Client agrees to pay ABM monthly for the Services in accordance with the schedule attached as ***Exhibit C***. If Client requires issuance of a Purchase Order Number ("PO") in order for ABM to submit an invoice, Client shall provide ABM with a PO promptly upon Contract execution and shall provide ABM thirty (30) days written notice in advance of any change or update to an existing PO. Any PO issued by Client shall note the location listed above and all new, updated and PO renewals must be sent to PO_Update@abm.com and the local ABM point of contact at Curtis.glass@abm.com. Invoices shall be distributed by ABM in PDF format via an automated email process unless other arrangements are agreed to in writing by the parties. All third-party fees for billing and invoice processing shall be the responsibility of Client and shall be billed by ABM to Client as third-party fees are incurred. Payment shall be due within thirty (30) days from the earlier of the date of invoice or the last day of each month for which the Services were performed. The price is based upon the service area and frequency of the Services in the attached specifications. If there is any change in either, Client and ABM agree to negotiate a reasonable price adjustment.

5. Adjustments for Wages and Fringe Benefits. The attached price schedule is based on present wages and fringe benefits. If wages or fringe benefits increase above those in effect on the date of this Agreement, Client agrees to proportionate increase in the price. Client's obligation for such price adjustments shall survive the termination of this Agreement.

6. Adjustments for CPI. At the end of each twelve (12) month period during the Term of this Agreement, the price shall be increased by the greater of: (a) two percent (2%), or (b) a percentage equal to the percentage increase in the Consumer Price Index for All Urban Consumers (CPI-U) during the twelve (12) month period immediately prior to the first day of the then current annual period; provided, however, that the percentage of increase in the price determined under this provision shall never exceed three percent (3%) in any twelve (12) month period.

7. Extraordinary Cost Changes. If any extraordinary event affects ABM's costs, upon notice to Client the parties agree to negotiate a reasonable adjustment. Such events shall include armed hostilities, riots, strikes, picketing, boycott, acts of God, national financial or economic disturbances, epidemics, and other events not reasonably foreseeable or against which ABM reasonably cannot protect itself.

8. Equipment. INTENTIONALLY OMITTED.

9. **Holidays**. ABM is not obligated to perform the Services on the following holidays: New Years' Day, Martin Luther King Day, President's Day, Easter Sunday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Friday after Thanksgiving Day, Christmas Eve, and Christmas Day. Services on holidays, when requested, shall be charged on an over-time basis. A holiday on the sixth or seventh day of the work week shall be subject to additional charge of a full day at straight time if wages are required to be paid for that day.

10. **Indemnification**. ABM shall indemnify, defend and hold harmless Client from loss, liability, cost, or expense (including reasonable attorneys' fees) for bodily injury, death, and property damage (hereinafter, referred to as "Claims") but only to the extent same are caused by the negligence, misconduct, or other fault of ABM, its subcontractors, agents, and employees, and which arise out of Services performed under this Agreement. The foregoing provision shall only benefit Client if Client notifies ABM in writing of such Claim within thirty (30) days of same being reported to Client or its representative. Notwithstanding the foregoing, if ABM is required by Client to clean or wax floors when being used by employees, customers, tenants, or visitors, ABM shall not be responsible for any Claim in connection therewith. ABM shall not be liable for delay, loss, or damage caused by warfare, riots, strikes, boycotts, criminal acts, acts or omissions of others, fire, water damage, natural calamity, or causes beyond ABM's reasonable control. ABM shall not be liable for disposal of documents or valuable items left on floors. Client agrees to keep its facilities in a safe condition and in conformance with federal, state, and local laws, ordinances, and regulations. Notwithstanding any provision to the contrary, Contractor shall not be liable for the negligent acts or omissions of the Client, the New Jersey Educational Facilities Authority and their respective trustees, directors, officers, agents, servants, and employees.

11. **Limitation of Liability**. As the Services set forth on ***Exhibit B*** include Disinfecting and/or Sanitizing Services, ABM and Client agree that the Disinfecting and/or Sanitizing Services are designed to create a visually clean environment and reduce but not eliminate the risks of spreading infectious disease and viruses. The Disinfecting and/or Sanitizing Services will align with the most current recommendations and guidelines on environmental cleaning published by relevant public health and occupational safety organizations, but there is no guarantee that the Disinfecting and/or Sanitizing Services or any cleaning services will completely eliminate the risks of spreading infectious disease and viruses. Therefore, ABM and Client agree that ABM shall have no obligation to defend Client against any Claims arising out of, alleging, or resulting from exposure to communicable disease or pathogens causing any such disease (each, an "Exposure Claim"). Further, ABM's indemnity obligation in connection with an Exposure Claim will be limited to loss or damage found by a court of competent jurisdiction to have been caused by the negligence or willful misconduct of ABM and in no event will ABM's indemnity obligations in connection with an Exposure Claim exceed $1,000,000. The foregoing shall include, without limitation, all defense costs, settlements, and verdicts.

The Disinfecting and/or Sanitizing Services are provided as is, where is, and for commercial use only without any representation or warranty of effectiveness or success. There are no other warranties or conditions, express or implied, including without limitation those of merchantability, satisfactory quality, or fitness for a particular purpose. ABM expressly disclaims any representations or warranties that Client's use of the Disinfecting and/or Sanitizing Services will satisfy any statutory or regulatory obligations, or will assist with, guarantee, or otherwise ensure compliance with any applicable laws or regulations. ABM also expressly disclaims any representations or warranties made by the manufacturers or distributors of any cleaning products or equipment used by ABM to perform the Disinfecting and/or Sanitizing Services. Client assumes all responsibility for determining whether the Disinfecting and/or Sanitizing Services and selected cleaning products and equipment are sufficient for Client's desired purposes.

Except as may be owed to a third party under a party's indemnification obligations, neither ABM nor Client, or their respective owners, officers, directors, employees, agents, or affiliates, shall be liable one to the other whether under contract, statute, tort (including negligence) or otherwise, for any indirect, exemplary, unforeseeable, loss of profits, loss of use, punitive or consequential, incidental, or special damages, even if that party is notified in advance of such possibility, regardless of the form of the claim or action.

12. **Insurance and Taxes**. ABM agrees to maintain in full force and effect during the term of this Agreement the following insurance coverage for the work performed for Client under this Agreement:

a. Commercial General Liability insurance with limits for bodily injury and property damage of not less than $1,000,000 per occurrence, $2,000,000 general aggregate.

b. Commercial Automobile Liability insurance with limits of liability for bodily injury and property damage of not less than $1,000,000 per occurrence.

c. Workers Compensation insurance with statutory limits and with an Employers Liability Coverage of at least $500,000.

d. Sexual Misconduct & Molestation Liability insurance with limits of $3,000,000 per victim.

e. Employee Dishonesty/Fidelity insurance with limits of $2,000,000 each occurrence.

f. Excess or Umbrella Liability insurance on a follow-form basis with respect to the Commercial General Liability, Employers' Liability, Commercial Automobile Liability, and Sexual Misconduct & Molestation Liability of not less than $5,000,000 per occurrence, $5,000,000 general aggregate.

ABM has the right to be self-insured where permitted by state law or to provide such coverage subject to a deductible or self-insured retention. ABM will provide Client with a certificate of insurance describing the coverage provided in accordance with these provisions and include Client as an additional insured. ABM, Client, and their insurers shall waive all rights of subrogation against one another for property damage claims. ABM shall be responsible for paying all payroll-based taxes affecting its employees. Client agrees to pay for any sales and use taxes as well as increases in any taxes, workers' compensation, liability insurance, and other similar expenses of ABM.

13. Independent ABM. ABM is an independent ABM and all persons employed to furnish the Services hereunder are employees of ABM and not of Client. The employees performing the Services for ABM will be employees of ABM, and ABM will pay for all wages, expenses, federal, and state payroll taxes and any similar tax relating to such employees; and will provide uniforms in accordance with ABM's established standards. In the event any employees or former employees of ABM or its affiliates are employed by Client or by any of Client's affiliates during the term of this Agreement or within 90 days after its termination, Client agrees to pay to ABM a fee equal to 10 percent (10%) of the annualized compensation of each such employee or former employee.

14. Employees. Upon written request by Client, ABM will remove from service any employee assigned to Client's premises who has engaged in improper conduct, including without limitation, a breach of Client policies or failure to perform the duties herein, provided such request is in accordance with applicable laws and collective bargaining agreements. ABM shall supervise its employees through ABM's designated personnel. In the event Client assumes any supervisory duties toward the ABM's employees or directs their acts or services, Client shall assume responsibility and shall indemnify, defend, and hold ABM harmless from loss, liability, or expense arising therefrom.

15. Keys. ABM shall not be provided master keys to any property. Should access to a master key be required, Client will provide a key box or lock box for such master key(s) at the property.

16. Use. Client does not consent to ABM's use of Client's name, trademark, and/or logo in promotional materials, publicity releases, advertising, or any other similar publications or communications without Client's written prior approval.

17. Notices. Notices, requests, demands, etc., shall be written and delivered or mailed with postage prepaid:

to Client at:
The College of New Jersey
2000 Pennington Road
Ewing, New Jersey 08628-0718
ATTN: Maritza McGraw

to ABM at:
ABM Industry Groups, LLC
One Liberty Plaza, 7th Floor
New York, NY 10006
ATTN: Andrew Canicatti

With a copy to:
ABM Legal Department
1350 Euclid Avenue, Suite 1600
Cleveland, OH 44115
Attn: Assistant General Counsel
LegalNotice@abm.com

18. **Entire Agreement**. This Agreement contains the entire agreement between the parties. All prior negotiations between the parties are merged in this Agreement, and there are no understandings or agreements other than those incorporated herein. This Agreement may not be modified except by written instrument signed by both parties. In the event of conflict between any of the foregoing provisions of this Agreement and any other contract, purchase order, agreement, request for proposal, or specification between the parties, this Agreement shall be controlling. This Agreement shall inure to and bind the successors, assigns, agents and representatives of the parties.

IN WITNESS WHEREOF, the parties hereto have executed this Agreement as of the date first written above.

THE COLLEGE OF NEW JERSEY

By: Lloyd Ricketts
Lloyd Ricketts (Jan 29, 2021 17:03 EST)

Name: Lloyd Ricketts

Title: Treasurer

Date: Jan 29, 2021

ABM INDUSTRY GROUPS, LLC

By: [signature]

Name: Andrew Caliguiri

Title: Regional Vice President

Date: 2/3/2021

Exhibit A

Service Locations

Brower Student Center	59,221 Square Feet
Education Building	67,935 Square Feet
Trenton Hall	25,045 Square Feet
TCNJ Library	111,198 Square Feet

Exhibit B

Scope of Services

The Statement of Work is comprised of three (3) sections: Scope of Work, Supplemental Services Cleaning Specification and Green Cleaning Policy.

1.1 SOW Performance-Based Criteria and KPIs

QUALITY ASSURANCE

The intent of Client is to establish a performance-based Contract including Key Performance indicators (KPIs) as a means of measuring performance.

During the term of this Contract, ABM shall utilize the Smart Inspect™ web-based quality system to conduct ongoing quality inspections and data uploads for each of the buildings serviced; each floor of every building included in the Contract must be inspected each month. CLIENT reserves the right to change the building inspection square footage and/or frequency requirement.

ABM will be provided with access to the Smart Inspect web-based auditing platform. The cost of the platform is included as a line item in the Pricing Exhibit. ABM must purchase or have access to one smartphone or tablet (Apple or Android or equal) mobile device for its inspectors.

Third-Party Inspections

During the term of this Contract, a third-party consultant may conduct periodic quality inspections and data uploads using the Smart Inspect™ quality system. Failure to reach the minimum shall be considered non-performance.

Common cleaning deficiencies are defined as follows:

Buildup: any accumulation of soil, alkaline deposits, cleaning agents or floor finish, necessitating interim or restorative cleaning procedures
Cobweb: any spider web or web-like structure containing dust or other organic material
Debris: any litter, garbage, rubbish, rubble, loose food, leaves, paper, cigarette butts, trash, or waste Disorganized: messy, not arranged in an orderly manner
Dull: lacking a shine or luster
Dust: any loose extra-fine particles of dust, dirt, or sand Filled, Over: accumulation beyond acceptable levels Filled, Under: depletion beyond acceptable levels
Fingerprints/Handprints: recognizable human handprints or fingerprints Graffiti: unauthorized drawing, writing or defacement on a public surface
Gum: a variety of chewy or sticky substances including chewing gum, licorice, or candy Malodor: odor identified as unpleasant
Non-operational: not currently operating as intended
Scuff: removable nicks, scuffs, black marks, and heel marks
Soil: any removable dirt, film, grime, mud, grease, oil, food, sand, footprints, smears, smudges
Spot: any localized or singularly occurring removable spill, dirt, grime, mud, grease, oil, food, liquid, water spots, splashes, smears, and smudges
Streak: observable striation caused by a cleaning procedure

Maintaining a Quality Success Percentage of 85% or better

During the term of this Contract, ABM is required to maintain a quality success percentage (QSP) of 85% (relating to the quality system).

A QSP score shall be defined as the score that results from dividing the total acceptable items (i.e. items that meet the appearance criteria as stated in Specifications) into the total number of items inspected. For example, if an auditor inspects 1,000 items and 850 of those items are deemed to be acceptable (free of dust, debris, spots, etc.), then the resulting QSP is 85%.

Failure to reach the minimum score (85%) for any individual building included in the Contract shall be considered non-compliance. In instances where ABM fails to meet the minimum score of 85%, ABM shall correct deficient items and reinspect the non-compliant building within seven (7) days of initial failure.

Corrective Action Plan

ABM shall provide a corrective action plan after each month's cleaning quality inspection to remedy deficiencies.

Non-Compliance

Non-compliance is defined as:

1) Failure to conduct the required monthly inspection of all buildings
2) Failure to obtain the defined minimum QSP score for any individual building
3) Failure to meet other terms and conditions of this Contract

1) Failure to conduct the required monthly inspection

ABM has the primary responsibility to schedule and coordinate joint monthly inspections with a member of the CLIENT site team, using the Smart Inspect quality platform. A cross section of each floor of each facility must be inspected and uploaded each month. Inspectors shall randomly select a variety of areas throughout the included facilities, but shall always include the main entrance, lobby, restrooms and elevators, major classroom, or auditorium areas, as applicable, plus any other primary high visibility/high usage areas. It is recommended that the quality inspection be spread throughout the month, rather than performing the entire inspection on one day.

Failure to conduct the required monthly quality inspections and uploads will be deemed as the equivalent of failing to meet the prescribed QSP score.

2) Failure to obtain the defined minimum QSP Score

During the term of this Contract, ABM is required to maintain a quality success percentage (QSP) of 85%. In instances where ABM fails to meet the minimum score of 85% ABM shall correct deficient items and reinspect the non-compliant building within seven (7) days of initial failure.

3) Failure to meet other terms and conditions of the Contract

ABM also agrees to the other terms and conditions as described in the Contract.

Emergency Response Consideration

CLIENT understands that ABM, at times, is required to reassign staff to respond to an emergency. In these cases, the area that had the reduced available staffing shall not be inspected for two days in order to give ABM an opportunity to perform the required cleaning of the area or facility impacted by the emergency.

Team Approach

CLIENT views its relationship with ABM as a team relationship. Therefore, ABM shall be invited to accompany both CLIENT and/or a third-party auditor during any quality inspection.

Summary of Quality Assurance KPIs:

#1: ABM shall schedule and conduct ongoing quality inspections of each floor of each facility each month, using the Smart Inspect App
#2: The overall monthly Quality Success Percentage (QSP) score must be at least 85%
#3: ABM shall meet all other custodial-related requirements as stated in the Contract

1.2 Account Management

CLIENT reserves the right to ask for team member changes at any time. Prior to contract award, CLIENT reserves the right to ask ABM for its proposed supervisory staff (names, résumés, references, etc.). ABM shall put in place an account management team that will have the responsibility to manage all areas within the scope of this Contract. This account team shall consist of (but may not be limited to) the individuals designated below.

Account Manager(s)

- ABM has responsibility for all activities within the CLIENT account
- Functions as the primary contact with the CLIENT managers and other key personnel as identified
- Institutes escalation procedures necessary to meet the service and quality requirements outside the standard terms of the Contract
- Visits CLIENT facilities as appropriate
- Coordinates CLIENT's requirements within ABM's organization consistent with CLIENT needs and quality expectations
- Updates the CLIENT managers on potential changes in products, services, and enhancements to the current program
- Provides CLIENT managers information on resources, educational opportunities, and industry trends
- Assists CLIENT managers on other program requirements as directed
- Immediately resolves any issues or problems discovered as a result of the inspection
- Interfaces with students and faculty on a regular basis regarding special requests and recent cleaning issues or problems
- Reviews the custodial work order report to ensure that all issues, requests, and deficiencies have been resolved. Prepare a work list to ensure that occupant complaints/issues, special projects, and any other outstanding issues/tasks are completed satisfactorily
- Is present during Business Reviews, submit KPI's and oversee the corrective action program

Supervisor(s)

- Should CLIENT desire, the account manager and supervisors shall make themselves available during non-business hours for a joint floor, area, building inspection or conference. The supervisors will maintain records of all items brought to their attention, either through complaints or inspections and take the necessary action to correct them.
- Coordinates and acknowledges all activities.
- Complete inspection tours to ensure customer complaints, special projects, and periodic maintenance are completed satisfactorily.
- Review schedule for routine assignments

- Upon completion of employee's assignments, makes sure employee signs out at the proper time and turns in security badge and keys. At this time, each employee is to report any special problems encountered in their respective areas.
- Acts as a key interface with facility management designee(s)
- Coordinates and tracks all activities ensuring compliance to agreed-upon schedules, requirements, and quality expectations.
- Coordinates all corrective activity.
- Performs quality inspections.
- Responds to calls within 10 minutes during regularly scheduled working hours, and within 4 hours off-shift.
- Performs regular inventory checks to maintain adequate paper product supply levels.
- Ensures each ABM employee assigned to service CLIENT understands his or her daily assignments, placing special emphasis on periodic maintenance, occupant complaints and special project assignments.

Additionally, ABM' s regional and/or area management team shall maintain a regular presence in the facilities, offering support to the onsite team, quality inspections and on- site meetings.

1.3 Reporting

ABM must provide various management reports to CLIENT. The reports specified below represent the minimum reporting requirements.

Daily

- Communicate all events and issues to designated CLIENT personnel, including attendance, injuries, damages (i.e.: missing items/furniture, broken furniture, torn carpets, stair treads, etc.), security, building intruders, etc. The employees of ABM shall be responsible to immediately notify security of any inappropriate or illegal activities that they witness while on site.

Monthly

- Quality inspection scores, including:
  - Overall monthly average score (KPI)
  - Monthly average score by facility
  - Corrective action plans and follow-up results
  - Quality trend reports
  - Note: Smart Inspect automatically generates monthly quality inspection data and reports
- Staffing reports, comparing budgeted vs. actual full-time equivalent (FTE) employees

1.4 Problem Resolution

ABM shall remedy any unsatisfactorily performed or missed service(s) that have occurred. Where performance of a task(s) has been deemed by CLIENT's management team to have been performed unsatisfactorily, or missed, ABM shall perform such task(s) to a satisfactory completion within twenty-four (24) hours of notice, at no additional charge to CLIENT.

1.5 ABM Personnel

The names and addresses of all ABM employees shall be provided to CLIENT prior to the start of work and immediately if changes in staffing occur.

The personnel employed by ABM shall be capable employees, trained and qualified in custodial and related work. All personnel will receive close and continuing first- line supervision by ABM. ABM personnel shall sign in and out every day. The sign in/out sheet shall be made available to CLIENT upon request.

ABM employees must wear identifiable uniforms (must be approved by CLIENT) and name tags (must include ABM's name, the employee's full name and the employee's picture included); ABM employees must also wear proper Personal Protective Equipment (PPE) at all times where applicable. ABM shall supply all uniforms and PPE.

Personnel will be expected to interact with CLIENT clients and employees in a friendly and courteous manner. Personnel will not engage in inappropriate conduct such as borrowing money from CLIENT employees, using available telephones for personal calls, arguing over controversial subjects, conducting outside business at CLIENT locations, using CLIENT equipment or supplies for personal reasons or to satisfy the requirements of this Contract, or taking CLIENT materials, equipment, or supplies, including those belonging to employees, for any reason. Employees will not accept gifts or gratuities from anyone for any reason. CLIENT has the right to remove any personnel from its location at its judgment.

In addition, at times special circumstances may arise in which CLIENT would require ABM's employee's responsibilities to change for a short period of time. This could result in the employee performing a function not normally within his/her job description. ABM must ensure that employees are flexible to be able to respond to special circumstances as they arise.

ABM agrees that absenteeism of its employees shall not be an excuse for work not performed. In the event an employee of ABM is sick or absent (or if there is a vacancy in the position), ABM shall supply an adequate, trained, and uniformed replacement at no additional cost to CLIENT.

1.6 Training

ABM shall ensure that staff has received appropriate training for all services described herein. Training programs are to be approved by CLIENT. Evidence of training must be provided upon request of CLIENT. The training shall include, but is not be limited to:

- Environmental Health and Safety (EHS) training
- Cleaning for health, proper disinfection procedures, and pandemic response training
- Blood-borne pathogen training
- Asbestos awareness training
- Appropriate chemical "hazard" communication training
- Workplace safety training, including proper usage of PPE
- Orientation to the area(s) being serviced
- Green Cleaning training

ABM shall provide all training at no additional cost to CLIENT. ABM shall provide evidence of initial training, as well as refresher training, at the discretion of CLIENT. ABM shall provide *at least eight hours* of training for each custodian.

1.7 Paper Products / Consumables / Trash Liners

ABM is not responsible to purchase consumable products, paper products and trash liner supplies; however, ABM shall assist with maintaining adequate inventory levels as required at each facility.

1.8 Chemicals

ABM shall be responsible for providing all cleaning chemicals and supplies, to be included in the overall fixed price.

ABM will comply with all OSHA requirements and maintain the appropriate Safety Data Sheets (SDS) wherever it stores chemicals at each CLIENT facility. ABM will also provide the CLIENT managers composite manuals on all SDS. The SDS should be kept current. Upon request, ABM shall submit a written list of all supplies with attached SDS intended for use in the facility. All chemicals and supplies brought on-site by ABM must be properly labeled and stored according to OSHA regulations. All cleaning products and supplies shall meet the green cleaning requirements stated in the Green Cleaning Policy. Cleaning supplies and chemicals shall be discussed during the annual ABM review meeting, to include topics such as reporting, cost reduction, supply distribution, usage, standardization, and green cleaning.

In no event shall materials be of a type, or used in quantities or by methods, that will damage the scope of work or equipment or that will cause any increase of premiums for the insurance of the facility or premises, or any part.

CLIENT reserves the right to request reports and data that would indicate if ABM is meeting the above requirements for the purchase of chemicals and supplies. These reports shall show a breakout of sustainable/non-sustainable products.

1.9 Equipment

ABM shall be responsible for providing and maintaining all equipment and related items for CLIENT; ABM shall begin Contract with like-new equipment included in the fixed price. "Like-new" equipment is equipment whose appearance, function, life expectancy and technology are equivalent to brand-new models of the same types of equipment and is not more than two years old. Equipment is to be well maintained and checked periodically for safety hazards. ABM shall be responsible for all repairs, including repairs that result from misuse or negligence. Gas power equipment may not be stored inside any building. All equipment is to be stored safely and out-of-sight in the appropriate designated area(s) when ABM's personnel have completed their task.

1.10 Green Cleaning

To demonstrate its commitment to sustainable greening of its facilities, CLIENT strongly encourages a comprehensive green cleaning program to the extent possible. CLIENT requires that ABM perform green cleaning in accordance with the program listed in the Green Cleaning Policy exhibit, which is a comprehensive green cleaning program that reflects the most recent criteria in USGBC's LEED system. Additionally, upon request, ABM shall submit reports or data indicating supply, equipment, and other compliance with green cleaning protocol.

1.11 Security

ABM shall perform its standard employment screening at no additional cost to CLIENT (including criminal background investigation). ABM shall perform a criminal background investigation on any ABM personnel who performs services for CLIENT within four weeks before beginning an assignment at CLIENT and shall certify to CLIENT that no such personnel have any criminal background that would render such personnel not bondable as an employee according to customary bond underwriting criteria. CLIENT reserves the right to review these records.

ABM represents and warrants that all ABM employees designated to perform services at CLIENT are either citizens or legally eligible to work in the United States. ABM shall utilize E-Verify or similar services to verify this requirement is met. ABM also represents and warrants that it has and will comply with all applicable immigration laws and regulations.

ABM will be responsible for turning off all lights and securing all prescribed interior doors and exterior entrances upon completion of work assignments.

ABM will remove any ABM personnel from assignment at CLIENT that are deemed by CLIENT to be unsatisfactory for any reason.

1.12 Language Requirements

All Supervisors must be able to speak, read and write fluent English to communicate with building occupants and respond to emergencies or safety concerns immediately. Additionally, all day porters must be able to speak and read fluent English.

1.13 Work Rules

Employees of ABM shall not disturb papers or personal effects on desks, open drawers, or cabinets, use telephone, radio or television sets, or tamper with other personal or CLIENT property. Additionally, ABM shall require employees to adhere to (but may not be limited to) the following work rules:

- Turn off lights upon completion of cleaning operations
- Minimum lights will be used in the process of cleaning
- Do not read or remove any materials left on desks, file cabinets, etc.
- Do not remove anything from the building which is personal or CLIENT facility
- Do not smoke in the buildings
- Do not use telephones or computers for personal calls
- Do not open drawers, doors, etc. of office furniture
- Do not consume alcoholic beverages or other drugs on the job or report to work under the influence of alcohol or drugs
- Do not operate or tamper with any office machines or equipment
- Wear proper attire
- Security check doors and windows
- Do not enter any off-limit areas
- All keys for custodial personnel, including the supervisor's, will be kept in a secure location. ABM is responsible for any costs or liability incurred because of their loss or misuse ABM's personnel shall leave the premises with all perimeter doors locked upon leaving the building. ABM will leave all office doors, conference room doors, kitchen doors, storage doors, etc. in the condition specified

1.14 Porters

Regardless of the proposed cleaning schedule (day cleaning or night cleaning), ABM must provide adequate staffing to perform the "policing" tasks in the cleaning specification. ABM must also provide adequate employee coverage to respond to any emergencies as they arise (Monday through Friday during normal hours of operation), as well as special requests from designated CLIENT representatives.

ABM employees shall be assigned to perform portering duties such as policing the restrooms, elevators, break rooms, entrances, food areas and exterior areas and work as directed. The personnel may also be required to perform special services and events at the direction of CLIENT employees, including the prompt response and clean-up necessitated by emergencies if necessary. Porter services shall be required during the regular business hours or as CLIENT may request them. These requirements shall be considered part of the total proposal of cost.

1.15 Right to Request Certified Payroll

CLIENT reserves the right to request that a certified payroll be maintained and submitted upon request.

1.16 Scheduling of Cleaning

ABM shall implement a staffing plan that best accomplishes the cleaning requirements as stated in the SOW. ABM may utilize day cleaning, night cleaning or a hybrid approach, with justification based on its experience and industry best-practices and approval from CLIENT.

Additional hours may be requested as needed based on T&M rates provided in the Miscellaneous Pricing Exhibit.

1.17 Bio-Hazard Services and Pandemic Response

ABM shall perform all duties with adequately trained staff, equipped with PPE, and with proper PPE procedures in place to complete cleaning and disinfecting services of bio-hazard incidents and other outbreaks of highly communicable diseases. This is to include, but is not limited to blood spills, vomit and other bodily fluids/waste, flu season and pandemic response.

ABM shall have the ability to perform immediate pandemic response (including complete disinfection services for suspected or confirmed cases of highly communicable diseases, including COVID-19), including use and supply of electrostatic sprayers, other supplies, and related PPE. ABM shall invoice separately based on approved fully loaded rate for complete disinfection services requested by Client in response to suspected or confirmed Covid-19 cases.

Biohazard and pandemic response services shall be conducted in accordance with current OSHA, CDC, EPA and CLIENT standards. Disposal of the contaminated materials associated with these cleanings will be conducted in accordance with current OSHA and DOT standards and regulations.

1.18 Extra Services

It is imperative that ABM adequately provide coverage for events, construction cleanup and extra services at the included buildings when requested by CLIENT. ABM shall support the events and perform extra services per CLIENT's instructions, which may include set-ups, tear downs, pre-cleaning, mid- event cleaning and post-event clean-up activities, sometimes on very short notice.

For event-related services that require extra labor above and beyond the base staff, ABM shall invoice based on the pre- established all-inclusive hourly price for extra work indicated on the Miscellaneous Pricing Exhibit). This hourly rate only applies to events and extra services that require *overtime* or *extra* labor hours.

1.19 Communication

ABM shall provide smartphones and/or Wi-Fi tablets for the account manager(s) and supervisor(s).

1.20 Adding Facilities, Employees and Changes to Cleaning Specifications

At the sole discretion of CLIENT, facilities not included in this SOW, additional staffing, or services may be added to or removed from the scope of this Contract. The following shall apply in these instances:

- **Adding or removing facility(ies).** If an entire facility is added to the Contract, ABM shall be required to submit a formal proposal and full-disclosure pricing sheet that specifies the proposed staffing levels and cost. CLIENT will compare the proposed price per square foot against the price per square foot of similar, current facilities contained in the Pricing Exhibit for validation. If an entire facility is removed from the Contract, ABM

shall be required to reduce its pricing to reflect the new square footage at the price per square foot indicated in the Pricing Exhibit. ABM shall be given at least fourteen (14) calendar days advance notice before the area requirements of this Contract are increased or decreased.

- **Adding or removing employees.** If an additional porter, custodian, working lead, supervisor or other worker is added or removed from the Contract, the rates in the Miscellaneous Pricing Exhibit shall be utilized to make the appropriate upward or downward adjustment.

- **Changes to required services due to construction, renovation, and/or updates.** In the event of construction, renovation, and/or updates CLIENT reserves the right to redefine the cleaning specifications when a space or facility changes meaningfully in square footage, surface type, usage, etc. CLIENT and ABM shall discuss the changes to the Cleaning Specification (Section 2) and reach an accord on the necessary reduction in labor hours appropriate to satisfy the requirements of the revised cleaning specifications. CLIENT shall receive a credit (applied to its monthly custodial invoice) equal to the total number of labor hours removed to compensate for the service requirement reductions in the revised cleaning specification. CLIENT shall notify ABM of upcoming construction, renovation, and/or updates at least twenty-eight (28) calendar days prior to a requested CLIENT cleaning specification revision.

1.21 Mat Cleaning

Interior and exterior matting shall be cleaned as required. Mats requiring replacement shall be brought to the attention of CLIENT.

1.22 Perimeter Glass

Cleaning of perimeter glass shall not be included in the base Contract, except for door glass and adjacent entrance glass/lobby, as well as interior glass, as indicated in the CLIENT Cleaning Specification.

1.23 Waste Removal

All wastepaper/wet trash shall be removed from the facility each night and deposited in the appropriate waste container/compactor in such a manner as to allow the trash ABM to pick it up.
All appropriate paper products, cardboard and other materials designated by CLIENT will be separated nightly and deposited into the appropriate recycling containers.

Security officers shall have the right to stop ABM's personnel to check all waste removal to provide a deterrent to theft.

1.24 Subcontractors

All services shall be self-performed. Subcontracting is prohibited without prior written approval from CLIENT.

1.25 On-Call Coverage

ABM must provide twenty-four (24) hours per day, seven (7) days per week on- call custodial coverage to respond to CLIENT public health and sanitation emergencies. On- call custodial coverage hours beyond the hours included in the base pricing shall be billed at the T&M rate as specified in the Miscellaneous Pricing exhibit.

1.26 Snow and Ice Removal

Re-direct custodial teams to perform snow and ice removal during inclement weather (15 feet from all entrances and egresses). Provide additional labor, when necessary, and invoice based on the pre- established all-inclusive hourly

price for extra work (included in the Pricing Exhibit). This hourly rate only applies to services that require *overtime* or *extra* labor hours. All snow equipment and supplies paid for and provided by CLIENT.

1.27 TCNJ Work Order System

CLIENT currently utilizes the SchoolDude work order management system but is planning to implement a new work order system FAMIS effective November 1, 2020. CLIENT strongly encourages ABM to utilize the CLIENT preferred work order management system as well. ABM may propose an alternate work order system if it believes an alternative program would be more advantageous for CLIENT.

1.28 Supplies and Equipment Storage

ABM shall be responsible for receiving all its custodial supplies, equipment, and materials, delivered to the campus and shall store all aforementioned items properly and safely in the appropriate designated storage areas.

Section 2: Supplemental Services Cleaning Specification

The TCNJ Cleaning Specification is based on a five-day-per-week service schedule. Weekend duties are specially noted where applicable.

Also note that TCNJ observes certain state holidays. Cleaning service is not provided on these holidays, unless if authorized and paid for by TCNJ.

Common Touchpoint Cleaning and Disinfecting

Task Description	Frequency
Per the CDC and state guidelines and using the correct PPE, processes and supplies, clean and disinfect all common and high touchpoints including: door handles / knobs, glass touchpoints, railings, levers, fountains, button panels, faucets, appliances, vending machines, restroom fixture handles, dispensers, light switches, tables, and counters, in both common and tenant spaces. Personal workstations and desks are not included. Disinfectant must be on EPA approved List N for effectiveness against COVID-19.	Daily

Admin / Conference / Event

Task Description	Frequency
Empty general trash; replace liners. Spot clean as required. Remove trash to designated area.	Daily
Dust mop floors with microfiber or other approved dust mop.	Daily
Spot clean carpet using approved carpet spotting equipment and supplies.	Daily
Spot mop floors to remove visible dirt and spills.	4x / Weekly
Vacuum carpeted traffic lanes and spot vacuum personal workspaces.	4x / Weekly
Dust areas above shoulder level and below knee level.	Weekly
Dust furniture and spot clean all horizontal and vertical surfaces.	Weekly
Spot clean interior partition and door glass.	Weekly
Clean dry eraser board.	Weekly
Fully vacuum all carpeted areas from wall to wall.	Weekly
Damp mop floors to remove dirt and spills.	Weekly
Burnish finished floor; restore as required.	Bi-Weekly
Damp wipe trash containers to remove soil and stains.	Monthly
Dust or vacuum air vents to remove loose dust, soil, and cobwebs.	Quarterly
Dust window treatments including horizontal and vertical blinds.	Quarterly

Break / Pantry / Lounge / Game

Task Description	Frequency
Police break / lounge areas twice daily to spot clean, remove trash, and pick up debris.	Daily
Refill paper towel and soap dispensers to maintain desired product levels.	Daily
Empty break room trash; replace liners and tie-off at corners, clean obvious food, and spills from exterior of trash container.	Daily
Dust and damp wipe horizontal and vertical break room, lounge, and kitchenette surfaces including appliances, sinks and furniture. Refill dispenser as needed.	Daily
Dust mop floors with microfiber or other approved dust mop.	Daily
Spot clean carpet using approved carpet spotting equipment and supplies.	Daily
Spot vacuum carpets to remove visible dirt, dust, and debris.	4x / Weekly
Spot mop floors to remove visible dirt and spills.	4x / Weekly
Damp mop floors to remove dirt and spills.	Weekly
Fully vacuum all carpeted areas from wall to wall.	Weekly
Burnish finished floor; restore as required.	Bi-Weekly
Wash trash containers to remove soil and stains.	Monthly
Dust areas above shoulder level and below knee level.	Monthly
Dust or vacuum air vents to remove loose dust, soil, and cobwebs.	Quarterly
Dust window treatments including horizontal and vertical blinds.	Quarterly
Dust light fixtures to remove exterior dust and cobwebs	Semiannually

Class and Lab Areas

Task Description	Frequency
Refill paper towel and soap dispensers to maintain desired product levels.	4x / Weekly
Police classroom for litter and debris, spot clean.	4x / Weekly
Dust mop floors with microfiber or other approved dust mop.	4x / Weekly
Spot clean carpet using approved carpet spotting equipment and supplies.	4x / Weekly
Empty general trash; replace liners. Spot clean as required. Remove trash to designated area.	4x / Weekly
Clean dry eraser board.	4x / Weekly
Erase chalk board and wash.	4x / Weekly
Spot clean walls, desks, light switches, and door handles	3x / Weekly
Spot mop floors to remove visible dirt and spills.	3x / Weekly
Spot vacuum carpets to remove visible dirt, dust, and debris.	3x / Weekly
Empty pencil sharpeners and return.	3x / Monthly
Dust and spot clean furniture and all horizontal and vertical surfaces, including desks.	3x / Monthly
Damp mop floors to remove dirt and spills.	3x / Monthly
Fully vacuum all carpeted areas from wall to wall.	3x / Monthly
Dust areas above shoulder level and below knee level.	Monthly
Dust or vacuum air vents to remove loose dust, soil, and cobwebs.	Monthly
Wash trash containers to remove soil and stains.	Quarterly
Dust window treatments including horizontal and vertical blinds.	Quarterly

Computer / Radio Studio

Task Description	Frequency
Empty general and recyclable trash; replace liners when soiled or torn. Spot clean as required. Remove trash to designated area.	Daily
Dust mop floors with a water-based chemically treated dust mop.	Daily
Spot clean carpet using approved carpet spotting equipment and supplies.	Daily
Fully vacuum all carpeted areas from wall to wall.	Daily
Spot mop floors to remove visible dirt and spills.	4x / Weekly
Using a backpack, spot vacuum carpets to remove visible dirt, dust, and debris.	4x / Weekly
Damp mop floors to remove dirt and spills.	Weekly
Damp wipe trash containers to remove soil and stains.	Monthly
Dust or vacuum air vents to remove loose dust, soil, and cobwebs.	Quarterly
Dust light fixtures to remove exterior dust and cobwebs.	Semiannually

Corridor / Hallway

Task Description	Frequency
Clean and polish drinking fountains.	Daily
Empty general trash; replace liners.	Daily

Spot clean carpet using approved carpet spotting equipment and supplies.	Daily
Dust mop corridor or open areas with microfiber dust mop.	Daily
Vacuum corridor carpets.	Daily
Spot mop floors to remove visible dirt and spills.	4x / Weekly
Damp mop or autoscrub to remove soils due to inclement weather tracking January-March	4x / Weekly
Dust corridor furniture, spot clean all horizontal and vertical surfaces including interior and door glass.	Weekly
Dust areas above shoulder level and below knee level.	Weekly
Damp mop or autoscrub to remove soils.	Weekly
Burnish finished floor; restore as required.	Bi-Weekly
Dust or vacuum air vents to remove loose dust, soil, and cobwebs.	Quarterly
Dust window treatments including horizontal and vertical blinds.	Quarterly
Damp wipe light fixture exteriors to remove stains, dust, and cobwebs.	Semiannually

Custodial Closets

Task Description	Frequency
Clean custodial room sinks and floors, organize shelves and inspect equipment.	Daily
Wash trash containers to remove soil and stains.	Monthly
Damp wipe air vents to remove dust, soil, and cobwebs.	Quarterly

Dining / Serving / Food Court

Task Description	Frequency
Police food service areas twice daily to spot clean, remove trash, and pick up debris.	2x / Daily
Clean tabletops in dining area using approved spray cleaner.	Daily
Dust furniture and spot clean all horizontal and vertical surfaces.	Daily
Dust mop floors with microfiber or other approved dust mop.	Daily
Empty cafeteria trash; replace liners and tie-off at corners, clean obvious food from exterior of containers.	Daily
Spot clean carpet using approved carpet spotting equipment and supplies.	Daily
Damp mop or autoscrub to remove soils.	Daily
Fully vacuum all carpeted areas from wall to wall.	Daily
Burnish finished floor; restore as required.	Bi-Weekly
Wash trash containers to remove soil and stains.	Monthly
Dust areas above shoulder level and below knee level.	Monthly
Dust or vacuum air vents to remove loose dust, soil, and cobwebs.	Quarterly
Dust window treatments including horizontal and vertical blinds.	Quarterly
Damp wipe light fixture exteriors to remove stains, dust, and cobwebs.	Semiannually

Elevator

Task Description	Frequency
Carpeted elevator - Clean elevator walls, doors, carpets, ceiling, and stainless steel.	Daily
Hard surface elevator - Clean elevator walls, doors, hard surface floors, ceiling and stainless steel.	Daily
Tiled elevator - Clean elevator walls, doors, tile floors, ceiling, and stainless steel.	Daily
Vacuum elevator track.	Weekly
Damp wipe light fixture exteriors to remove stains, dust, and cobwebs.	Semiannually

Entrances & Lobbies

Task Description	Frequency
Clean door glass and other adjacent glass areas.	Daily
Dust furniture and spot clean all horizontal and vertical surfaces.	Daily
Police, sweep or vacuum entrance and immediate exterior, empty and remove trash, empty urns.	Daily
Empty general trash; replace liners. Spot clean as required. Remove trash to designated area.	Daily
Dust mop floors with microfiber or other approved dust mop.	Daily
Spot clean carpet using approved carpet spotting equipment and supplies.	Daily
Vacuum carpeted matting at or near entrance doors.	Daily
Damp mop floors to remove dirt and spills.	Daily
Fully vacuum all carpeted areas from wall to wall including edges.	Daily
Sanitize telephone receivers.	Weekly
Dust areas above shoulder level and below knee level.	Weekly
Burnish finished floor; restore as required.	Bi-Weekly
Damp wipe trash containers to remove soil and stains.	Monthly
Dust or vacuum air vents to remove loose dust, soil, and cobwebs.	Quarterly
Dust window treatments including horizontal and vertical blinds.	Quarterly
Damp wipe or vacuum light fixtures to remove dust, bugs, etc.	Semiannually
Wash trash containers to remove soil and stains.	Semiannually

Exterior Areas

Task Description	Frequency
Police exterior areas to remove litter.	Daily
Empty exterior trash, replace liners and tie-off at corners, clean obvious food from exterior of containers.	Daily
Machine sweep using walk-behind sweeper.	Weekly
Damp wipe trash containers to remove soil and stains.	Monthly

Laundry

Task Description	Frequency
Empty general trash: replace liners when soiled or torn. Spot clean as required. Remove trash to designated area.	Daily
Dust mop floors with a water-based chemically treated dust mop.	Daily
Spot mop floors to remove visible dirt and spills.	4x / Weekly
Damp mop floors to remove dirt and spills.	Weekly
Dust furniture and spot clean all horizontal and vertical surfaces.	Weekly
Dust areas above shoulder level and below knee level.	Weekly
Dust or vacuum air vents to remove loose dust, soil, and cobwebs.	Quarterly
Damp wipe light fixture exteriors to remove stains, dust, and cobwebs.	Semiannually
Wash trash containers to remove soil and stains.	Semiannually

Library Space / Gallery

Task Description	Frequency
Empty general trash; replace liners. Spot clean as required. Remove trash to designated area.	Daily
Police library spaces for litter and debris; spot clean where needed.	Daily
Spot clean carpet using approved carpet spotting equipment and supplies.	Daily
Dust mop floors with microfiber or other approved dust mop.	Daily
Spot clean walls, furniture, light switches, and door handles. Remove debris and gross soils from study carrels.	4x / Weekly
Spot mop floors to remove visible dirt and spills.	4x / Weekly
Spot vacuum carpets to remove visible dirt, dust, and debris.	4x / Weekly
Dust furniture and spot clean all horizontal and vertical surfaces.	Weekly
Damp mop floors to remove dirt and spills.	Weekly
Fully vacuum all carpeted areas from wall to wall.	Weekly
Dust areas above shoulder level and below knee level.	Monthly
Apply restorer and burnish tile floors.	Monthly
Wash trash containers to remove soil and stains.	Quarterly
Dust or vacuum air vents to remove loose dust, soil, and cobwebs.	Quarterly
Dust window treatments including horizontal and vertical blinds.	Quarterly
Damp wipe light fixture exteriors to remove stains, dust, and cobwebs.	Semiannually

Management-Directed Services

Task Description	Frequency
Provide support services for building activities including event set-up and tear down, security and safety assistance and all other support services as directed by building management	Daily

Medical / Mother's Room

Task Description	Frequency
Dust mop floors with microfiber or other approved dust mop.	Daily
Using an approved disinfectant, damp mop floors.	Daily
Empty general trash; replace liners. Spot clean as required. Remove trash to designated area.	Daily Dust
furniture and spot clean with disinfectant all horizontal and vertical surfaces	Daily
Sanitize telephone receivers.	Daily
Clean sink using approved cleaner, refill dispensers, paper, and soap.	Daily
Wash trash containers to remove soil and stains.	Monthly
Dust or vacuum air vents to remove loose dust, soil, and cobwebs.	Monthly
Dust areas above shoulder level and below knee level.	Monthly
Dust window treatments including horizontal and vertical blinds.	Quarterly
Dust light fixtures to remove exterior dust and cobwebs.	Semiannually

Offices, General

Task Description	Frequency
Centralized trash locations to be emptied as required.	Daily
Dust mop floors with microfiber or other approved dust mop.	2x / Weekly
Empty general and recyclable trash; replace liners when soiled or torn. Spot clean as required. Remove trash to designated area.	Weekly
Fully vacuum all carpeted areas from wall to wall.	Weekly
Damp mop floors to remove dirt and spills.	Weekly
Dust areas above shoulder level and below knee level.	Monthly
Dust furniture and spot clean all horizontal and vertical surfaces.	Monthly
Dust or vacuum air vents to remove loose dust, soil, and cobwebs.	Quarterly
Dust window treatments including horizontal and vertical blinds.	Quarterly
Wash trash containers to remove soil and stains.	Semiannually

Print / Mail / Copy

Task Description	Frequency
Empty general and recyclable trash; replace liners when soiled or torn. Spot clean as required. Remove trash to designated area.	Daily
Spot clean carpet using approved carpet spotting equipment and supplies.	Daily
Dust mop floors with a water-based chemically treated dust mop.	Daily
Spot mop floors to remove visible dirt and spills.	4x / Weekly
Using a backpack, spot vacuum carpets to remove visible dirt, dust, and debris.	4x / Weekly
Dust furniture and spot clean all horizontal and vertical surfaces.	Weekly
Dust areas above shoulder level and below knee level.	Weekly
Spot clean telephones and sanitize receivers.	Weekly

Fully vacuum all carpeted areas from wall to wall.	Weekly
Damp mop floors to remove dirt and spills.	Weekly
Dust or vacuum air vents to remove loose dust, soil, and cobwebs.	Quarterly
Dust window treatments including horizontal and vertical blinds.	Quarterly
Dust light fixtures to remove exterior dust and cobwebs.	Semiannually
Damp wipe trash containers to remove soil and stains.	Semiannually

Restroom / Locker / Shower

Task Description	Frequency
Police restrooms. Remove debris; spot clean fixtures, mirrors, and floors; replenish supplies.	Daily
Fully vacuum all carpeted areas from wall to wall.	Daily
Spot clean carpet using approved carpet spotting equipment and supplies.	Daily
Police and spot clean shower walls, fixtures, and other surfaces.	Daily
Perform all daily cleaning procedures; apply disinfectant to all fixtures, refill/clean dispensers, collect trash/replace liners, spot clean mirrors, walls, horizontal surfaces, and partitions, wipe fixtures clean, dust mop / mop floors with disinfectant.	Daily
Clean and disinfect shower walls, fixtures, and other surfaces.	Daily
Dust and spot clean exterior of lockers.	Weekly
Completely damp wipe restroom partitions including high/low areas with disinfectant cleaner.	Weekly
Machine scrub restroom floors with germicidal cleaning product.	Monthly
Wash trash containers to remove soil and stains.	Monthly
Dust or vacuum air vents to remove loose dust, soil, and cobwebs.	Monthly
Wash locker exteriors only.	Quarterly
Wash restroom walls with disinfectant cleaner.	Quarterly
Damp wipe light fixture exteriors to remove stains, dust, and cobwebs.	Semiannually

Retail Areas

Task Description	Frequency
Spot clean mirrors to remove fingerprints and smudges.	Daily
Dust mop floors with a water-based chemically treated dust mop.	Daily
Spot clean carpet using approved carpet spotting equipment and supplies.	Daily
Using a backpack, spot vacuum carpets to remove visible dirt, dust, and debris.	4x / Weekly
Spot mop floors to remove visible dirt and spills.	4x / Weekly
Fully vacuum all carpeted areas from wall to wall.	Weekly
Damp mop or autoscrub to remove soils.	Weekly
Damp wipe trash containers to remove soil and stains.	Semiannually

Shop Areas

Task Description	Frequency
Empty plant trash containers and remove to designated location.	Daily
Fully vacuum all carpeted areas from wall to wall.	Weekly
Spot clean carpet using approved carpet spotting equipment and supplies.	Weekly
Sweep or dust mop all tile floor areas, damp mop high traffic areas, spot mop personal work spaces.	Weekly
Machine scrub hard surface floors.	Quarterly
Damp wipe trash containers to remove soil and stains.	Semiannually

Snow Removal

Task Description	Frequency

Re-direct custodial teams to perform snow and ice removal during inclement weather (15 feet from all entrances and egresses). Provide additional labor, when necessary. Overtime or extra labor hours shall be invoiced based on the pre- established all-inclusive hourly price for extra work. All snow equipment and supplies will be paid for and provided by TCNJ.

Stairwells

Task Description	Frequency
Spot sweep for debris or spot vacuum stairs using a backpack vacuum.	Daily
Vacuum / dust mop and damp mop stairways, dust vertical and horizontal surfaces, and spot clean.	Weekly
Vacuum carpeted stairways, dust vertical and horizontal surfaces, and spot clean.	Weekly
Spot clean carpeted stairs using approved carpet spotting equipment and supplies.	Weekly
Damp mop stairways.	Weekly
Dust or vacuum air vents to remove loose dust, soil, and cobwebs.	Quarterly
Damp wipe light fixture exteriors to remove stains, dust, and cobwebs.	Semiannually

Storage

Task Description	Frequency
Dust furniture and spot clean all horizontal and vertical surfaces.	Quarterly
Damp mop or autoscrub to remove soils.	Quarterly
Fully vacuum all carpeted areas from wall to wall.	Quarterly
Dust mop or sweep hard-surface floors.	Quarterly
Dust or vacuum air vents to remove loose dust, soil, and cobwebs.	Semiannually
Dust light fixtures to remove exterior dust and cobwebs.	Semiannually

Theater / Auditorium

Task Description	Frequency
Remove all foreign matter and gum from all floor surfaces.	Daily
Empty general trash; replace liners. Spot clean as required. Remove trash to designated area.	Daily
Spot clean chairs to remove obvious spills and debris.	Daily
Spot clean carpet using approved carpet spotting equipment and supplies.	Daily
Spot vacuum carpets to remove visible dirt, dust, and debris.	4x / Weekly
Dust mop all tile floor areas, damp mop high traffic / soiled areas.	4x / Weekly
Dust furniture and spot clean all horizontal and vertical surfaces.	Weekly
Fully vacuum all carpeted areas from wall to wall.	Weekly
Damp mop floors to remove dirt and spills.	Weekly
Dust areas above shoulder level and below knee level.	Monthly
Apply restorer and burnish tile floors.	Monthly
Dust or vacuum air vents to remove loose dust, soil, and cobwebs.	Quarterly
Dust window treatments including horizontal and vertical blinds.	Quarterly
Dust light fixtures to remove exterior dust and cobwebs.	Semiannually
Wash trash containers to remove soil and stains.	Semiannually

Weekend Services

Task Description	Frequency
Provide cleaning, trash removal, and policing services as required at Brower Student Center. Four hours each Sat. and Sun.	2x / Weekly

TCNJ

Additional Specification Requirements

1. All powered custodial equipment shall operate with a sound level of less than 70 decibels and be ergonomically designed to minimize vibration, noise, and user fatigue.
2. Vacuuming must be performed with the Carpet and Rug Institute (CRI) approved high filtration vacuum.
3. Cleaning chemicals supplies and paper products must meet the minimum requirements as stated in the TCNJ Green Cleaning Policy.
4. ABM must establish a color-coded system of microfiber cloths and mops to prevent cross contamination. Unless otherwise approved by TCNJ, all common dusting, high and low dusting, spot cleaning and damp wiping must be performed using microfiber cloths with the cleaning chemical sprayed directly on to the cloth prior to application. Dust mopping and damp mopping shall also be performed with color-coded microfiber mopheads where applicable.

Green Cleaning Policy

Section 3: Green Cleaning Policy

This Green Cleaning Policy has been designed to encourage a fully comprehensive green cleaning program for TCNJ (to the extent possible during a pandemic). Used in conjunction with TCNJ's cleaning specification, it includes industry best practices as well as green cleaning processes to ensure a healthy and safe environment for the people who visit, live, learn, or work in TCNJ's facilities.

Required Green Cleaning Policies and Procedures

Green Cleaning Program Overview

To demonstrate its commitment to sustainable greening of its properties, TCNJ has implemented efforts toward the "greening" of its custodial operations. To achieve this end, this Policy has been structured based on the LEED-EB rating system, which is the most standardized, followed and well-documented green cleaning protocol currently in practice. Facilities must meet certain prerequisites and credits in the LEED rating system. Several of the points are achievable through green cleaning programs. The buildings pursuing LEED certification must use the green cleaning strategies described in this document in at least 90% of its useable space.

Purpose of Green Cleaning

Many custodial cleaning products have been shown to degrade indoor air quality, pollute the water, and negatively impact the health of sensitive occupants. In effort to maintain a clean facility, ABMs and facility managers often use harsh solutions that, while disinfecting the building, contaminate the indoor air. It is TCNJ's desire to maintain both clean properties and healthy environments for their occupants and are therefore committed to the green cleaning practices in this Policy.

Participation

TCNJ recognizes that the participation of all custodians and supervisors is an essential component of a successful green cleaning program. Therefore, TCNJ is including the requirements associated with green cleaning in the cleaning scope of its buildings that are striving toward a fully comprehensive green cleaning program. The custodial team must demonstrate an ability to incorporate the following elements into the cleaning process: green product specification, staff training, solution storage, dilution and safe handling and equipment specifications and must also demonstrate a willingness to continue to develop these aspects of the program.

Low Environmental Impact Cleaning Policy

Hand Hygiene

ABM will promote healthy hand hygiene by providing soap and soap dispensers in custodial closets, kitchen areas, bathrooms, break rooms and locker rooms. ABMs are required to wash their hands on a

routine basis while servicing the facility. Alcohol-based hand sanitizers will be provided in public areas. The properties' paper products should be dispersed from hands-free dispensers to eliminate levers and cranks that users share. Hand soaps should not contain anti-microbial agents (other than as a preservative system) unless required by health codes and other regulations.

Special Treatment of Carpets

Carpet can be a source of bio-pollutants, dust and volatile organic compounds (VOCs). Pesticides and cleaning products (such as stain removers) that remain on the carpet after initial application can volatilize (rise into the air) over time and contaminate the indoor air. The following carpet treatment guidelines will mitigate the need for carpet cleaning solutions through both preventative and prescriptive treatment.

1. Prevent stains
    a. Clean up spills promptly using cold water and one or more blotting cloths
    b. Make a spill kit available to occupants
2. Promptly clean and thoroughly dry carpets if they should become saturated with water
    a. Quick action following a leak or other water damage may prevent carpet loss and the growth of mold and/or mildew. (Do not attempt to clean a moldy carpet without proper protective equipment, clothing, respirators, and air filters. Special training may be required to adequately deal with a water-soaked carpet.)
3. Avoid excessive use of carpet shampoos and bonnet cleaning products. Bonnet cleaning involves the use of cotton, rayon, and/or polypropylene pads and a rotary shampoo machine. Although these chemicals are usually mild, overuse makes more frequent extraction cleaning necessary.
4. Deep-clean when necessary.
    a. Periodically deep-cleansing of carpet is necessary to extract dirt, bio-pollutants, moisture, and embedded cleaning agents.
    b. A wet vacuum water extraction machine after dry vacuuming may be used.
    c. The Carpet and Rug Institute recommends rapid drying of the carpet, within 24 hours.
    d. Pre-sprays applied carefully and left on long enough can reduce the amount of chemicals needed.

Reducing Microbial Growth through Proper Cleaning

The following are basic guidelines to minimize the need for antimicrobial products at TCNJ:

1. Clean first and then apply disinfectant.
    a. Most disinfectants are not cleaners and are usually only effective on a clean surface.
    b. Wait the recommended time before rinsing the antimicrobial solution from the surface (usually at least ten minutes, although some products are rapid-use and may only need one or two minutes)
2. Use disinfectants only when and where required
    a. Ordinary detergents should remove more microbes than disinfectants
3. Change mop heads and sponges daily
4. Change cleaning water frequently (water used in mop-buckets, etc.)
    a. Do not waste water by overfilling mop buckets, etc.
5. Intentionally clean areas where water collects and condenses
    a. Areas such as refrigerator and air conditioner pans as well as air cleaner/humidifier machines
6. Use a drain maintainer (containing enzymes) if drains clog or has an odor
7. If there is a food preparation area in any of the subject buildings, TCNJ and/or ABM employees that prepare food for customers must use antimicrobial soaps and/or disinfectants

Exhibit C

Pricing and Payment of Schedule

Supplemental Services Pricing Exhibit

(Brower SC, Education Bldg, Trenton Hall, TCNJ Library)	Number of Employees	Straight Time/ Hourly	Yearly Service Hours	Base Labor
Net Cleanable Square Footage	263,399			
A. Labor and Labor-Related Costs				
Hours and Wages:	*Enter Number*	*Enter Hrly Rate*	*Enter Total Hrs*	
Working Lead (s)	0.00	$ -	0.00	$ -
Porter(s)	3.00	$ 16.00	2,080.00	$ 33,280.00
Custodians	8.81	$ 16.00	6,107.21	$ 97,715.33
Weekend	1.50	$ 16.00	416.00	$ 6,656.00
Setup	1.00	$ 16.00	693.33	$ 11,093.33
Overtime Coverage for Replacement	0.00	$ -	0.00	$ -
Other (If Applicable)	0.00	$ -	0.00	$ -
Other (If Applicable)	0.00	$ -	0.00	$ -
Labor Sub-Total	14.31		9,296.54	$ 148,744.66
Labor-Related Costs:				
FICA - Labor				$ 11,378.97
FUTA - Labor		*Enter Rate Below*		$ 892.47
SUTA - Labor		2.90%		$ 4,313.60
Workers' Comp		3.74%		$ 5,555.61
Liability Insurance		1.10%		$ 1,635.23
Disability Insurance				$ -
Health and Benefits				$ 39,231.40
FUTA Adjustment				$ (600.13)
Other (If Applicable)				$ -
				$ 62,407.14
			A. Total	**$ 211,151.81**
B. Supervision Costs				
Supervision Hours and Wages:		*Enter Hrly Rate*	*Enter Total Hrs*	
Project Manager		$ 57.69	693.33	$ 40,000.00
Supervisor(s)		$ 36.06	693.33	$ 25,000.00
Other (If Applicable)		$ -	0.00	$ -
Other (If Applicable)		$ -	0.00	$ -
			1,386.67	$ 65,000.00
Supervision Wage-Related:				
FICA - Labor				$ 4,972.50
FUTA - Labor		*Enter Rate Below*		$ 390.00
SUTA - Labor		1.02%		$ 665.07
Workers' Comp		3.74%		$ 2,427.75
Liability Insurance		1.10%		$ 714.58
Disability Insurance				$ -
Health and Benefits				$ 7,341.00
Tax Adjustment Adjustment				$ (352.67)
				$ 16,158.23
			B. Total	**$ 81,158.23**
C. Supplies, Equipment and Other Costs				
Cleaning Supplies				$ 7,389.48
Cleaning Equipment and Repairs				$ 27,196.72
Uniform Expense				$ 1,015.18
Background Checks				$ 862.06
Quality Assurance Program				$ 400.00
Vehicles/Related Costs				$ -
Management Systems				$ 1,853.58
Performance Bond				$ -
			C. Total	**$ 38,717.01**
		(Sum of A, B and C Above)		$ 331,027.04
		Profit and Overhead		$ 28,435.70
				$ 359,462.74
		Sales/Local Tax	0.000%	$ -
4-month contract pricing				**$ 359,462.74**
Cost per Month				**$ 89,865.68**

Miscellaneous Pricing Exhibit

Hourly Rates for Extra Services	
T&M Regular-time Rate per Hour for Porter	$ 26.08
T&M Overtime Rate per Hour for Porter	$ 31.65
T&M Regular-time Rate per Hour for Custodian	$ 26.08
T&M Overtime Rate per Hour for Custodian	$ 31.65
T&M Regular-time Rate per Hour for Working Lead	$ 33.40
T&M Overtime Rate per Hour for Working Lead	$ 34.40
T&M Rate per Hour for Cleaning and Disinfection Services in response to Covid suspected or confirmed cases	$ 34.92
Monthly Prices	
Monthly price to add a 4-hour weekend porter	$ 992.48
Monthly price to add a 8-hour weekend porter	$ 1,969.48
Monthly price to add a half-time Porter	$ 2,457.86
Monthly price to add a full-time Porter	$ 4,899.75
Monthly price to add a half-time Custodian	$ 2,457.86
Monthly price to add a full-time Custodian	$ 4,899.75
Monthly price to add a half-time Working Lead	$ 2,641.00
Monthly price to add a full-time Working Lead	$ 5,262.51
Monthly price to add a half-time Project Worker	$ 2,457.86
Monthly price to add a full-time Project Worker	$ 4,899.75

TCNJ THE COLLEGE OF NEW JERSEY

Number: AB210011
Date Issued: November 30, 2020
Purchasing Contact: Anup Kapur
Phone: (609) 771-2859
Email: kapura@tcnj.edu
Requesting Department: Office of Facilities Management
Fiscal Year: 2021

Bids will be due on **December 18, 2020 at 2 p.m.**

Important: This bid must be received at or before the opening time and date stated above. Late bids will not be accepted. Return bid to:

The College of New Jersey
Office of Finance & Business Services, Purchasing Dept.
Administrative Services Building, Room 201
2000 Pennington Road
P.O. Box 7718
Ewing, New Jersey 08628-0718
609-771-2495

PURPOSE AND INTENT OF BID:

Solicit bids for a vendor to provide Supplemental Cleaning Services to The College of New Jersey.

INSTRUCTIONS TO VENDORS FOR COMPLETING THIS BID

1. Read the entire bid, including all terms and conditions and specifications.
2. All prices must be typed or written in ink. Any corrections, erasures or other forms of alteration to unit and/or total prices must be initialed by the vendor.
3. **THIS BID IS TO BE SIGNED BELOW (LINE 18).**
4. Bid prices shall include delivery of all items F.O.B. destination or as otherwise provided.
5. Address all inquiries and correspondence to the buyer at the email, phone or address shown above.
6. All communication during the bid process shall be directed to the Purchasing Department only.
7. All instructions must be followed and signatures must be provided for bid to be accepted.

MANDATORY TO BE COMPLETED BY THE VENDOR

8. Payment discount terms:_____
9. Prices quoted are firm through issuance of contract until the following date_____
10. Your Federal I.D. Number (FEIN):_____
11. Company Name:_____
12. Vendor telephone number:_____
13. Vendor fax number: _____
14. Print Name:_____
15. Email Address:_____
16. Title:_____
17. Date:_____

18. ORIGINAL SIGNATURE OF VENDOR (MUST BE SIGNED)

Signature of the vendor attests that the vendor has read, understands, and agrees to all terms, conditions, and specifications set forth in the request for bid unless otherwise stated in writing and submitted with the bid.

PRE-BID CONFERENCE / ON-SITE INSPECTION IS NOT REQUIRED

AB210011

November 25, 2020

Please place the following advertisement in the Legal Section of Classified Advertising. Please ensure that the invoice and Affidavit for this advertisement is prepared and forwarded to The College of New Jersey, Office of Purchasing, Administrative Services Building, Room 201, P.O. Box 7718, Ewing, NJ 08628-0718.

To be published on **November 30, 2020**. Contact person regarding placement of ad is **Anup Kapur** (609) 771-2859.

ADVERTISEMENT FOR BIDS

Under the provisions of the State College Contracts Law, Chapter 64 of Title 18A, The College of New Jersey is soliciting proposals for a firm to provide Supplemental Cleaning Services (**AB210011).**

The College will accept sealed bids until **2:00 p.m., December 18, 2020** at the Office of Finance & Business Services, The College of New Jersey, 2000 Pennington Road, Administrative Services Building, Room 201, Ewing, NJ 08628-0718, at which time the proposals will be publicly opened and read. Copies of the bid documents may be obtained via our website **(https://bids.tcnj.edu/home/goods-and-services/)**

The College seeks to limit exposure/spread of the Coronavirus (COVID19) by limiting external visitors to campus. Participants planning to attend the bid opening should follow the safety guidelines recommended by the CDC and abide by any and all Executive Order(s) pertaining to safety precautions required as a result of COVID-19.

BIDDERS ARE REQUIRED TO COMPLY WITH THE REQUIREMENTS OF P.L. 1975, c. 127(N.J.S.A. 10:5-31 et seq. and N.J.A.C. 17:27).

The College of New Jersey
The Office of Finance & Business Services, Department of Purchasing
Administrative Services Building, Room 201
2000 Pennington Road
P.O. Box 7718
Ewing, New Jersey 08628-0718

1) PURPOSE AND INTENT:

a) The purpose of this Request for Bid (SOLICITATION) is to secure a vendor to provide Supplemental Cleaning Services to the College**.**

b) The College will award the contract within sixty (60) days from the date of the bid opening. The College, pursuant to State College Contracts Law, reserves the right to reject all bids. In the event that bids are rejected, the College may elect to seek new bids for this contract.

c) The College retains the right to award contracts to two or more vendors in accordance with law.

d) The College retains the right to waive minor informalities or non-material exceptions in a bid in accordance with applicable law.

2) DEFINITIONS:

a) **Addendum** – Written clarification or revision to this SOLICITATION issued by The College of New Jersey Purchasing Department

b) **Bid –** Response submitted by a vendor in response to a Request for Bid

c) **Contract** – This SOLICITATION, any addendum to this SOLICITATION, and the vendor's bid submitted in response to this SOLICITATION, as accepted by the College

d) **Contractor** – The vendor(s) awarded a contract resulting from this SOLICITATION

e) **May** – Denotes that which is permissible but not mandatory

f) **Shall** or **Must** – Denotes that which is a mandatory requirement. Failure to meet a mandatory requirement may result in the rejection of a bid as materially non-responsive

g) **State** – State of New Jersey

h) **Should** – Denotes that which is recommended but not mandatory

i) **The College** or **College** or **TCNJ** – The College of New Jersey

j) **The Institution(s) –** Any of higher education institution within the State of New Jersey

k) **Vendor** – An individual or business entity submitting a bid in response to this SOLICITATION

l) **SOLICITATION or Request for Bid –** Document outlining a Statement of Work, specifications, etc., inviting potential vendors to submit a bid to provide such products and/or services.

3) ***BID PREPARATION AND SUBMISSION***

Questions:
All questions must be submitted in writing via email (kapura@tcnj.edu) to Anup Kapur, Finance & Business Services, The College of New Jersey, no later than **December 4, 2020 by 4 p.m.**
Should any questions be received, an addendum will be placed in the newspaper and the addendum will be posted on the Office of Finance & Business Services website (www.tcnj.edu/~budfin/) no later than **December 8**, **2020 Any and all such addenda MUST be attached to each vendor's bid with its submission.**

ORAL PRESENTATION: Prior to award of contract, vendors who submit a Bid in response to this SOLICITATION may be required to give an oral presentation of their Bid if the College so desires. This may provide an opportunity for the vendor to clarify or elaborate on the Bid. The College will schedule the time and location of these presentations.

Submission:
Each vendor submitting a bid shall deliver or cause to be delivered the required elements of the bid package, sealed in an envelope and clearly marked as a bid with the bid number affixed thereto, to:

THE COLLEGE OF NEW JERSEY
The Office of Finance & Business Services, Department of Purchasing
Administrative Services Building, Room 201
2000 Pennington Road
P.O. Box 7718
Ewing, New Jersey 08628-0718

Bid Opening: Friday, December 18, 2020 at 2:00 p.m.

The College seeks to limit exposure/spread of the Coronavirus (COVID-19) by limiting external visitors to campus. Participants planning to attend a site visit and bid opening should follow the safety guidelines recommended by the CDC and abide by any and all Executive Order(s) pertaining to safety precautions required as a result of COVID-19.

Signature:
The cover page of the SOLICITATION, with lines 8 through 18 completed**, must be signed by an authorized officer of the vendor** and returned with the Bid. Failure to comply with this requirement or failure to provide all requested data, price schedules, signatures, etc. will result in rejection of the Bid.

Vendors shall submit one (1) hard copy of their bid and one (1) digital copy of their bid on a flash drive

Addenda:
All addenda to this SOLICITATION will become part of the SOLICITATION and part of any contract awarded as a result of this SOLICITATION.

Cost Liability:
The College assumes no responsibility and bears no liability for costs incurred by a vendor in the preparation and submittal of a Bid in response to this SOLICITATION.

Contents of Bid:

Vendors must submit a written bid that addresses each of the scope of work elements set forth in the Statement of Work in Section 7 of this SOLICITATION.

Subsequent to SOLICITATION opening, all information submitted by vendors in response to the SOLICITATION is considered public information, except as may be exempted from public disclosure by the Open Public Records Act, N.J.S.A. 47:1A-1 et seq., and common law.

A vendor may designate specific information as not subject to disclosure when the vendor has a good faith legal/factual basis for such assertion. The College reserves the right to make the determination and will advise the vendor accordingly. The location in the Bid of any such designation should be clearly stated in a cover letter. The College will not honor any attempt by a vendor either to designate its entire Bid as proprietary and/or to claim copyright protection for its entire Bid.

By signing this SOLICITATION response, the vendor waives any claims of copyright protection set forth within the manufacturer's price list and/or catalogs. The price lists and/or catalogs must be accessible to the College and cooperative purchasing partners and thus have to be made public to allow eligible purchasing entities access to the pricing information.

All bids, with the exception of information determined by the College or the Court to be proprietary, are available for public inspection after the Letter of Intent to Award is issued. At such time, interested parties can contact The College of New Jersey Purchasing Department to inspect bids received in response to this SOLICITATION.

Pursuant to Executive Order No. 166, signed by Governor Murphy on July 17, 2020, the Office of the State Comptroller (OSC) is required to make all approved State contracts for the allocation and expenditure of COVID-19 Recovery Funds available to the public by posting such contracts on a State website. Such contracts will be posted on the New Jersey transparency website developed by the Governor's Disaster Recovery Office (GDRO Transparency Website). Accordingly, the OSC will post a copy of the Contract, including the winning vendor's Bid and other related Contract documents for the above Contract on the GDRO Transparency Website.

Pricing:
All pricing shall be computed per the Statement of Work and submitted on the Pricing Exhibit, available for download.

The State Building Service Contract Act, N.J.S.A. 34:11-56.60, provides that the following must be included in a contract: Every contract to furnish building services for any property or premises owned or leased by the State shall contain a provision stating the prevailing wage for building services rates that are applicable to the workers employed in the performance of the contract and shall contain a stipulation that those workers shall be paid not less than the indicated prevailing wage for building services rates. The contract shall provide for annual adjustments of the prevailing wage for building services during the term of the contract, and shall provide that if it is found that any worker employed by the contractor or any subcontractor covered by the contract, has been paid less than the required prevailing wage, the State Treasurer may terminate the contractor or subcontractor's right to proceed with the work, and the contractor and his sureties shall be liable to the State for any excess costs occasioned by the termination.

Prevailing wage rates can be found on https://nj.gov/labor/wagehour/wagerate/CurrentWageRates html for Mercer County and available for download.

Energy Star energy efficient products: On April 22, 2006, Governor Jon Corzine signed Executive Order #11 stating that the New Jersey State government should assume a leadership role in promoting the efficient use of energy and natural resources in the interest of long-term protection and enhancement of our State's natural beauty. To meet this requirement, vendors, including designs by architects and engineers, shall provide pricing for Energy Star energy efficient products when applicable. For products that do not have ENERGY STAR labels, vendors shall follow guidelines established by the New Jersey Clean Energy Program and/or requirements set forth in Executive Order #11.

Substitutions
The vendors may include in their Bid substitute materials or equipment or methods in lieu of those specified in the SOLICITATION documents. However, any substitution must be equal in type, function and quality to the item required in the specifications.

No vendor is allowed to offer more than one price on each item even though the vendor may feel that it has two or more types or styles that will meet specifications. Vendors must determine for themselves which to offer. This may be cause for automatic rejection of Bid.

Multiple Bids Not Allowed
No vendor is allowed to submit more than one Bid from an individual, vendor, partnership, corporation or association under the same or different name. This may be cause for automatic rejection of each Bid.

Bid Withdrawal:
A vendor may request that its Bid be withdrawn prior to Bid opening. Such request must be made in writing to The College Executive Director of Procurement Services. If the request is granted, the vendor may submit a revised Bid as long as the Bid is received prior to the announced date and time for Bid opening and at the place designated.

Submitted Bids shall be valid for period of (60) days to allow for sufficient time for Bid evaluation and contract award.

Mandatory Submittals:
Documents/submissions that must be provided **WITH** the Bid submission:

- All issued addenda
- Non-Collusion Statement
- Statement of Ownership Disclosure
- Disclosure of Investment in Iran
- Source Disclosure Certification: For all procurements that are "primarily" for services, the vendor must comply with N.J.S.A 52:34-13.2 (also known as Executive Order 129) and file a source disclosure certification with the agency. It is the College's responsibility to determine if the vendor complies with N.J.S.A. 52:34-13.2. In order to be in compliance, all services provided to the College, must be performed within the United States.
- ~~BID SECURITY AND STATEMENT OF SURETY: If requested in the SOLICITATION, the vendor's must provide a bid bond and a statement of surety with the bid bid.~~
- ~~THE PUBLIC WORKS CONTRACTOR REGISTRATION ACT CERTIFICATE If the SOLICITATION is for a public works project, the vendor shall submit with the bid the vendor's Public Work Contractor Registration Act Certificate. Failure to submit a copy of the certificate may be cause for rejection of the bid.~~
- Vendor Qualification Sheet

Documents/Submissions that must be provided before contract award:

- BUSINESS REGISTRATION
  Pursuant to N.J.S.A. 52:32-44, The College of New Jersey ("Contracting Agency") is prohibited from entering into a contract with an entity unless the vendor/proposer/contractor, and each subcontractor that is required by law to be named in a bid/bid/contract has a valid Business Registration Certificate on file with the Division of Revenue and Enterprise Services within the Department of the Treasury.

  Prior to contract award or authorization, the Contractor shall provide the Contracting Agency with its proof of business registration and that of any named subcontractor(s).

  Subcontractors named in a bid shall provide proof of business registration to the Contractor, who in turn, shall provide it to the Contracting Agency prior to the time a contract, purchase order, or other contracting document is awarded or authorized.

  During the course of Contract performance:

(1) the Contractor shall not enter into a contract with a subcontractor unless the subcontractor first provides the Contractor with a valid proof of business registration.
(2) the Contractor shall maintain and submit to the Contracting Agency a list of subcontractors and their addresses that may be updated from time to time.
(3) the Contractor and any subcontractor providing goods or performing services under the Contract, and each of their affiliates, shall collect and remit to the Director of the Division of Taxation in the Department of the Treasury, the use tax due pursuant to the Sales and Use Tax Act, (N.J.S.A. 54:32B-1 et seq.) on all sales of tangible personal property delivered into the State. Any questions in this regard can be directed to the Division of Taxation at (609) 292-6400. Form NJ-REG can be filed online at http://www.state nj.us/treasury/revenue/busregcert.shtml.

  Before final payment is made under the Contract, the Contractor shall submit to the Contracting Agency a complete and accurate list of all subcontractors used and their addresses.

  Pursuant to N.J.S.A. 54:49-4.1, a business organization that fails to provide a copy of a business registration as required, or that provides false business registration information, shall be liable for a penalty of $25 for each day of violation, not to exceed $50,000, for each proof of business registration not properly provided under a contract with the Contracting Agency.

- AFFIRMATIVE ACTION: The vendor is required to submit a copy of Employee Information or a copy of Federal Letter of Approval verifying that the vendor is operating under a federally approved or sanctioned Affirmative Action program. If the vendor has neither document of Affirmative Action evidence, then the vendor must complete the attached Affirmative Action Employee Information Report (AA-302). See the SOLICITATION attachment titled Affirmative Action.

- Vendor W-9.

- CERTIFICATE OF INSURANCE: The vendor is required to submit proof of liability insurance in accordance with the College's Terms and Conditions. See attachment titled Terms and Conditions.

- P.L. 2005, Chapter 51 / Executive Order 117 - Contractor Certification and Disclosure of Political Contributions:

    - In order for your bid to be accepted and deemed valid, your company/vendor will be required to comply with the requirements of Chapter 51 and Executive Order 117. Enclosed are the requirements of Ch. 51 and EO 117, the forms for Certification and Disclosure. The Contract that will be generated based on this SOLICITATION cannot be awarded without approval of the Certification and Disclosure forms by the State of New Jersey, Department of Treasury.

- All applicable licenses, certificates, and requirements specified in the Statement of Work, contract documents and specifications.

4) SPECIAL CONTRACTUAL TERMS AND CONDITIONS

a) Contract administration: The Contractor will coordinate all work schedules with the Office of Facilities once the Contract is awarded.

b) Term of Contract shall commence on January 2, 2020 and shall not exceed thirty-six (36) months.

c) Bids will include shipping F.O.B. Destination.

d) The College obligation hereunder is contingent upon the availability of appropriated funds from which payment for contract purposes can be made.

e) The Contractor must comply with the delivery date as specified in the contract. Failure to comply may result in the termination of the Contract.

~~f) All deliveries will be made during regular working hours, 8:30 a.m. to 4:30 p.m. Monday through Friday. Changes thereto must be granted with written approval by the College.~~

g) The Contractor will be responsible for the delivery of products in first-class condition at the point of delivery and in accordance with good commercial practices.

h) Order of Precedence: The contract awarded as a result of this SOLICITATION shall consist of this SOLICITATION, any addenda to this SOLICITATION, the College's Standard Terms and Conditions (including its Rider for Purchases Funded, In Whole or In Part, By Federal Funds), the Contractor's Bid and the Notice of Award. Unless specifically stated in this SOLICITATION, the Special Contractual Terms and Conditions of the SOLICITATION and addenda take precedence over the College's Standard Terms and Conditions.

~~i) CONTRACT TRANSITION: In the event that a new contract has not been awarded prior to the contract expiration date, as may be extended herein, it shall be incumbent upon the contractor to continue the contract under the same terms and conditions until a new contract can be completely operational. At no time shall this transition period extend more than ninety (90) days beyond the expiration of the contract.~~

j) Contractor will be required to comply with the Equal Employment Opportunity and Affirmative Action requirements promulgated by the State Treasurer pursuant to P.L. 1975, c.127, which are set forth at N.J.A.C. 17:27.

k) Record Retention: Pursuant to N.J.A.C. 17:44-2.2, the Contractor shall maintain all documentation related to products, transactions or services under this contract for a period of five years from the date of final payment. Such records shall be made available to the New Jersey Office of the State Comptroller upon request.

5) BID EVALUATION:

Evaluation committee - Bids may be evaluated by a committee composed of members of the institution Unit/Department responsible for managing the service, the institution's Purchasing Department and other institution employees.

Bids will be judged according to the following criteria:

a) Experience of the vendor in the commodity and/or services being proposed.

b) The ability of the vendor to efficiently, accurately, and successfully perform the required services essential to the Contract. The vendor's performance history with regards to these services will be used in the evaluating whether or not to award the Contract to that vendor.

c) A vendor's written response to all specification requirements in the Statement of Work in sufficient detail for the evaluator(s) to analyze the bid and make sound judgments about it.

d) Price. The College of New Jersey reserves the right to evaluate price(s) and award contracts to the responsible vendor whose bid, conforming to the SOLICITATION, is determined to be most advantageous to the College, price and other factors considered. Vendors should submit prices exactly as instructed. The College reserves the right to request all vendors to explain the method used to arrive at any or all prices. The College reserves the right to require vendors to provide a schedule of values of their bid price upon request. If it is discovered that there is an arithmetic disparity between the unit price and the total extended price, the unit price shall prevail. If there is any other ambiguity in the pricing other than a disparity between unit price and extended price and the vendor's intention is not readily discernible from other parts of the bid, the Executive Director of Procurement Services may seek clarification from the vendor to ascertain the true intent of the bid.

6) BEST AND FINAL OFFER (BAFO):

The College of New Jersey reserves the right, at any time prior to the award of a Contract and for any reason, to request and consider "best and final" bids from one or more of the vendors who have submitted a bid. The number of vendors allowed to submit "best and finals" and the scope of the "best and finals" shall be determined solely by The College of New Jersey. No vendors have a right to submit a "best and final."

TCNJ Supplemental Cleaning Services

Statement of Work

The Statement of Work is comprised of three (3) sections: Section 1: Scope of Work; Section 2: Cleaning Specification and Section 3: Green Cleaning Policy.

Section 1: Scope of Work

1.1 Included Building List

The specifications for the supplemental cleaning services are presented in a performance-based framework, to allow for a clear and concise understanding of TCNJ's requirements. The term of the Contract shall be January 2, 2021 through June 30, 2021, to provide supplemental cleaning services at the following buildings:

Academic Building	Net Cleanable SQFT
Brower Student Center	59,221
Education Building	67,935
Trenton Hall	25,045
Social Sciences Building	51,019
TCNJ Library	111,198
Totals	**314,418**

In addition to the performance-based criteria described in Section 1.2, the Cleaning Specification contained in Section 2 outlines industry best-practices to ensure a healthy and safe environment for the people who visit, live, learn or work in TCNJ's facilities.

1.2 Performance-Based Criteria and KPIs

QUALITY ASSURANCE

The intent of the College is to establish a performance-based Contract including Key Performance Indicators (KPI's) as a means of measuring performance.

During the term of this Contract, the Contractor shall utilize the Smart Inspect™ web-based quality system to conduct ongoing quality inspections and data uploads for each of the buildings serviced; each floor of every building included in the Contract must be inspected each month. TCNJ reserves the right to change the building inspection square footage and/or frequency requirement.

The Contractor will be provided with access to the Smart Inspect web-based auditing platform. The cost

of the platform is included as a line item in the Pricing Exhibit. Contractor must purchase or have access to one smartphone or tablet (Apple or Android or equal) mobile device for its inspectors.

Third-Party Inspections

During the term of this Contract, a third-party consultant may conduct periodic quality inspections and data uploads using the Smart Inspect™ quality system. Failure to reach the minimum shall be considered non-performance.

Glossary of Quality Terms

The performance-based expectation level shall utilize an "item" and "attribute" framework. See helpful glossary of terms below:

- Item: The object being inspected. Example: restroom fixtures, chairs, doors, trash can, etc. are all individual items.

- Attribute: An item's characteristic after cleaning. An item is considered "Acceptable" (clean) if it does not have one of the following characteristics resulting from a deficient cleaning process (deficiencies).

Common cleaning deficiencies are defined as follows:

Buildup: any accumulation of soil, alkaline deposits, cleaning agents or floor finish, necessitating interim or restorative cleaning procedures
Cobweb: any spider web or web-like structure containing dust or other organic material
Debris: any litter, garbage, rubbish, rubble, loose food, leaves, paper, cigarette butts, trash, or waste
Disorganized: messy, not arranged in an orderly manner
Dull: lacking a shine or luster
Dust: any loose extra-fine particles of dust, dirt, or sand
Filled, Over: accumulation beyond acceptable levels
Filled, Under: depletion beyond acceptable levels
Fingerprints/Handprints: recognizable human handprints or fingerprints
Graffiti: unauthorized drawing, writing or defacement on a public surface
Gum: a variety of chewy or sticky substances including chewing gum, licorice, or candy
Malodor: odor identified as unpleasant
Non-operational: not currently operating as intended
Scuff: removable nicks, scuffs, black marks, and heel marks
Soil: any removable dirt, film, grime, mud, grease, oil, food, sand, footprints, smears, smudges
Spot: any localized or singularly occurring removable spill, dirt, grime, mud, grease, oil, food, liquid, water spots, splashes, smears, and smudges
Streak: observable striation caused by a cleaning procedure

Maintaining a Quality Success Percentage of 85% or better

During the term of this Contract, the Contractor is required to maintain a quality success percentage (QSP)

of 85% (relating to the quality system).

A QSP score shall be defined as the score that results from dividing the total acceptable items (i.e. items that meet the appearance criteria as stated in Specifications) into the total number of items inspected. For example, if an auditor inspects 1,000 items and 850 of those items are deemed to be acceptable (free of dust, debris, spots, etc.), then the resulting QSP is 85%.

Failure to reach the minimum score (85%) for any individual building included in the Contract shall be considered non-compliance. In instances where the Contractor fails to meet the minimum score of 85%, the contractor shall correct deficient items and reinspect the non-compliant building within seven (7) days of initial failure.

Corrective Action Plan

The Contractor shall provide a corrective action plan after each month's cleaning quality inspection to remedy deficiencies.

Non-Compliance

Non-compliance is defined as:

1) Failure to conduct the required monthly inspection of all buildings
2) Failure to obtain the defined minimum QSP score for any individual building
3) Failure to meet other terms and conditions of the Contract

1) Failure to conduct the required monthly inspection

The Contractor has the primary responsibility to schedule and coordinate joint monthly inspections with a member of the TCNJ site team, using the Smart Inspect quality platform. A cross section of each floor of each facility must be inspected and uploaded each month. Inspectors shall randomly select a variety of areas throughout the included facilities, but shall always include the main entrance, lobby, restrooms and elevators, major classroom, or auditorium areas,, as applicable, plus any other primary high visibility/high usage areas. It is recommended that the quality inspection be spread throughout the month, rather than performing the entire inspection on one day.

Failure to conduct the required monthly quality inspections and uploads will be deemed as the equivalent of failing to meet the prescribed QSP score.

2) Failure to obtain the defined minimum QSP Score

During the term of this Contract, the Contractor is required to maintain a quality success percentage (QSP) of 85%. In instances where the contractor fails to meet the minimum score of 85% the contractor shall correct deficient items and reinspect the non-compliant building within seven (7) days of initial failure.

3) Failure to meet other terms and conditions of the Contract

The Contractor also agrees to the other terms and conditions as described in the Contract.

Emergency Response Consideration

TCNJ understands that the Contractor, at times, is required to reassign staff to respond to an emergency. In these cases, the area that had the reduced available staffing shall not be inspected for two days in order to give the Contractor an opportunity to perform the required cleaning of the area or facility impacted by the emergency.

Team Approach

TCNJ views its relationship with the Contractor as a team relationship. Therefore, the Contractor shall be invited to accompany both TCNJ and/or a third-party auditor during any quality inspection.

Summary of Quality Assurance KPIs:

#1: Contractor shall schedule and conduct ongoing quality inspections of each floor of each facility each month, using the Smart Inspect App
#2: The overall monthly Quality Success Percentage (QSP) score must be at least 85%
#3: Contractor shall meet all other custodial-related requirements as stated in the Contract

1.3 Account Management

TCNJ reserves the right to ask for team member changes at any time. Prior to contract award, TCNJ reserves the right to ask the Contractor for its proposed supervisory staff (names, résumés, references, etc.). Contractor shall put in place an account management team that will have the responsibility to manage all areas within the scope of this Contract. This account team shall consist of (but may not be limited to) the individuals designated below.

Account Manager(s)

- Is available 24 hours, 7 days a week (as appropriate)
- Responds to emergencies within one hour
- Has ultimate responsibility for all activities within the TCNJ account
- Functions as the primary contact with the TCNJ managers and other key personnel as identified
- Institutes escalation procedures necessary to meet the service and quality requirements outside the standard terms of the Contract
- Visits TCNJ facilities as appropriate
- Coordinates TCNJ's requirements within the Contractor's organization consistent with TCNJ needs and quality expectations
- Updates the TCNJ managers on potential changes in products, services, and enhancements to the current program
- Provides TCNJ managers information on resources, educational opportunities, and industry trends
- Assists TCNJ managers on other program requirements as directed
- Immediately resolves any issues or problems discovered as a result of the inspection
- Interfaces with students and faculty on a regular basis regarding special requests and recent cleaning issues or problems
- Reviews the custodial work order report to ensure that all issues, requests, and deficiencies have

been resolved. Prepare a work list to ensure that occupant complaints/issues, special projects, and any other outstanding issues/tasks are completed satisfactorily
- Is present during Business Reviews, submit KPI's and oversee the corrective action program

Supervisor(s)

- Should TCNJ desire, the account manager and supervisors shall make themselves available during non-business hours for a joint floor, area, building inspection or conference. The supervisors will maintain records of all items brought to their attention, either through complaints or inspections and take the necessary action to correct them
- Coordinates and acknowledges all activities
- Complete inspection tours to ensure customer complaints, special projects, and periodic maintenance are completed satisfactorily
- Review schedule for routine assignments
- Upon completion of employee's assignments, makes sure employee signs out at the proper time and turns in security badge and keys. At this time, each employee is to report any special problems encountered in their respective areas
- Acts as a key interface with facility management designee(s)
- Coordinates and tracks all activities ensuring compliance to agreed-upon schedules, requirements, and quality expectations
- Coordinates all corrective activity
- Performs quality inspections
- Responds to calls within 10 minutes during regularly scheduled working hours, and within 4 hours off-shift
- Performs regular inventory checks to maintain adequate paper product supply levels
- Ensures each Contractor employee assigned to service TCNJ understands his or her daily assignments, placing special emphasis on periodic maintenance, occupant complaints and special project assignments

Additionally, Contractor's regional and/or area management team shall maintain a regular presence in the facilities, offering support to the onsite team, quality inspections and on- site meetings.

1.4 Reporting

The Contractor must provide various management reports to TCNJ. The reports specified below represent the minimum reporting requirements.

Daily

- Communicate all events and issues to designated TCNJ personnel, including attendance, injuries, damages (i.e.: missing items/furniture, broken furniture, torn carpets, stair treads, etc.), security, building intruders, etc. The employees of the Contractor shall be responsible to immediately notify security of any inappropriate or illegal activities that they witness while on site.

Monthly

- Quality inspection scores, including:
  - Overall monthly average score (KPI)
  - Monthly average score by facility
  - Corrective action plans and follow-up results
  - Quality trend reports
  - Note: Smart Inspect automatically generates monthly quality inspection data and reports
- Staffing reports, comparing budgeted vs. actual full-time equivalent (FTE) employees

1.5 Problem Resolution

Contractor shall remedy any unsatisfactorily performed or missed service(s) that have occurred. Where performance of a task(s) has been deemed by TCNJ's management team to have been performed unsatisfactorily, or missed, Contractor shall perform such task(s) to a satisfactory completion within twenty-four (24) hours of notice, at no additional charge to TCNJ.

1.6 Contractor Personnel

The names and addresses of all Contractor employees shall be provided to TCNJ prior to the start of work and immediately if changes in staffing occur.

The personnel employed by the Contractor shall be capable employees, trained and qualified in custodial and related work. All personnel will receive close and continuing first- line supervision by the Contractor. Contractor personnel shall sign in and out every day. The sign in/out sheet shall be made available to TCNJ upon request.

Contractor employees must wear identifiable uniforms (must be approved by TCNJ) and name tags (must include the Contractor's name, the employee's full name and the employee's picture included); Contractor employees must also wear proper Personal Protective Equipment (PPE) at all times where applicable. Contractor shall supply all uniforms and PPE.

Personnel will be expected to interact with TCNJ clients and employees in a friendly and courteous manner. Personnel will not engage in inappropriate conduct such as borrowing money from TCNJ employees, using available telephones for personal calls, arguing over controversial subjects, conducting outside business at TCNJ locations, using TCNJ equipment or supplies for personal reasons or to satisfy the requirements of this Contract, or taking TCNJ materials, equipment or supplies, including those belonging to employees, for any reason. Employees will not accept gifts or gratuities from anyone for any reason. TCNJ has the right to remove any personnel from its location at its judgment.

In addition, at times special circumstances may arise in which TCNJ would require the Contractor's employee's responsibilities to change for a short period of time. This could result in the employee performing a function not normally within his/her job description. Contractor must ensure that employees are flexible to be able to respond to special circumstances as they arise.

Contractor agrees that absenteeism of its employees shall not be an excuse for work not performed. In the

event an employee of Contractor is sick or absent (or if there is a vacancy in the position), Contractor shall supply an adequate, trained, and uniformed replacement at no additional cost to TCNJ.

1.7 Training

Contractor shall ensure that staff has received appropriate training for all services described herein. Training programs are to be approved by TCNJ. Evidence of training must be provided upon request of TCNJ. The training shall include, but is not be limited to:

- Environmental Health and Safety (EHS) training
- Cleaning for health, proper disinfection procedures, and pandemic response training
- Blood-borne pathogen training
- Asbestos awareness training
- Appropriate chemical "hazard" communication training
- Workplace safety training, including proper usage of PPE
- Orientation to the area(s) being serviced
- Green Cleaning training

Contractor shall provide all training at no additional cost to TCNJ. Contractor shall provide evidence of initial training, as well as refresher training, at the discretion of TCNJ. Contractor shall provide *at least eight hours* of training for each custodian.

1.8 Paper Products / Consumables / Trash Liners

Contractor is not responsible to purchase consumable products, paper products and trash liner supplies; however, Contractor shall assist with maintaining adequate inventory levels as required at each facility.

1.9 Chemicals

Contractor shall be responsible for providing all cleaning chemicals and supplies, to be included in the overall fixed price.

Contractor will comply with all OSHA requirements and maintain the appropriate Safety Data Sheets (SDS) wherever it stores chemicals at each TCNJ facility. The Contractor will also provide the TCNJ managers composite manuals on all SDS. The SDS should be kept current. Upon request, the Contractor shall submit a written list of all supplies with attached SDS intended for use in the facility. All chemicals and supplies brought on-site by Contractor must be properly labeled and stored according to OSHA regulations. All cleaning products and supplies shall meet the green cleaning requirements stated in the Green Cleaning Policy. Cleaning supplies and chemicals shall be discussed during the annual contractor review meeting, to include topics such as reporting, cost reduction, supply distribution, usage, standardization, and green cleaning.

In no event shall materials be of a type, or used in quantities or by methods, that will damage the scope of work or equipment or that will cause any increase of premiums for the insurance of the facility or premises, or any part.

TCNJ reserves the right to request reports and data that would indicate if the Contractor is meeting the

above requirements for the purchase of chemicals and supplies. These reports shall show a breakout of sustainable/non-sustainable products.

1.10 Equipment

Contractor shall be responsible for providing and maintaining all equipment and related items for TCNJ; Contractor shall begin Contract with like-new equipment included in the fixed price. "Like-new" equipment is equipment whose appearance, function, life expectancy and technology are equivalent to brand-new models of the same types of equipment and is not more than two years old. Equipment is to be well maintained and checked periodically for safety hazards. Contractor shall be responsible for all repairs, including repairs that result from misuse or negligence. Gas power equipment may not be stored inside any building. All equipment is to be stored safely and out-of-sight in the appropriate designated area(s) when Contractor's personnel have completed their task.

1.11 Green Cleaning

To demonstrate its commitment to sustainable greening of its facilities, TCNJ strongly encourages a comprehensive green cleaning program to the extent possible. TCNJ requires that the Contractor perform green cleaning in accordance with the program listed in the Green Cleaning Policy exhibit, which is a comprehensive green cleaning program that reflects the most recent criteria in USGBC's LEED system. Additionally, upon request, the Contractor shall submit reports or data indicating supply, equipment, and other compliance with green cleaning protocol.

1.12 Security

Contractor shall perform its standard employment screening at no additional cost to TCNJ (including criminal background investigation). Contractor shall perform a criminal background investigation on any Contractor personnel who performs services for TCNJ within four weeks before beginning an assignment at TCNJ, and shall certify to TCNJ that no such personnel has any criminal background that would render such personnel not bondable as an employee according to customary bond underwriting criteria. TCNJ reserves the right to review these records.

Contractor represents and warrants that all Contractor employees designated to perform services at TCNJ are either citizens or legally eligible to work in the United States. Contractor shall utilize E-Verify or similar services to verify this requirement is met. Contractor also represents and warrants that it has and will comply with all applicable immigration laws and regulations.

Contractor will be responsible for turning off all lights and securing all prescribed interior doors and exterior entrances upon completion of work assignments.

Contractor will remove any Contractor personnel from assignment at TCNJ that are deemed by TCNJ to be unsatisfactory for any reason.

1.13 Language Requirements

All Supervisors must be able to speak, read and write fluent English to communicate with building occupants and respond to emergencies or safety concerns immediately. Additionally, all day porters must

be able to speak and read fluent English.

1.14 Work Rules

Employees of Contractor shall not disturb papers or personal effects on desks, open drawers, or cabinets, use telephone, radio or television sets, or tamper with other personal or TCNJ property. Additionally, the Contractor shall require employees to adhere to (but may not be limited to) the following work rules:

- Turn off lights upon completion of cleaning operations
- Minimum lights will be used in the process of cleaning
- Do not read or remove any materials left on desks, file cabinets, etc.
- Do not remove anything from the building which is personal or TCNJ facility
- Do not smoke in the buildings
- Do not use telephones or computers for personal calls
- Do not open drawers, doors, etc. of office furniture
- Do not consume alcoholic beverages or other drugs on the job or report to work under the influence of alcohol or drugs
- Do not operate or tamper with any office machines or equipment
- Wear proper attire
- Security check doors and windows
- Do not enter any off-limit areas
- All keys for custodial personnel, including the supervisor's, will be kept in a secure location. Contractor is responsible for any costs or liability incurred because of their loss or misuse
  Contractor's personnel shall leave the premises with all perimeter doors locked upon leaving the building. Contractor will leave all office doors, conference room doors, kitchen doors, storage doors, etc. in the condition specified

1.15 Porters

Regardless of the proposed cleaning schedule (day cleaning or night cleaning), Contractor must provide adequate staffing to perform the "policing" tasks in the cleaning specification. Contractor must also provide adequate employee coverage to respond to any emergencies as they arise (Monday through Friday during normal hours of operation), as well as special requests from designated TCNJ representatives.

Contractor employees shall be assigned to perform portering duties such as policing the restrooms, elevators, break rooms, entrances, food areas and exterior areas and work as directed. The personnel may also be required to perform special services and events at the direction of TCNJ employees, including the prompt response and clean-up necessitated by emergencies if necessary. Porter services shall be required during the regular business hours or as TCNJ may request them. These requirements shall be considered part of the total proposal of cost.

1.16 Right to Request Certified Payroll

TCNJ reserves the right to request that a certified payroll be maintained and submitted upon request.

1.17 Scheduling of Cleaning

The Contractor shall implement a staffing plan that best accomplishes the cleaning requirements as stated in the SOW. Contractor may utilize day cleaning, night cleaning or a hybrid approach, with justification based on its experience and industry best-practices and approval from TCNJ.

Current hours of operation and staffing are shown in the table below:

Building	Hours of operation	Staffing levels*
BSC	7am - Midnight	2 building attendants (BA) 8am-4:30pm 2 BAs rotating through 4:30pm-1am
Library	7am - Midnight with extended study area open until 2am	3 BAs 4:30am-1pm and 1 BA 8am-4:30pm 1BA rotating through 4:30pm -1am
Trenton Hall	Always open with Swipe entry	2 BAs 4:30am-1pm
Education	Always open with Swipe entry	3 BAs 4:30am-1pm
Social Sciences	Always open with Swipe entry	3 BAs 4:30am-1pm

*BA = Building Attendant

Additional hours may be requested as needed based on hourly rates provided in the Miscellaneous tab of the Pricing Exhibit.

1.18 Bio-Hazard Services and Pandemic Response

The Contractor shall perform all duties with adequately trained staff, equipped with PPE, and with proper PPE procedures in place to complete cleaning and disinfecting services of bio-hazard incidents and other outbreaks of highly communicable diseases. This is to include, but is not limited to blood spills, vomit and other bodily fluids/waste, flu season and pandemic response. Contractor shall have the ability to perform immediate pandemic response (including complete disinfection services for suspected or confirmed cases of highly communicable diseases, including COVID-19), including use and supply of electrostatic sprayers, other supplies, and related PPE.

Biohazard and pandemic response services shall be conducted in accordance with current OSHA, CDC, EPA and TCNJ standards. Disposal of the contaminated materials associated with these cleanings will be conducted in accordance with current OSHA and DOT standards and regulations.

1.19 Extra Services

It is imperative that the Contractor adequately provide coverage for events, construction cleanup and extra services at the included buildings when requested by TCNJ. The Contractor shall support the events and perform extra services per TCNJ's instructions, which may include set-ups, tear downs, pre-cleaning, mid-event cleaning and post-event clean-up activities, sometimes on very short notice.

For event-related services that require extra labor above and beyond the base staff, Contractor shall invoice based on the pre- established all-inclusive hourly price for extra work (included in the Pricing Exhibit). This hourly rate only applies to events and extra services that require *overtime* or *extra* labor hours.

1.20 Communication

Contractor shall provide smartphones and/or Wi-Fi tablets for the account manager(s) and supervisor(s).

1.21 Adding Facilities, Employees and Changes to Cleaning Specifications

At the sole discretion of TCNJ, facilities not included in this SOW, additional staffing, or services may be added to or removed from the scope of this Contract. The following shall apply in these instances:

- **Adding or removing facility(ies).** If an entire facility is added to the Contract, the Contractor shall be required to submit a formal proposal and full-disclosure pricing sheet that specifies the proposed staffing levels and cost. TCNJ will compare the proposed price per square foot against the price per square foot of similar, current facilities contained in the Pricing Exhibit for validation. If an entire facility is removed from the Contract, the Contractor shall be required to reduce its pricing to reflect the new square footage at the price per square foot indicated in the Pricing Exhibit. The Contractor shall be given at least fourteen (14) calendar days advance notice before the area requirements of this Contract are increased or decreased.

- **Adding or removing employees.** If an additional porter, custodian, working lead, supervisor or other worker is added or removed from the Contract, the rates in the Miscellaneous Pricing Exhibit shall be utilized to make the appropriate upward or downward adjustment.

- **Changes to required services due to construction, renovation, and/or updates.** In the event of construction, renovation, and/or updates TCNJ reserves the right to redefine the cleaning specifications when a space or facility changes meaningfully in square footage, surface type, usage, etc. TCNJ and the Contractor shall discuss the changes to the Cleaning Specification (Section 2) and reach an accord on the necessary reduction in labor hours appropriate to satisfy the requirements of the revised cleaning specifications. TCNJ shall receive a credit (applied to its monthly custodial invoice) equal to the total number of labor hours removed to compensate for the service requirement reductions in the revised cleaning specification. TCNJ shall notify the Contractor of upcoming construction, renovation, and/or updates at least twenty-eight (28) calendar days prior to a requested TCNJ cleaning specification revision.

1.22 Square Footage Adjustments

Within the Pricing Exhibit the Contractor shall include a “Price to Add or Remove Square Feet” (shown as a price per square foot) for space that is added or removed from the contract (must be a minimum of 10,000 square feet to apply). This price per square foot shall be multiplied against that month’s vacant or added square footage to determine the monthly credit or addition applied to the total invoice value.

Should a facility permanently change its full occupancy square footage (via a renovation or addition, for example), the overall base price shall be adjusted based on the original proposed price per square foot (not including day porter costs). TCNJ reserves the right to negotiate price adjustments via other methods as well, according to TCNJ’s sole discretion.

1.23 Mat Cleaning

Interior and exterior matting shall be cleaned as required. Mats requiring replacement shall be brought to the attention of TCNJ.

1.24 Perimeter Glass

Cleaning of perimeter glass shall not be included in the base Contract, except for door glass and adjacent entrance glass/lobby, as well as interior glass, as indicated in the TCNJ Cleaning Specification.

1.25 Waste Removal

All wastepaper/wet trash shall be removed from the facility each night and deposited in the appropriate waste container/compactor in such a manner as to allow the trash contractor to pick it up.

All appropriate paper products, cardboard and other materials designated by TCNJ will be separated nightly and deposited into the appropriate recycling containers.

Security officers shall have the right to stop Contractor's personnel to check all waste removal to provide a deterrent to theft.

1.26 Subcontractors

All services shall be self-performed. Subcontracting is prohibited without prior written approval from TCNJ.

1.27 On-Call Coverage

Contractor must provide twenty-four (24) hours per day, seven (7) days per week on- call custodial coverage to respond to TCNJ public health and sanitation emergencies. On- call custodial coverage hours beyond the hours included in the base pricing shall be billed at the time and materials rate as specified in the pricing workbook on the Miscellaneous Pricing tab.

1.28 Snow and Ice Removal

Re-direct custodial teams to perform snow and ice removal during inclement weather (15 feet from all entrances and egresses). Provide additional labor, when necessary, and invoice based on the pre-established all-inclusive hourly price for extra work (included in the Pricing Exhibit). This hourly rate only applies to services that require *overtime* or *extra* labor hours. All snow equipment and supplies paid for and provided by TCNJ.

1.29 TCNJ Work Order System

TCNJ currently utilizes the SchoolDude work order management system but is planning to implement a new work order system FAMIS effective November 1, 2020. TCNJ strongly encourages the Contractor to utilize the TCNJ preferred work order management system as well. Contractor may propose an alternate work order system if it believes an alternative program would be more advantageous for TCNJ.

1.30 Supplies and Equipment Storage

Contractor shall be responsible for receiving all its custodial supplies, equipment, and materials, delivered to the campus and shall store all aforementioned items properly and safely in the appropriate designated storage areas.

TCNJ Supplemental Cleaning Services

Cleaning Specification

Section 2: Cleaning Specification

This Cleaning Specification for TCNJ has been put into a framework which allows for a clear and concise understanding of the various TCNJ requirements.

Used in conjunction with the scope of work and green cleaning requirements, these specifications include industry best-practices to ensure a healthy and safe environment for the people who visit, live, learn, or work in TCNJ facilities.

The TCNJ Cleaning Specification is based on a five-day-per-week service schedule. Weekend duties are specially noted where applicable.

Also note that TCNJ observes certain state holidays. Cleaning service is not provided on these holidays, unless if authorized and paid for by TCNJ.

Common Touchpoint Cleaning and Disinfecting

Task Description	Frequency
Per the CDC guidelines and using the correct PPE, processes and supplies, clean and disinfect all common and high touchpoints including: door handles / knobs, glass touchpoints, railings, levers, fountains, button panels, faucets, appliances, vending machines, restroom fixture handles, dispensers, light switches, tables, and counters, in both common and tenant spaces. Personal workstations and desks are not included. Disinfectant must be on EPA approved List N for effectiveness against COVID-19.	Daily

Admin / Conference / Event

Task Description	Frequency
Empty general trash; replace liners. Spot clean as required. Remove trash to designated area.	Daily
Dust mop floors with microfiber or other approved dust mop.	Daily
Spot clean carpet using approved carpet spotting equipment and supplies.	Daily
Spot mop floors to remove visible dirt and spills.	4x / Weekly
Vacuum carpeted traffic lanes and spot vacuum personal workspaces.	4x / Weekly
Dust areas above shoulder level and below knee level.	Weekly
Dust furniture and spot clean all horizontal and vertical surfaces.	Weekly
Spot clean interior partition and door glass.	Weekly
Clean dry eraser board.	Weekly
Fully vacuum all carpeted areas from wall to wall.	Weekly
Damp mop floors to remove dirt and spills.	Weekly
Burnish finished floor; restore as required.	Bi-Weekly
Damp wipe trash containers to remove soil and stains.	Monthly
Dust or vacuum air vents to remove loose dust, soil, and cobwebs.	Quarterly
Dust window treatments including horizontal and vertical blinds.	Quarterly

Break / Pantry / Lounge / Game

Task Description	Frequency
Police break / lounge areas twice daily to spot clean, remove trash, and pick up debris.	Daily
Refill paper towel and soap dispensers to maintain desired product levels.	Daily
Empty break room trash; replace liners and tie-off at corners, clean obvious food, and spills from exterior of trash container.	Daily
Dust and damp wipe horizontal and vertical break room, lounge, and kitchenette surfaces including appliances, sinks and furniture. Refill dispenser as needed.	Daily
Dust mop floors with microfiber or other approved dust mop.	Daily
Spot clean carpet using approved carpet spotting equipment and supplies.	Daily
Spot vacuum carpets to remove visible dirt, dust, and debris.	4x / Weekly
Spot mop floors to remove visible dirt and spills.	4x / Weekly
Damp mop floors to remove dirt and spills.	Weekly
Fully vacuum all carpeted areas from wall to wall.	Weekly
Burnish finished floor; restore as required.	Bi-Weekly
Wash trash containers to remove soil and stains.	Monthly
Dust areas above shoulder level and below knee level.	Monthly
Dust or vacuum air vents to remove loose dust, soil, and cobwebs.	Quarterly
Dust window treatments including horizontal and vertical blinds.	Quarterly
Dust light fixtures to remove exterior dust and cobwebs	Semiannually

Class and Lab Areas

Task Description	Frequency
Refill paper towel and soap dispensers to maintain desired product levels.	4x / Weekly
Police classroom for litter and debris, spot clean.	4x / Weekly
Dust mop floors with microfiber or other approved dust mop.	4x / Weekly
Spot clean carpet using approved carpet spotting equipment and supplies.	4x / Weekly
Empty general trash; replace liners. Spot clean as required. Remove trash to designated area.	4x / Weekly
Clean dry eraser board.	4x / Weekly
Erase chalk board and wash.	4x / Weekly
Spot clean walls, desks, light switches, and door handles	3x / Weekly
Spot mop floors to remove visible dirt and spills.	3x / Weekly
Spot vacuum carpets to remove visible dirt, dust, and debris.	3x / Weekly
Empty pencil sharpeners and return.	3x / Monthly
Dust and spot clean furniture and all horizontal and vertical surfaces, including desks.	3x / Monthly
Damp mop floors to remove dirt and spills.	3x / Monthly
Fully vacuum all carpeted areas from wall to wall.	3x / Monthly
Dust areas above shoulder level and below knee level.	Monthly
Dust or vacuum air vents to remove loose dust, soil, and cobwebs.	Monthly
Wash trash containers to remove soil and stains.	Quarterly
Dust window treatments including horizontal and vertical blinds.	Quarterly

Computer / Radio Studio

Task Description	Frequency
Empty general and recyclable trash; replace liners when soiled or torn. Spot clean as required. Remove trash to designated area.	Daily
Dust mop floors with a water-based chemically treated dust mop.	Daily
Spot clean carpet using approved carpet spotting equipment and supplies.	Daily
Fully vacuum all carpeted areas from wall to wall.	Daily
Spot mop floors to remove visible dirt and spills.	4x / Weekly
Using a backpack, spot vacuum carpets to remove visible dirt, dust, and debris.	4x / Weekly
Damp mop floors to remove dirt and spills.	Weekly
Damp wipe trash containers to remove soil and stains.	Monthly
Dust or vacuum air vents to remove loose dust, soil, and cobwebs.	Quarterly
Dust light fixtures to remove exterior dust and cobwebs.	Semiannually

Corridor / Hallway

Task Description	Frequency
Clean and polish drinking fountains.	Daily
Empty general trash; replace liners.	Daily

Spot clean carpet using approved carpet spotting equipment and supplies.	Daily
Dust mop corridor or open areas with microfiber dust mop.	Daily
Vacuum corridor carpets.	Daily
Spot mop floors to remove visible dirt and spills.	4x / Weekly
Damp mop or autoscrub to remove soils due to inclement weather tracking January-March	4x / Weekly
Dust corridor furniture, spot clean all horizontal and vertical surfaces including interior and door glass.	Weekly
Dust areas above shoulder level and below knee level.	Weekly
Damp mop or autoscrub to remove soils.	Weekly
Burnish finished floor; restore as required.	Bi-Weekly
Dust or vacuum air vents to remove loose dust, soil, and cobwebs.	Quarterly
Dust window treatments including horizontal and vertical blinds.	Quarterly
Damp wipe light fixture exteriors to remove stains, dust, and cobwebs.	Semiannually

Custodial Closets

Task Description	Frequency
Clean custodial room sinks and floors, organize shelves and inspect equipment.	Daily
Wash trash containers to remove soil and stains.	Monthly
Damp wipe air vents to remove dust, soil, and cobwebs.	Quarterly

Dining / Serving / Food Court

Task Description	Frequency
Police food service areas twice daily to spot clean, remove trash, and pick up debris.	2x / Daily
Clean tabletops in dining area using approved spray cleaner.	Daily
Dust furniture and spot clean all horizontal and vertical surfaces.	Daily
Dust mop floors with microfiber or other approved dust mop.	Daily
Empty cafeteria trash; replace liners and tie-off at corners, clean obvious food from exterior of containers.	Daily
Spot clean carpet using approved carpet spotting equipment and supplies.	Daily
Damp mop or autoscrub to remove soils.	Daily
Fully vacuum all carpeted areas from wall to wall.	Daily
Burnish finished floor; restore as required.	Bi-Weekly
Wash trash containers to remove soil and stains.	Monthly
Dust areas above shoulder level and below knee level.	Monthly
Dust or vacuum air vents to remove loose dust, soil, and cobwebs.	Quarterly
Dust window treatments including horizontal and vertical blinds.	Quarterly
Damp wipe light fixture exteriors to remove stains, dust, and cobwebs.	Semiannually

Elevator

Task Description	Frequency
Carpeted elevator - Clean elevator walls, doors, carpets, ceiling, and stainless steel.	Daily
Hard surface elevator - Clean elevator walls, doors, hard surface floors, ceiling and stainless steel.	Daily
Tiled elevator - Clean elevator walls, doors, tile floors, ceiling, and stainless steel.	Daily
Vacuum elevator track.	Weekly
Damp wipe light fixture exteriors to remove stains, dust, and cobwebs.	Semiannually

Entrances & Lobbies

Task Description	Frequency
Clean door glass and other adjacent glass areas.	Daily
Dust furniture and spot clean all horizontal and vertical surfaces.	Daily
Police, sweep or vacuum entrance and immediate exterior, empty and remove trash, empty urns.	Daily
Empty general trash; replace liners. Spot clean as required. Remove trash to designated area.	Daily
Dust mop floors with microfiber or other approved dust mop.	Daily
Spot clean carpet using approved carpet spotting equipment and supplies.	Daily
Vacuum carpeted matting at or near entrance doors.	Daily
Damp mop floors to remove dirt and spills.	Daily
Fully vacuum all carpeted areas from wall to wall including edges.	Daily
Sanitize telephone receivers.	Weekly
Dust areas above shoulder level and below knee level.	Weekly
Burnish finished floor; restore as required.	Bi-Weekly
Damp wipe trash containers to remove soil and stains.	Monthly
Dust or vacuum air vents to remove loose dust, soil, and cobwebs.	Quarterly
Dust window treatments including horizontal and vertical blinds.	Quarterly
Damp wipe or vacuum light fixtures to remove dust, bugs, etc.	Semiannually
Wash trash containers to remove soil and stains.	Semiannually

Exterior Areas

Task Description	Frequency
Police exterior areas to remove litter.	Daily
Empty exterior trash, replace liners and tie-off at corners, clean obvious food from exterior of containers.	Daily
Machine sweep using walk-behind sweeper.	Weekly
Damp wipe trash containers to remove soil and stains.	Monthly

Laundry

Task Description	Frequency
Empty general trash: replace liners when soiled or torn. Spot clean as required. Remove trash to designated area.	Daily
Dust mop floors with a water-based chemically treated dust mop.	Daily
Spot mop floors to remove visible dirt and spills.	4x / Weekly
Damp mop floors to remove dirt and spills.	Weekly
Dust furniture and spot clean all horizontal and vertical surfaces.	Weekly
Dust areas above shoulder level and below knee level.	Weekly
Dust or vacuum air vents to remove loose dust, soil, and cobwebs.	Quarterly
Damp wipe light fixture exteriors to remove stains, dust, and cobwebs.	Semiannually
Wash trash containers to remove soil and stains.	Semiannually

Library Space / Gallery

Task Description	Frequency
Empty general trash; replace liners. Spot clean as required. Remove trash to designated area.	Daily
Police library spaces for litter and debris; spot clean where needed.	Daily
Spot clean carpet using approved carpet spotting equipment and supplies.	Daily
Dust mop floors with microfiber or other approved dust mop.	Daily
Spot clean walls, furniture, light switches, and door handles. Remove debris and gross soils from study carrels.	4x / Weekly
Spot mop floors to remove visible dirt and spills.	4x / Weekly
Spot vacuum carpets to remove visible dirt, dust, and debris.	4x / Weekly
Dust furniture and spot clean all horizontal and vertical surfaces.	Weekly
Damp mop floors to remove dirt and spills.	Weekly
Fully vacuum all carpeted areas from wall to wall.	Weekly
Dust areas above shoulder level and below knee level.	Monthly
Apply restorer and burnish tile floors.	Monthly
Wash trash containers to remove soil and stains.	Quarterly
Dust or vacuum air vents to remove loose dust, soil, and cobwebs.	Quarterly
Dust window treatments including horizontal and vertical blinds.	Quarterly
Damp wipe light fixture exteriors to remove stains, dust, and cobwebs.	Semiannually

Management-Directed Services

Task Description	Frequency
Provide support services for building activities including event set-up and tear down, security and safety assistance and all other support services as directed by building management	Daily

Medical / Mother's Room

Task Description	Frequency
Dust mop floors with microfiber or other approved dust mop.	Daily
Using an approved disinfectant, damp mop floors.	Daily
Empty general trash; replace liners. Spot clean as required. Remove trash to designated area.	Daily
Dust furniture and spot clean with disinfectant all horizontal and vertical surfaces	Daily
Sanitize telephone receivers.	Daily
Clean sink using approved cleaner, refill dispensers, paper, and soap.	Daily
Wash trash containers to remove soil and stains.	Monthly
Dust or vacuum air vents to remove loose dust, soil, and cobwebs.	Monthly
Dust areas above shoulder level and below knee level.	Monthly
Dust window treatments including horizontal and vertical blinds.	Quarterly
Dust light fixtures to remove exterior dust and cobwebs.	Semiannually

Offices, General

Task Description	Frequency
Centralized trash locations to be emptied as required.	Daily
Dust mop floors with microfiber or other approved dust mop.	2x / Weekly
Empty general and recyclable trash; replace liners when soiled or torn. Spot clean as required. Remove trash to designated area.	Weekly
Fully vacuum all carpeted areas from wall to wall.	Weekly
Damp mop floors to remove dirt and spills.	Weekly
Dust areas above shoulder level and below knee level.	Monthly
Dust furniture and spot clean all horizontal and vertical surfaces.	Monthly
Dust or vacuum air vents to remove loose dust, soil, and cobwebs.	Quarterly
Dust window treatments including horizontal and vertical blinds.	Quarterly
Wash trash containers to remove soil and stains.	Semiannually

Print / Mail / Copy

Task Description	Frequency
Empty general and recyclable trash; replace liners when soiled or torn. Spot clean as required. Remove trash to designated area.	Daily
Spot clean carpet using approved carpet spotting equipment and supplies.	Daily
Dust mop floors with a water-based chemically treated dust mop.	Daily
Spot mop floors to remove visible dirt and spills.	4x / Weekly
Using a backpack, spot vacuum carpets to remove visible dirt, dust, and debris.	4x / Weekly
Dust furniture and spot clean all horizontal and vertical surfaces.	Weekly
Dust areas above shoulder level and below knee level.	Weekly
Spot clean telephones and sanitize receivers.	Weekly

Fully vacuum all carpeted areas from wall to wall.	Weekly
Damp mop floors to remove dirt and spills.	Weekly
Dust or vacuum air vents to remove loose dust, soil, and cobwebs.	Quarterly
Dust window treatments including horizontal and vertical blinds.	Quarterly
Dust light fixtures to remove exterior dust and cobwebs.	Semiannually
Damp wipe trash containers to remove soil and stains.	Semiannually

Restroom / Locker / Shower

Task Description	Frequency
Police restrooms. Remove debris; spot clean fixtures, mirrors, and floors; replenish supplies.	Daily
Fully vacuum all carpeted areas from wall to wall.	Daily
Spot clean carpet using approved carpet spotting equipment and supplies.	Daily
Police and spot clean shower walls, fixtures, and other surfaces.	Daily
Perform all daily cleaning procedures; apply disinfectant to all fixtures, refill/clean dispensers, collect trash/replace liners, spot clean mirrors, walls, horizontal surfaces, and partitions, wipe fixtures clean, dust mop / mop floors with disinfectant.	Daily
Clean and disinfect shower walls, fixtures, and other surfaces.	Daily
Dust and spot clean exterior of lockers.	Weekly
Completely damp wipe restroom partitions including high/low areas with disinfectant cleaner.	Weekly
Machine scrub restroom floors with germicidal cleaning product.	Monthly
Wash trash containers to remove soil and stains.	Monthly
Dust or vacuum air vents to remove loose dust, soil, and cobwebs.	Monthly
Wash locker exteriors only.	Quarterly
Wash restroom walls with disinfectant cleaner.	Quarterly
Damp wipe light fixture exteriors to remove stains, dust, and cobwebs.	Semiannually

Retail Areas

Task Description	Frequency
Spot clean mirrors to remove fingerprints and smudges.	Daily
Dust mop floors with a water-based chemically treated dust mop.	Daily
Spot clean carpet using approved carpet spotting equipment and supplies.	Daily
Using a backpack, spot vacuum carpets to remove visible dirt, dust, and debris.	4x / Weekly
Spot mop floors to remove visible dirt and spills.	4x / Weekly
Fully vacuum all carpeted areas from wall to wall.	Weekly
Damp mop or autoscrub to remove soils.	Weekly
Damp wipe trash containers to remove soil and stains.	Semiannually

Shop Areas

Task Description	Frequency
Empty plant trash containers and remove to designated location.	Daily
Fully vacuum all carpeted areas from wall to wall.	Weekly
Spot clean carpet using approved carpet spotting equipment and supplies.	Weekly
Sweep or dust mop all tile floor areas, damp mop high traffic areas, spot mop personal work spaces.	Weekly
Machine scrub hard surface floors.	Quarterly
Damp wipe trash containers to remove soil and stains.	Semiannually

Snow Removal

Task Description	Frequency

Re-direct custodial teams to perform snow and ice removal during inclement weather (15 feet from all entrances and egresses). Provide additional labor, when necessary. *Overtime* or *extra* labor hours shall be invoiced based on the pre- established all-inclusive hourly price for extra work. All snow equipment and supplies will be paid for and provided by TCNJ.

Stairwells

Task Description	Frequency
Spot sweep for debris or spot vacuum stairs using a backpack vacuum.	Daily
Vacuum / dust mop and damp mop stairways, dust vertical and horizontal surfaces, and spot clean.	Weekly
Vacuum carpeted stairways, dust vertical and horizontal surfaces, and spot clean.	Weekly
Spot clean carpeted stairs using approved carpet spotting equipment and supplies.	Weekly
Damp mop stairways.	Weekly
Dust or vacuum air vents to remove loose dust, soil, and cobwebs.	Quarterly
Damp wipe light fixture exteriors to remove stains, dust, and cobwebs.	Semiannually

Storage

Task Description	Frequency
Dust furniture and spot clean all horizontal and vertical surfaces.	Quarterly
Damp mop or autoscrub to remove soils.	Quarterly
Fully vacuum all carpeted areas from wall to wall.	Quarterly
Dust mop or sweep hard-surface floors.	Quarterly
Dust or vacuum air vents to remove loose dust, soil, and cobwebs.	Semiannually
Dust light fixtures to remove exterior dust and cobwebs.	Semiannually

Theater / Auditorium

Task Description	Frequency
Remove all foreign matter and gum from all floor surfaces.	Daily
Empty general trash; replace liners. Spot clean as required. Remove trash to designated area.	Daily
Spot clean chairs to remove obvious spills and debris.	Daily
Spot clean carpet using approved carpet spotting equipment and supplies.	Daily
Spot vacuum carpets to remove visible dirt, dust, and debris.	4x / Weekly
Dust mop all tile floor areas, damp mop high traffic / soiled areas.	4x / Weekly
Dust furniture and spot clean all horizontal and vertical surfaces.	Weekly
Fully vacuum all carpeted areas from wall to wall.	Weekly
Damp mop floors to remove dirt and spills.	Weekly
Dust areas above shoulder level and below knee level.	Monthly
Apply restorer and burnish tile floors.	Monthly
Dust or vacuum air vents to remove loose dust, soil, and cobwebs.	Quarterly
Dust window treatments including horizontal and vertical blinds.	Quarterly
Dust light fixtures to remove exterior dust and cobwebs.	Semiannually
Wash trash containers to remove soil and stains.	Semiannually

Weekend Services

Task Description	Frequency
Provide cleaning, trash removal, and policing services as required at Brower Student Center. Four hours each Sat. and Sun.	2x / Weekly

TCNJ

Additional Specification Requirements

1. All powered custodial equipment shall operate with a sound level of less than 70 decibels and be ergonomically designed to minimize vibration, noise, and user fatigue
2. Vacuuming must be performed with the Carpet and Rug Institute (CRI) approved high filtration vacuum.
3. Cleaning chemicals supplies and paper products must meet the minimum requirements as stated in the TCNJ Green Cleaning Policy.
4. Contractor must establish a color-coded system of microfiber cloths and mops to prevent cross contamination. Unless otherwise approved by TCNJ, all common dusting, high and low dusting, spot cleaning and damp wiping must be performed using microfiber cloths with the cleaning chemical sprayed directly on to the cloth prior to application. Dust mopping and damp mopping shall also be performed with color-coded microfiber mopheads where applicable.

Green Cleaning Policy

Section 3: Green Cleaning Policy

This Green Cleaning Policy has been designed to encourage a fully comprehensive green cleaning program for TCNJ (to the extent possible during a pandemic). Used in conjunction with TCNJ's cleaning specification, it includes industry best practices as well as green cleaning processes to ensure a healthy and safe environment for the people who visit, live, learn, or work in TCNJ's facilities.

Required Green Cleaning Policies and Procedures

Green Cleaning Program Overview

To demonstrate its commitment to sustainable greening of its properties, TCNJ has implemented efforts toward the "greening" of its custodial operations. To achieve this end, this Policy has been structured based on the LEED-EB rating system, which is the most standardized, followed and well-documented green cleaning protocol currently in practice. Facilities must meet certain prerequisites and credits in the LEED rating system. Several of the points are achievable through green cleaning programs. The buildings pursuing LEED certification must use the green cleaning strategies described in this document in at least 90% of its useable space.

Purpose of Green Cleaning

Many custodial cleaning products have been shown to degrade indoor air quality, pollute the water, and negatively impact the health of sensitive occupants. In effort to maintain a clean facility, Contractors and facility managers often use harsh solutions that, while disinfecting the building, contaminate the indoor air. It is TCNJ's desire to maintain both clean properties and healthy environments for their occupants and are therefore committed to the green cleaning practices in this Policy.

Participation

TCNJ recognizes that the participation of all custodians and supervisors is an essential component of a successful green cleaning program. Therefore, TCNJ is including the requirements associated with green cleaning in the cleaning scope of its buildings that are striving toward a fully comprehensive green cleaning program. The custodial team must demonstrate an ability to incorporate the following elements into the cleaning process: green product specification, staff training, solution storage, dilution and safe handling and equipment specifications and must also demonstrate a willingness to continue to develop these aspects of the program.

Low Environmental Impact Cleaning Policy

Hand Hygiene

Contractor will promote healthy hand hygiene by providing soap and soap dispensers in custodial closets, kitchen areas, bathrooms, break rooms and locker rooms. Contractors are required to wash their hands on a

routine basis while servicing the facility. Alcohol-based hand sanitizers will be provided in public areas. The properties' paper products should be dispersed from hands-free dispensers to eliminate levers and cranks that users share. Hand soaps should not contain anti-microbial agents (other than as a preservative system) unless required by health codes and other regulations.

Staffing

Contractor will maintain an appropriate staffing plan that is consistent with TCNJ's cleaning specifications.

Chemical Storage Guidelines

Custodial team will maintain a program that reduces the exposure of the building occupants to potentially dangerous chemical, biological, and particle contaminants which adversely impact air quality, health, and the environment.

1. Any chemical stored in the custodial closets will have a locked container which encloses the liquid cleaning products and delivers out proper specified measurement for dilution.

2. The solutions used by the custodial team will all be stored in the custodial closet(s) and the custodial staff must follow these guidelines:

    a. Safety Data Sheets (SDS) must be available to all Contractors
    b. Contractors are trained on SDS and chemical handling annually
    c. All containers must be properly labeled to be easily identifiable
    d. All cleaning products must be properly and safely stored
        i. No liquids will be placed on shelves above eye level
    e. Contractors must use appropriate personal protective equipment (PPE)
    f. Chemical dilution systems must be adhered to
    g. Unnecessary amounts of chemicals should not be stored in the custodial closet
    h. Only authorized employees will have access to the main storage room
    i. Where possible, TCNJ will maintain proper hot and cold water supplies and drain systems in custodial closets for the use of chemical dispensing and dilution
    j. Contractor shall be aware that certain TCNJ facilities require special disposal procedures of cleaning chemicals. Contractor shall comply with these requirements, where specified by TCNJ

Special Treatment of Carpets

Carpet can be a source of bio-pollutants, dust and volatile organic compounds (VOCs). Pesticides and cleaning products (such as stain removers) that remain on the carpet after initial application can volatilize (rise into the air) over time and contaminate the indoor air. The following carpet treatment guidelines will mitigate the need for carpet cleaning solutions through both preventative and prescriptive treatment.

1. Prevent stains
    a. Clean up spills promptly using cold water and one or more blotting cloths
    b. Make a spill kit available to occupants

2. Promptly clean and thoroughly dry carpets if they should become saturated with water
    a. Quick action following a leak or other water damage may prevent carpet loss and the growth of

mold and/or mildew. (Do not attempt to clean a moldy carpet without proper protective equipment, clothing, respirators, and air filters. Special training may be required to adequately deal with a water-soaked carpet.)

3. Avoid excessive use of carpet shampoos and bonnet cleaning products. Bonnet cleaning involves the use of cotton, rayon, and/or polypropylene pads and a rotary shampoo machine. Although these chemicals are usually mild, overuse makes more frequent extraction cleaning necessary.

4. Deep-clean when necessary.
    a. Periodically deep-cleansing of carpet is necessary to extract dirt, bio-pollutants, moisture, and embedded cleaning agents.
    b. A wet vacuum water extraction machine after dry vacuuming may be used.
    c. The Carpet and Rug Institute recommends rapid drying of the carpet, within 24 hours.
    d. Pre-sprays applied carefully and left on long enough can reduce the amount of chemicals needed.

Reducing Microbial Growth through Proper Cleaning

The following are basic guidelines to minimize the need for antimicrobial products at TCNJ:

1. Clean first and then apply disinfectant.
    a. Most disinfectants are not cleaners and are usually only effective on a clean surface.
    b. Wait the recommended time before rinsing the antimicrobial solution from the surface (usually at least ten minutes, although some products are rapid-use and may only need one or two minutes)
2. Use disinfectants only when and where required
    a. Ordinary detergents should remove more microbes than disinfectants
3. Change mop heads and sponges daily
4. Change cleaning water frequently (water used in mop-buckets, etc.)
    a. Do not waste water by overfilling mop buckets, etc.
5. Intentionally clean areas where water collects and condenses
    a. Areas such as refrigerator and air conditioner pans as well as air cleaner/humidifier machines
6. Use a drain maintainer (containing enzymes) if drains clog or has an odor
7. If there is a food preparation area in any of the subject buildings, TCNJ and/or Contractor employees that prepare food for customers must use antimicrobial soaps and/or disinfectants

NOTE- If the Contractor uses antimicrobial products, it must document the specific antimicrobial used and reason for use.

Contractor Training Requirements

2 Contractor will provide training of personnel in the hazards, use, maintenance and disposal of cleaning chemicals, dispensing equipment and packaging. Documentation of the training sessions, attendees and topics covered needs to be collected and maintained by the custodial manager.

1. Basic Contractor Training
    a. Contractors should receive basic training, including the green cleaning specifications delineated in this TCNJ Green Cleaning Policy.
    b. An average of eight hours of training (or more) per year is required for each custodian.

2. Training Specifications
    a. Safety data sheets (SDS).
    b. Compliance with the Green Seal standard of GS – 37.
    c. Use and wear of personal protective equipment (PPE).
    d. Contractors should be informed of TCNJ's product reporting requirements.
        i. All cleaning products which are not on the GS-37 list must be approved by TCNJ personnel.
3. Provide TCNJ with monthly training logs indicating the attendees and the training topic

Green Cleaning Materials Policy

General Green Cleaning Solutions and Custodial Products Guideline

Contractor must purchase general consumable products such as disposable paper products and trash bag liners that contain recycled material. Cleaning chemicals shall be environmentally friendly. At least 75% of these products (demonstrated via product inventory or total annual purchases) must meet at least one of the sustainability criteria noted below.

- Green Seal GS-37, for general-purpose, bathroom, glass and carpet cleaners used for industrial and institutional purposes
- UL EcoLogo 2792 for cleaning and degreasing compounds
- UL EcoLogo 2759 for hard-surface cleaners
- UL EcoLogo 2795, for carpet and upholstery care
- Green Seal GS-40, for industrial and institutional floor care products
- UL EcoLogo 2777 for hard-floor care
- EPA Safer Choice Standard
- Cleaning devices that use only ionized water or electrolyzed water and have third-party-verified performance data equivalent to the other standards mentioned above (if the device is marketed for antimicrobial cleaning, performance data must demonstrate antimicrobial performance comparable to EPA Office of Pollution Prevention and Toxics and Design for the Environment requirements, as appropriate for use patterns and marketing claims)

Disinfectants, metal polish, or other products not addressed by the above standards must meet one or more of the following standards (or a local equivalent for projects outside the U.S.):

- UL EcoLogo 2798 for digestion additives for cleaning and odor control
- UL EcoLogo 2791 for drain or grease trap additives
- UL EcoLogo 2796 for odor control additives
- Green Seal GS-52/53, for specialty cleaning products
- California Code of Regulations maximum allowable VOC levels for the specific product category
- EPA Safer Choice Standard
- Cleaning devices that use only ionized water or electrolyzed water and have third-party-verified performance data equivalent to the other standards mentioned above (if the device is marketed for antimicrobial cleaning, performance data must demonstrate antimicrobial performance comparable to EPA Office of Pollution Prevention and Toxics and Design for the Environment requirements, as appropriate for use patterns and marketing claims).

Disposable custodial paper products and trash bags must meet the minimum requirements of one or more of the following programs, or a local equivalent for projects outside the U.S.:

- EPA comprehensive procurement guidelines, for custodial paper
- Green Seal GS-01, for tissue paper, paper towels and napkins
- UL EcoLogo 175, for toilet tissue
- UL EcoLogo 175, for hand towels
- Custodial paper products derived from rapidly renewable resources or made from tree-free fibers
- FSC certification, for fiber procurement
- EPA comprehensive procurement guidelines, for plastic trash can liners; and/or
- California integrated waste management requirements, for plastic trash can liners (California Code of Regulations Title 14, Chapter 4, Article 5, or SABRC 42290-42297 Recycled Content Plastic Trash Bag Program)

Hand soaps and hand sanitizers must meet one or more of the following standards, or a local equivalent for projects outside the U.S.:

- No antimicrobial agents (other than as a preservative) except where required by health codes and other regulations (e.g., food service and health care requirements)
- Green Seal GS-41, for industrial and institutional hand cleaners
- UL EcoLogo 2784 for hand cleaners and hand soaps
- UL EcoLogo 2783 for hand sanitizers
- EPA Safer Choice Standard

For projects outside the U.S., any Type 1 eco-labeling program as defined by ISO 14024: 1999 developed by a member of the Global Ecolabelling Network may be used in lieu of Green Seal or UL Ecolabel standards.

To the extent practical, no cleaning or disinfecting products should contain ingredients that are carcinogens, mutagens, or teratogens. These include chemicals listed by the U.S. EPA or the National Institute for Occupational Safety and Health on the Toxics Release Inventory (40 CFR, Section 372, Subpart D). If such products containing these toxic chemicals must be used (cleaning solutions for specific equipment, etc.), only the minimum amounts should be used and the product must be disposed of properly. On the Toxic Release Inventory, a complete list of toxic chemicals is maintained by the U.S. EPA and can be found at their website.

The cleaning products used at TCNJ must meet the Green Seal standard of GS-37 (or acceptable equivalent; see list above). The Green Seal Organization offers extensive information regarding the GS-37 standard on their website www.greenseal.org. A complete listing of Green Seal certified products is maintained by the Green Seal organization and can be found at their website.

Contractor shall document the type, volume and concentration of all chemicals used in the cleaning process. Contractor will also maintain a plan that addresses the handling of hazardous spills or mishandling incidents.

Low Environmental Impact Cleaning Equipment Policy

Contractor must implement an equipment program to reduce building contaminants with minimum environmental impact. At least 40% of the total annual purchases of powered custodial equipment (by cost;

purchased, leased or used by subcontractors) must meet at least one of the sustainability noted below. Compliance is based on percentage of equipment used to clean the project at time of inventory.

- Safeguards, such as rollers or rubber bumpers, to avoid damage to building surfaces
- Ergonomic design to minimize vibration, noise, and user fatigue, as reported in the user manual in accordance with ISO 5349-1 for arm vibrations, ISO 2631–1 for vibration to the whole body, and ISO 11201 for sound pressure at operator's ear
- As applicable, environmentally preferable batteries (e.g., gel, absorbent glass mat, lithium-ion) except in applications requiring deep discharge and heavy loads where performance or battery life is reduced by the use of sealed batteries
- Vacuum cleaners must be certified by the Carpet and Rug Institute Seal of Approval/Green Label Vacuum Program and operate with a maximum sound level of 70 dBA or less in accordance with ISO 11201
- Carpet extraction equipment, for restorative deep cleaning, must be certified by the Carpet and Rug Institute's Seal of Approval Deep Cleaning Extractors and Seal of Approval Deep Cleaning Systems program
- Propane-powered floor equipment must have high-efficiency, low-emissions engines with catalytic converters and mufflers that meet the California Air Resources Board or EPA standards for the specific engine size and operate with a sound level of 90 dBA or less, in accordance with ISO 11201
- Automated scrubbing machines must be equipped with variable-speed feed pumps and either (1) on-board chemical metering to optimize the use of cleaning fluids or (2) dilution control systems for chemical refilling. Alternatively, scrubbing machines may use tap water only, with no added cleaning products

Reporting

Contractor must provide documentation of its comprehensive green cleaning program upon request and must also provide written updates, including a record of supply purchases indicating compliance with the GS-37 Standard (or acceptable equivalent), equipment purchases and training on at least a quarterly basis.

Applying Green Cleaning to the Specifications

The Low Environmental Impact Cleaning requirements, the Green Cleaning Materials requirements and the Low Environmental Impact Cleaning Equipment requirements are to be applied to TCNJ's cleaning specifications.

For example, the task, "clean door glass and other adjacent glass areas" must be performed using a chemical that meets the Green Seal GS-37 Standard and microfiber technology in lieu of paper products when possible as set forth in the Green Seal GS-42 Standard. The task, "fully vacuum all carpeted areas from wall to wall including walk-off mats and edges" must be performed with a vacuum cleaner that captures 96% of particulates 0.3 microns in size and operates with a sound level less than 70dBA.

Occupant Feedback

Contractor will collect building occupant feedback on an ongoing basis to improve its custodial program. TCNJ and/or the Contractor will use formal surveys as well as a complaint response system to discover and respond

to building occupant ideas and complaints. The custodial team will operate with a "continuous improvement" mindset and will be open to new ideas, technologies, procedures and processes. TCNJ and/or the Contractor will document survey results, as well as the steps taken in response to the survey.

Quality Control Measures

TCNJ is committed to maintaining its buildings in an environmentally preferable way that will benefit the health of the facility occupants, visitors, maintenance personnel and the natural environment. To this end, TCNJ routinely evaluates the successes and shortcomings of all employed practices and makes immediate alterations accordingly. Building and site walk-throughs are completed routinely by TCNJ supervisors and management to ensure adoption and proper application. As recommended by the U.S. Green Building Council, TCNJ may use a third-party to assess the quality of the custodial services. Facility occupants are highly encouraged to report any outstanding custodial issues to the facility personnel. New technologies for environmentally sensitive cleaning will be continuously monitored and assessed as they become available and adopted when they are applicable. Similarly, this policy will be updated as needed to ensure that current and successful procedures are being carried out.

Net Cleanable Square Footage

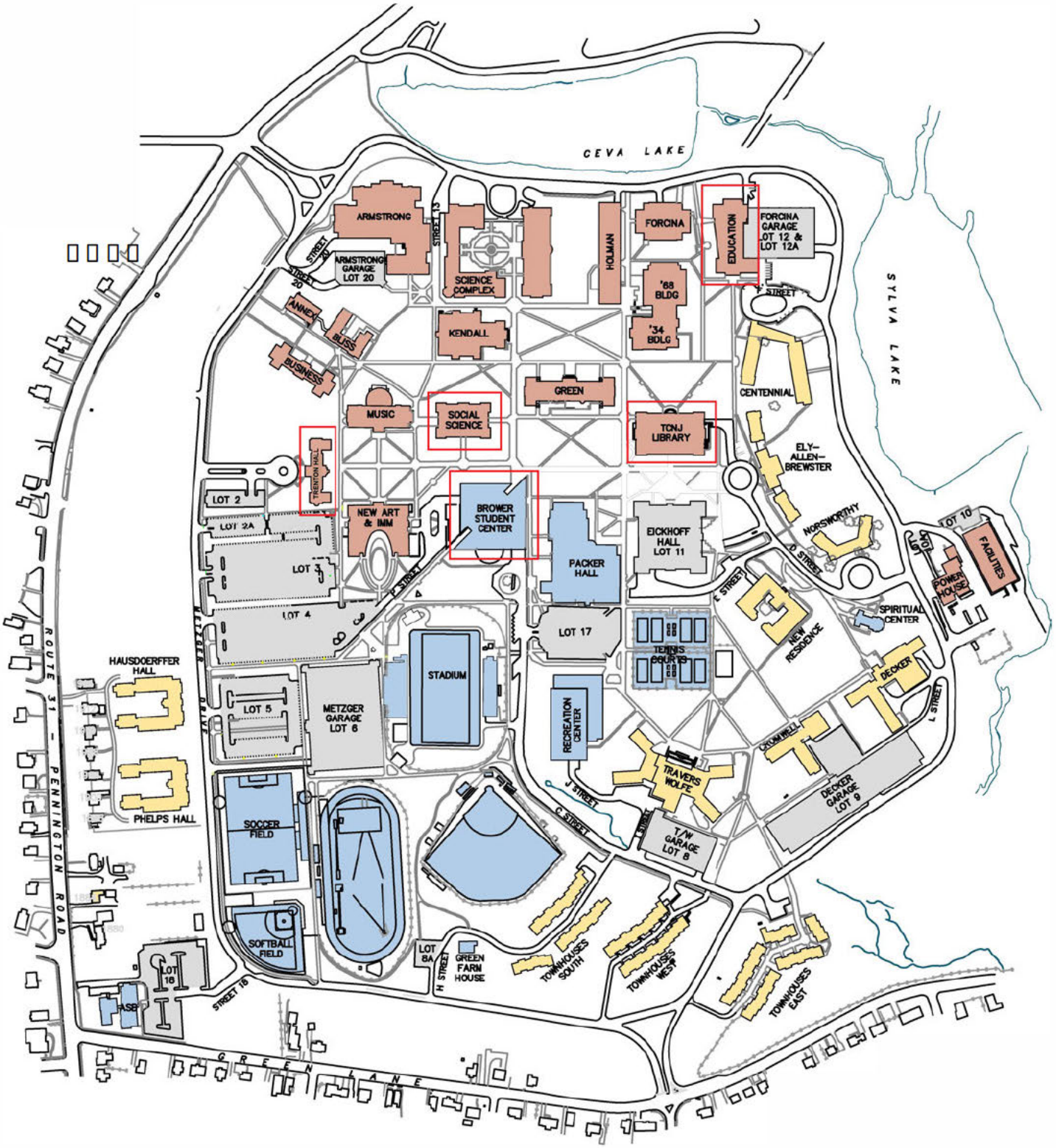
KEY:
C = Carpet, **HS** = Hard Surface, **VT** = Vinyl Tile, **HS/SR** = Hard Surface that gets stripped/refinished, **RF** = Raised Floor

Area Type	Entrances / Lobbies / Atrium							Corridors							Porch/Patio/Courtyard/Balcony							General Office							Copy/Print/File/Mail							Conference Roon		
Floor Covering	C	HS	VT	HS/SR	RF	Other	Totals	C	HS	VT	HS/SR	RF	Other	Totals	C	HS	VT	HS/SR	RF	Other	Totals	C	HS	VT	HS/SR	RF	Other	Totals	C	HS	VT	HS/SR	RF	Other	Totals	C	HS	VT
Included Buildings																																						
Trenton Hall																																						
Lower Level	0	0	0	0	0	0	0	0	0	1,476	0	0	0	1,476	0	0	0	0	0	0	0	0	0	358	0	0	0	358	0	0	0	0	0	0	0	0	0	0
Floor 1	1,119	1,001	0	0	0	0	2,120	1,172	0	0	0	0	0	1,172	0	0	0	0	0	0	0	1,574	0	0	0	0	0	1,574	0	0	0	0	0	0	2,322	0	0
Floor 2	0	0	0	0	0	0	0	1,175	0	0	0	0	0	1,175	0	0	0	0	0	0	0	3,677	0	0	0	0	0	3,677	0	0	0	0	0	0	1,022	0	0
Trenton Hall Totals	**1,119**	**1,001**	**0**	**0**	**0**	**0**	**2,120**	**2,347**	**0**	**1,476**	**0**	**0**	**0**	**3,823**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**5,251**	**0**	**358**	**0**	**0**	**0**	**5,609**	**0**	**0**	**0**	**0**	**0**	**0**	**3,344**	**0**	**0**
Brower Student Center																																						
Basement	0	0	0	0	0	0	0	1,115	0	0	0	0	0	1,115	0	1,682	0	0	0	0	1,682	3,109	0	0	0	0	0	3,109	0	0	0	0	0	0	0	0	0
Floor 1	0	0	0	0	0	0	0	0	0	0	16,241	0	0	16,241	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Floor 2	0	0	0	0	0	0	0	0	0	8,657	0	0	0	8,657	0	0	0	0	0	0	0	15,044	0	0	0	0	0	15,044	0	0	0	0	0	0	0	0	0
Brower Student Center Totals	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**1,115**	**0**	**8,657**	**16,241**	**0**	**0**	**26,013**	**0**	**1,682**	**0**	**0**	**0**	**0**	**1,682**	**18,153**	**0**	**0**	**0**	**0**	**0**	**18,153**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**
Education Building																																						
Lower Level	0	0	317	0	0	0	317	0	995	0	0	0	0	995	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Floor 1	0	1,700	0	0	0	0	1,700	0	3,503	0	0	0	0	3,503	0	0	0	0	0	0	0	3,799	0	0	0	0	0	3,799	94	0	0	0	0	0	94	289	0	0
Floor 2	0	0	0	0	0	0	0	0	3,781	0	0	0	0	3,781	0	0	0	0	0	0	0	5,573	0	0	0	0	0	5,573	127	0	0	0	0	0	127	0	0	0
Floor 3	0	0	0	0	0	0	0	0	3,113	0	0	0	0	3,113	0	1,629	0	0	0	0	1,629	7,958	0	0	0	0	0	7,958	228	0	0	0	0	0	228	237	0	0
Education Building Totals	**0**	**1,700**	**317**	**0**	**0**	**0**	**2,017**	**0**	**11,392**	**0**	**0**	**0**	**0**	**11,392**	**0**	**1,629**	**0**	**0**	**0**	**0**	**1,629**	**17,330**	**0**	**0**	**0**	**0**	**0**	**17,330**	**449**	**0**	**0**	**0**	**0**	**0**	**449**	**526**	**0**	**0**
Social Sciences Building																																						
Lower Level	0	0	0	0	0	0	0	0	0	2,381	0	0	0	2,381	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Floor 1	0	317	0	0	0	0	317	1,668	0	2,017	0	0	0	3,685	0	0	0	0	0	0	0	5,077	0	0	0	0	0	5,077	0	0	217	0	0	0	217	315	0	0
Floor 2	0	0	0	0	0	0	0	1,694	0	1,460	0	0	0	3,154	0	0	0	0	0	0	0	5,148	0	246	0	0	0	5,394	0	0	0	0	0	0	0	1,501	0	0
Floor 3	0	0	0	0	0	0	0	1,749	0	1,433	0	0	0	3,182	0	0	0	0	0	0	0	3,937	0	0	0	0	0	3,937	0	0	360	0	0	0	360	1,408	0	0
Social Sciences Building Totals	**0**	**317**	**0**	**0**	**0**	**0**	**317**	**5,111**	**0**	**7,291**	**0**	**0**	**0**	**12,402**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**14,162**	**0**	**246**	**0**	**0**	**0**	**14,408**	**0**	**0**	**577**	**0**	**0**	**0**	**577**	**3,224**	**0**	**0**
TCNJ Library																																						
Lower Level	2,003	416	0	0	0	0	2,419	1,205	0	0	0	0	0	1,205	0	0	0	0	0	0	0	149	0	0	0	0	0	149	0	0	0	0	0	0	0	0	0	0
Floor 1	322	2,250	0	0	0	0	2,572	0	0	0	0	0	0	0	0	0	0	0	0	0	0	622	31	0	0	0	0	653	0	0	84	0	0	0	84	368	0	0
Floor 2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	248	0	0	0	0	248	1,237	0	0	0	0	0	1,237	76	0	0	0	0	0	76	0	0	0
Floor 3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	7,044	0	0	0	0	0	7,044	76	0	0	0	0	0	76	398	0	0
Floor 4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1,692	0	0	0	0	0	1,692	76	0	0	0	0	0	76	0	0	0
TCNJ Library Totals	**2,325**	**2,666**	**0**	**0**	**0**	**0**	**4,991**	**1,205**	**0**	**0**	**0**	**0**	**0**	**1,205**	**0**	**248**	**0**	**0**	**0**	**0**	**248**	**10,744**	**31**	**0**	**0**	**0**	**0**	**10,775**	**228**	**0**	**84**	**0**	**0**	**0**	**312**	**766**	**0**	**0**
Academic Totals	**3,444**	**5,684**	**317**	**0**	**0**	**0**	**9,445**	**9,778**	**11,392**	**17,424**	**16,241**	**0**	**0**	**54,835**	**0**	**3,559**	**0**	**0**	**0**	**0**	**3,559**	**65,640**	**31**	**604**	**0**	**0**	**0**	**66,275**	**677**	**0**	**661**	**0**	**0**	**0**	**1,338**	**7,860**	**0**	**0**

n				Multi-Purpose Room/Event Space							Retail Space/Bookstore							Classroom/Lab							Computer/IT room							Library/Study							Auditorium			
HS/SR	RF	Other	**Totals**	C	HS	VT	HS/SR	RF	Other	**Totals**	C	HS	VT	HS/SR	RF	Other	**Totals**	C	HS	VT	HS/SR	R/F	Other	**Totals**	C	HS	VT	HS/SR	HS R/F	Other	**Totals**	C	HS	VT	HS/SR	RF	Other	**Totals**	C	HS	VT	HS/SR
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2,233	0	3,445	0	0	0	5,678	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	2,322	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	1,022	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	**0**	**0**	**3,344**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**2,233**	**0**	**3,445**	**0**	**0**	**0**	**5,678**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	869	2,615	0	1,290	0	0	4,774	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**869**	**2,615**	**0**	**1,290**	**0**	**0**	**4,774**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	289	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2,074	6,391	0	0	0	0	8,465	0	0	0	0	0	0	0	0	0	0	0	0	0	3,665	0	0	0
0	0	0	0	3,110	0	0	0	0	0	3,110	0	0	0	0	0	0	0	9,088	0	0	0	0	0	9,088	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	237	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3,711	0	0	0	0	0	3,711	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	**0**	**0**	**526**	**3,110**	**0**	**0**	**0**	**0**	**0**	**3,110**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**14,873**	**6,391**	**0**	**0**	**0**	**0**	**21,264**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**3,665**	**0**	**0**	**0**
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	315	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3,578	0	0	0	3,578	0	0	0	0	0	0	0	0	0	0	0	0	0	2,225	0	0	0
0	0	0	1,501	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	5,034	0	0	0	5,034	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	1,408	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	5,081	0	0	0	5,081	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	**0**	**0**	**3,224**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**13,693**	**0**	**0**	**0**	**13,693**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**2,225**	**0**	**0**	**0**
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2,506	0	0	0	0	0	2,506	1,262	0	0	0	0	0	1,262	6,182	0	0	0	0	0	6,182	907	2,131	0	0
0	0	0	368	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	7,079	0	2,019	0	0	0	9,098	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	23,065	0	0	0	0	0	23,065	0	0	0	0
0	0	0	398	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	18,593	0	0	0	0	0	18,593	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	20,536	0	0	0	0	0	20,536	0	0	0	0
0	**0**	**0**	**766**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**2,506**	**0**	**0**	**0**	**0**	**0**	**2,506**	**1,262**	**0**	**0**	**0**	**0**	**0**	**1,262**	**75,455**	**0**	**2,019**	**0**	**0**	**0**	**77,474**	**907**	**2,131**	**0**	**0**
0	**0**	**0**	**7,860**	**3,110**	**0**	**0**	**0**	**0**	**0**	**3,110**	**869**	**2,615**	**0**	**1,290**	**0**	**0**	**4,774**	**19,612**	**6,391**	**17,138**	**0**	**0**	**0**	**43,141**	**1,262**	**0**	**0**	**0**	**0**	**0**	**1,262**	**75,455**	**0**	**2,019**	**0**	**0**	**0**	**77,474**	**6,797**	**2,131**	**0**	**0**

			Break/Vending							Kitchenette/Pantry							Lounge							Game Room							Cafeteria/Dining							Restrooms/Dressing Rooms							Stairwell		
RF	Other	Totals	C	HS	VT	HS/SR	RF	Tz	Totals	C	HS	VT	HS/SR	RF	Tz	Totals	C	HS	VT	HS/SR	RF	Tz	Totals	C	HS	VT	HS/SR	RF	Other	Totals	C	HS	VT	HS/SR	RF	Other	Totals	C	HS	VT	HS/SR	RF	Other	Totals	C	HS	VT
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	352	0	0	0	0	0	352	0	497	0
0	0	0	0	0	0	0	0	0	0	0	208	0	0	0	0	208	0	0	0	0	0	0	0	0	0	0	0	0	0	0	982	0	0	0	0	0	982	0	449	0	0	0	0	449	0	497	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	152	0	0	0	152	0	0	0	0	0	0	0	0	0	0	0	0	0	0	374	0	0	0	0	0	374	0	497	0
0	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**208**	**0**	**0**	**0**	**0**	**208**	**0**	**0**	**152**	**0**	**0**	**0**	**152**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**982**	**0**	**0**	**0**	**0**	**0**	**982**	**0**	**1,175**	**0**	**0**	**0**	**0**	**1,175**	**0**	**1,491**	**0**
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	198	0	0	0	0	0	198	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1,556	0	0	0	0	0	1,556	2,832	0	0	0	0	0	2,832	0	0	0	0	0	0	0	741	0	0	0	0	0	741	0	0	1,696
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	741	0	0	0	0	0	741	0	0	0
0	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**1,556**	**0**	**0**	**0**	**0**	**0**	**1,556**	**2,832**	**0**	**0**	**0**	**0**	**0**	**2,832**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**1,680**	**0**	**0**	**0**	**0**	**0**	**1,680**	**0**	**0**	**1,696**
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	350
0	0	3,665	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	772	0	0	0	0	0	772	0	0	1,012
0	0	0	0	0	0	0	0	0	0	0	509	221	0	0	0	730	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	739	0	0	0	0	0	739	0	0	1,012
0	0	0	0	0	0	0	0	0	0	131	0	0	0	0	0	131	486	0	0	0	0	0	486	0	0	0	0	0	0	0	0	0	0	0	0	0	0	541	0	0	0	0	0	541	0	0	563
0	**0**	**3,665**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**131**	**509**	**221**	**0**	**0**	**0**	**861**	**486**	**0**	**0**	**0**	**0**	**0**	**486**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**2,052**	**0**	**0**	**0**	**0**	**0**	**2,052**	**0**	**0**	**2,937**
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	480	0	0	0	0	0	480	0	573	0
0	0	2,225	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	417	0	0	0	0	0	417	0	0	573
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	417	0	0	0	0	0	417	0	0	573
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	417	0	0	0	0	0	417	0	0	573
0	**0**	**2,225**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**1,731**	**0**	**0**	**0**	**0**	**0**	**1,731**	**0**	**573**	**1,719**
0	0	3,038	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	536	0	0	0	0	0	536	200	710	0
0	0	0	0	0	200	0	0	0	200	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	544	0	0	0	0	0	544	236	742	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	715	0	0	0	0	0	715	0	0	0	0	0	0	0	0	0	0	0	0	0	0	325	0	0	0	0	0	325	302	564	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	325	0	0	0	0	0	325	305	395	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	325	0	0	0	0	0	325	305	395	0
0	**0**	**3,038**	**0**	**0**	**200**	**0**	**0**	**0**	**200**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**715**	**0**	**0**	**0**	**0**	**0**	**715**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**2,055**	**0**	**0**	**0**	**0**	**0**	**2,055**	**1,348**	**2,806**	**0**
0	**0**	**8,928**	**0**	**0**	**200**	**0**	**0**	**0**	**200**	**131**	**717**	**221**	**0**	**0**	**0**	**1,069**	**2,757**	**0**	**152**	**0**	**0**	**0**	**2,909**	**2,832**	**0**	**0**	**0**	**0**	**0**	**2,832**	**982**	**0**	**0**	**0**	**0**	**0**	**982**	**0**	**8,693**	**0**	**0**	**0**	**0**	**8,693**	**1,348**	**4,870**	**6,352**

				Elevator							Janitor Closet							Laundry							Storage								Janitor							
HS/SR	RF	Other	**Totals**	C	HS	VT	HS/SR	RF	Other	**Totals**	C	HS	VT	HS/SR	RF	Other	**Totals**	C	HS	VT	HS/SR	RF	Other	**Totals**	C	HS	VT	HS/SR	RF	Other	**Totals**	**Net Cleanable Square Feet**	Restroom Fixtures	Closet Count	Stairs HS	Stairs Cpt	Stairs Vct	Elevators Cpt	Elevators HS	Elevators Vct
0	0	0	497	0	0	46	0	0	0	46	0	124	0	0	0	0	124	0	0	110	0	0	0	110	0	0	0	0	0	0	0	8,641	10	2	2	0	0	0	0	1
0	0	0	497	0	0	0	0	0	0	0	0	88	0	0	0	0	88	0	0	0	0	0	0	0	0	0	0	0	0	0	0	9,412	19	0	2	0	0	0	0	0
0	0	0	497	0	0	0	0	0	0	0	0	95	0	0	0	0	95	0	0	0	0	0	0	0	0	0	0	0	0	0	0	6,992	0	0	0	0	0	0	0	0
0	**0**	**0**	**1,491**	**0**	**0**	**46**	**0**	**0**	**0**	**46**	**0**	**307**	**0**	**0**	**0**	**0**	**307**	**0**	**0**	**110**	**0**	**0**	**0**	**110**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**25,045**	**29**	**2**	**4**	**0**	**0**	**0**	**0**	**1**
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0	**0**	**0**	**1,696**	**0**	**60**	**0**	**0**	**0**	**0**	**60**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**775**	**0**	**0**	**0**	**775**	**59,221**	**55**	**0**	**0**	**0**	**8**	**0**	**1**	**0**
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0	**0**	**0**	**2,937**	**0**	**0**	**110**	**0**	**0**	**0**	**110**	**0**	**107**	**0**	**0**	**0**	**0**	**107**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**67,935**	**69**	**2**	**0**	**0**	**11**	**0**	**0**	**2**
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0	**0**	**0**	**4,154**	**99**	**0**	**0**	**0**	**0**	**0**	**99**	**0**	**285**	**467**	**0**	**0**	**0**	**752**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**646**	**0**	**0**	**0**	**646**	**111,198**	**54**	**7**	**9**	**5**	**0**	**3**	**0**	**0**
0	**0**	**0**	**12,570**	**99**	**60**	**234**	**0**	**0**	**0**	**393**	**0**	**771**	**467**	**0**	**0**	**0**	**1,238**	**0**	**0**	**110**	**0**	**0**	**0**	**110**	**0**	**646**	**775**	**0**	**0**	**0**	**1,421**	**314,418**	**274**	**11**	**15**	**5**	**23**	**3**	**1**	**5**



TCNJ CAMPUS MAP 2013

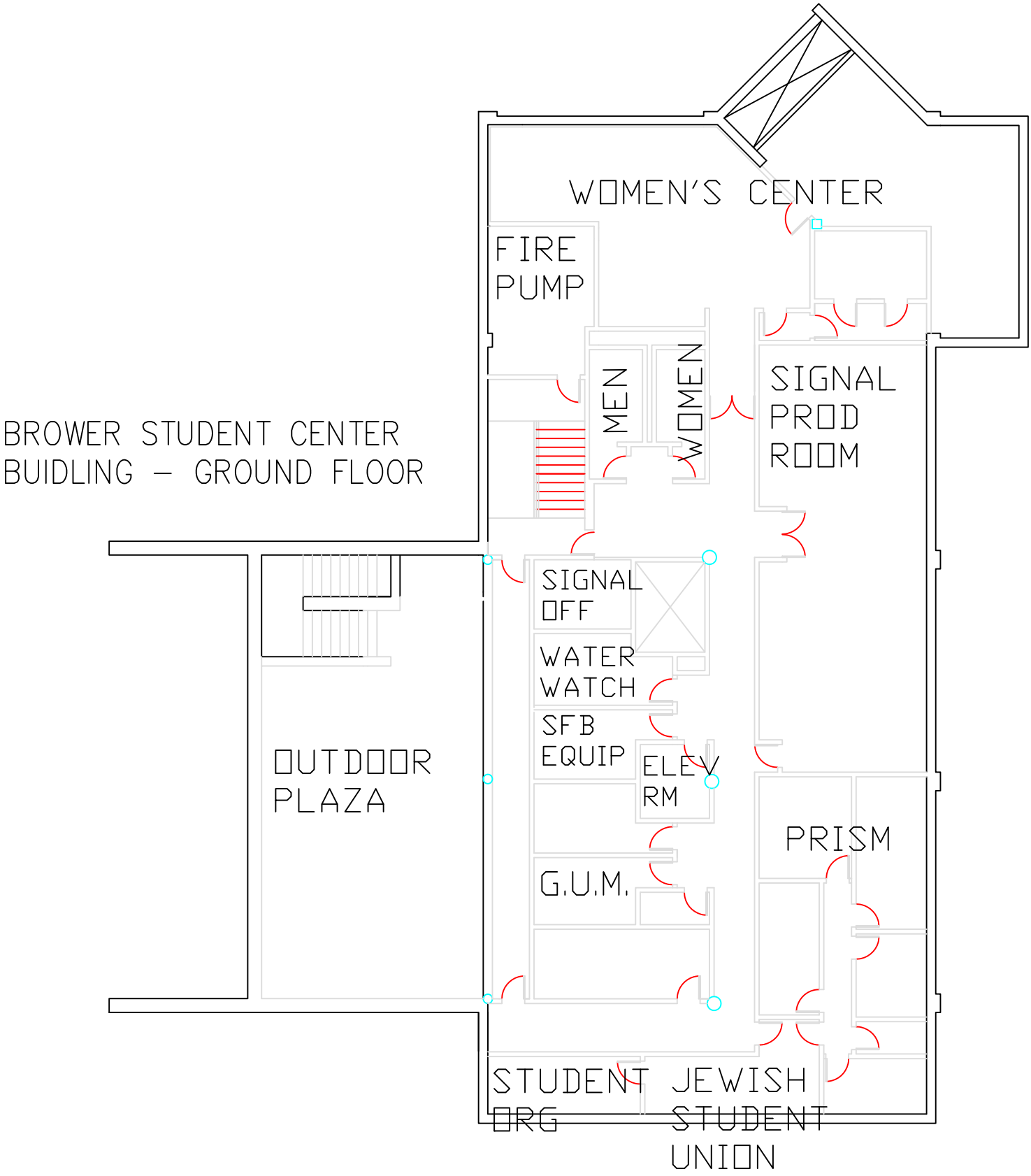
TCNJ CAMPUS BUILDINGS

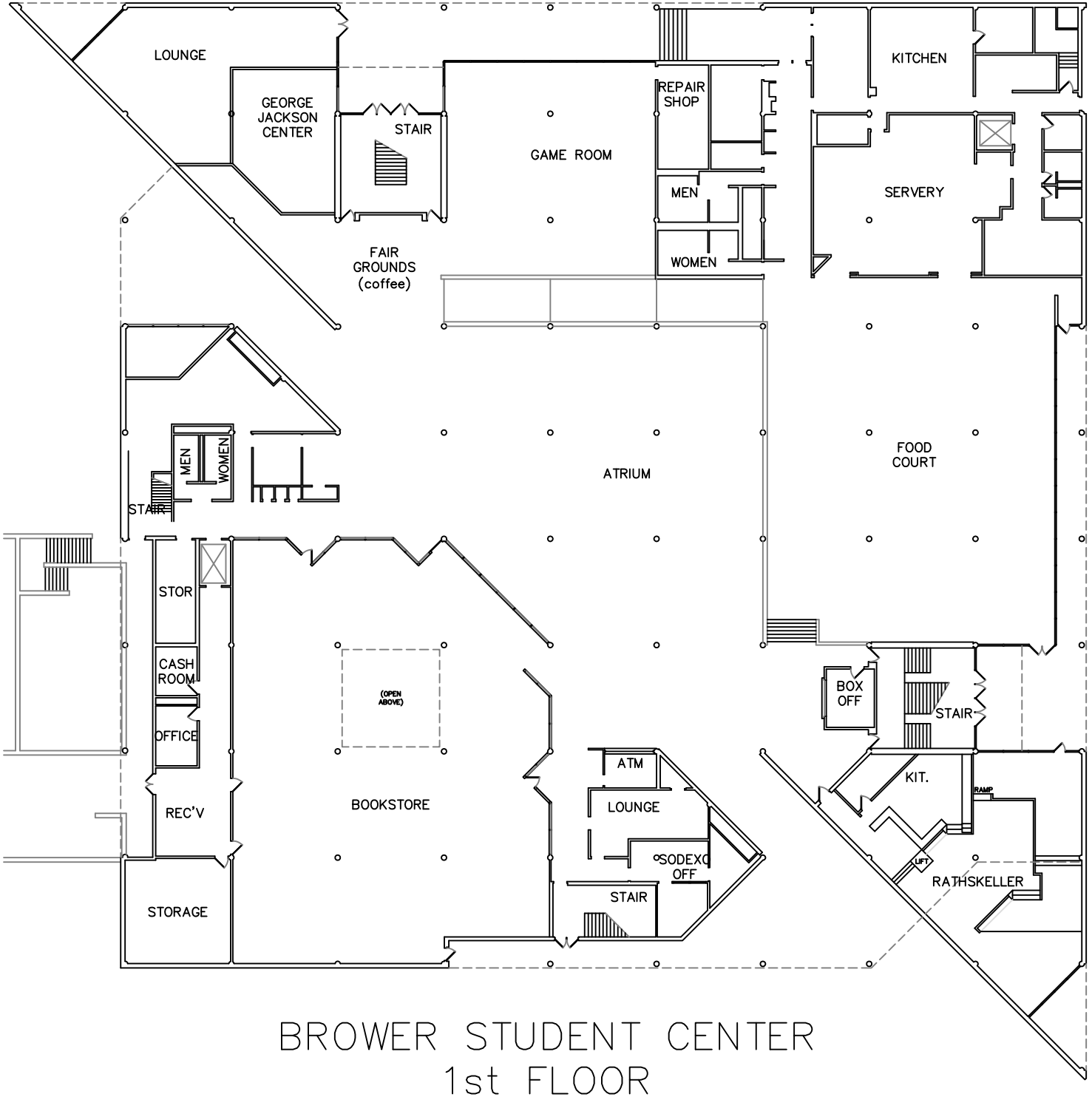
*included in RFP

BUILDING	FLOOR
Administrative Services Building	Lower Level 1st Floor 2nd Floor 3rd Floor
Armstrong Hall	First Floor
Art & IMM Building	Lower Level 1st Floor 2nd Floor 3rd Floor
Biology Building	1st Floor 2nd Floor 3rd Floor
Bliss Hall	Lower Level – missing plan 1st Floor 2nd Floor 3rd Floor
Brower Student Center	Lower Level 1st Floor 2nd Floor
Business Building	Lower Level 1st Floor 2nd Floor 3rd Floor
Centennial Hall	Lower Level 1st Floor 2nd Floor
Cromwell Hall	Lower Level 1st Floor 2nd Floor 3rd Floor 4th Floor 5th Floor 6th Floor
Decker Hall	Lower Level 1st Floor 2nd Floor 3rd Floor 4th Floor 5th Floor 6th Floor

Education Building	Lower Level 1st Floor 2nd Floor 3rd Floor Attic
Eickhoff Hall	Lower Level 1st Floor 2nd Floor
Ely-Allen-Brewster Halls	Lower Level 1st Floor 2nd Floor 3rd Floor
Forcina Hall	1st Floor 2nd Floor 3rd Floor 4th Floor
Green Hall	Lower Level 1st Floor 2nd Floor
Hausdoerffer	1st Floor 2nd Floor 3rd Floor
Holman Hall	1st Floor 2nd Floor 3rd Floor 4th Floor
Kendall Hall	Lower Level 1st Floor 2nd Floor
Trenton Hall	Lower Level 1st Floor 2nd Floor
Maintenance Building	1st Floor
Music Building	Lower Level 1st Floor 2nd Floor
New Residence Hall	Lower Level 1st Floor 2nd Floor 3rd Floor
Norsworthy Hall	Lower Level 1st Floor 2nd Floor 3rd Floor

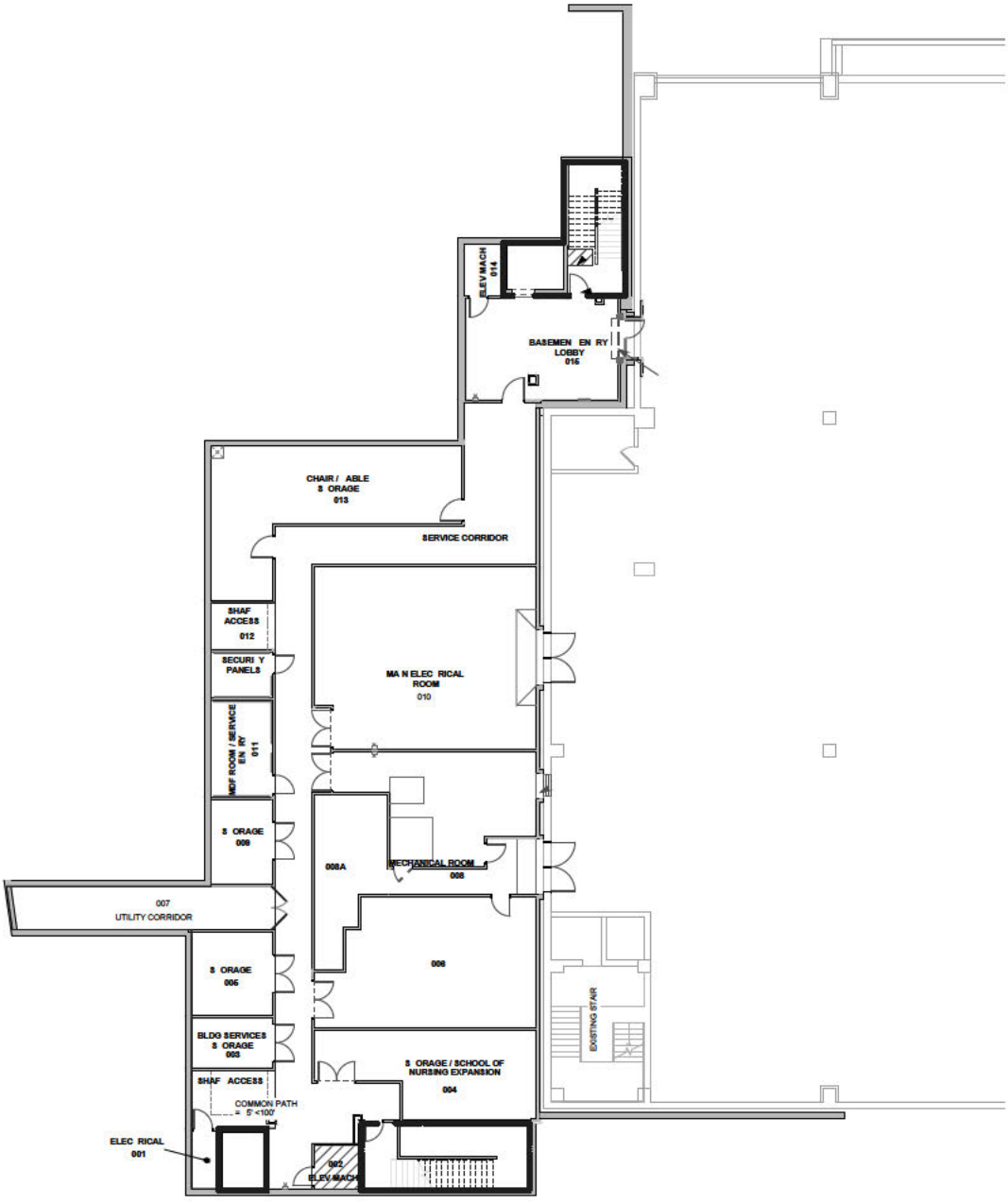
Packer Hall	1st Floor 2nd Floor
Phelps Hall	1st Floor 2nd Floor 3rd Floor
Powerhouse	No plans
Recreation Center	Lower Level Upper Level
Roscoe West Hall	Lower Level 1st Floor 2nd Floor
Science Complex (Chemistry, Math & Physics)	Lower Level – missing plan 1st Floor 2nd Floor 3rd Floor
Social Sciences Building	Lower Level 1st Floor 2nd Floor 3rd Floor
Spiritual Center	1st Floor
TCNJ Library	Lower Level 1st Floor 2nd Floor 3rd Floor 4th Floor
Townhouse East NEED PLANS	1st Floor 2nd Floor 3rd Floor
Townhouse South NEED PLANS	1st Floor 2nd Floor 3rd Floor
Townhouse West NEED PLANS	1st Floor 2nd Floor 3rd Floor
Travers-Wolfe Hall	Lower Level – only have partial lower level plan 1st Floor 2nd Floor 3rd Floor 4th Floor 5th Floor 6th Floor 7th Floor 8th Floor 9th Floor 10th Floor


BROWER STUDENT CENTER
BUIDLING – GROUND FLOOR
WOMEN'S CENTER
FIRE
PUMP
MEN
WOMEN
SIGNAL
PROD
ROOM
SIGNAL
OFF
WATER
WATCH
SFB
EQUIP
ELEV
RM
OUTDOOR
PLAZA
PRISM
G.U.M.
STUDENT
ORG
JEWISH
STUDENT
UNION

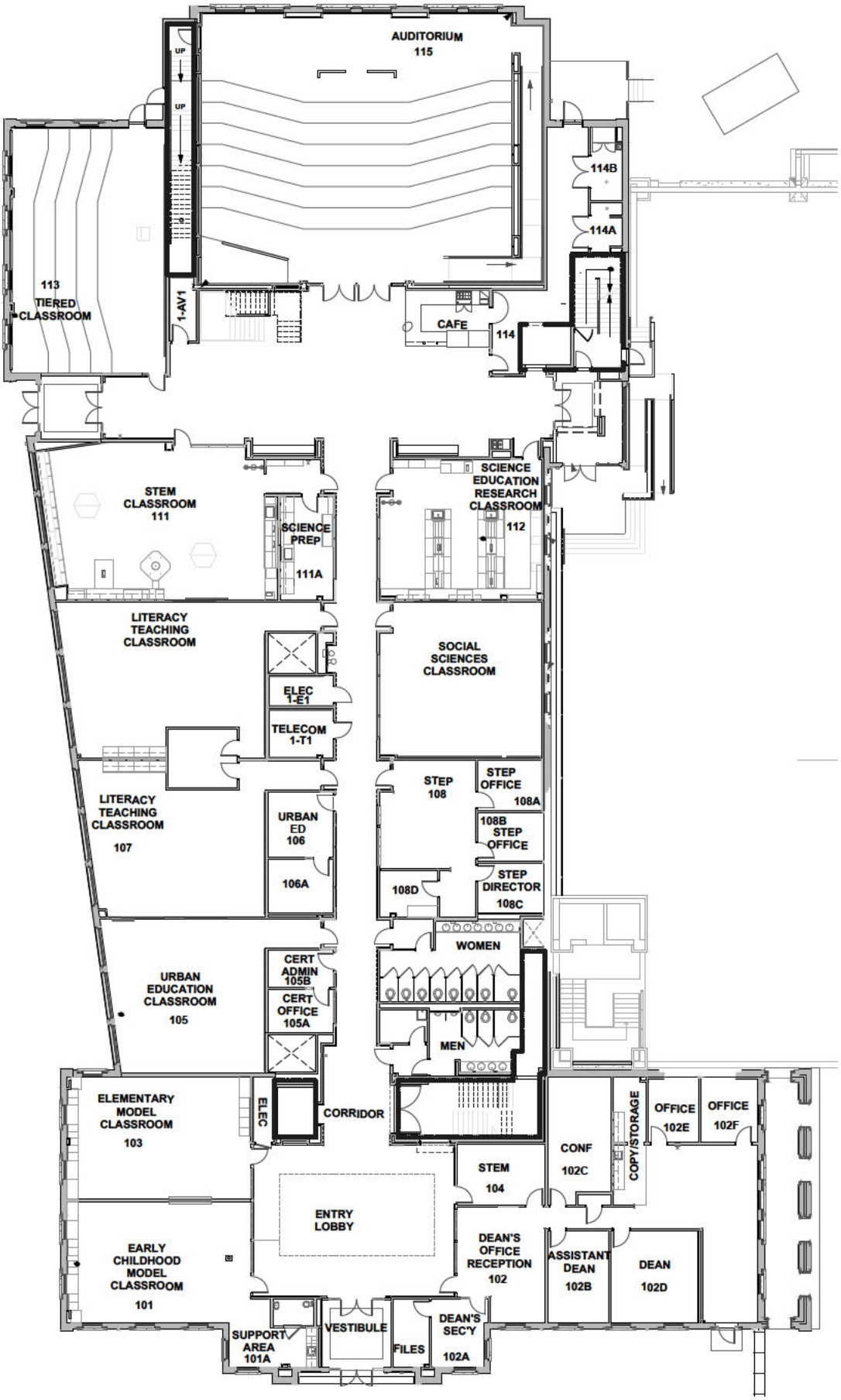


BROWER STUDENT CENTER
1st FLOOR

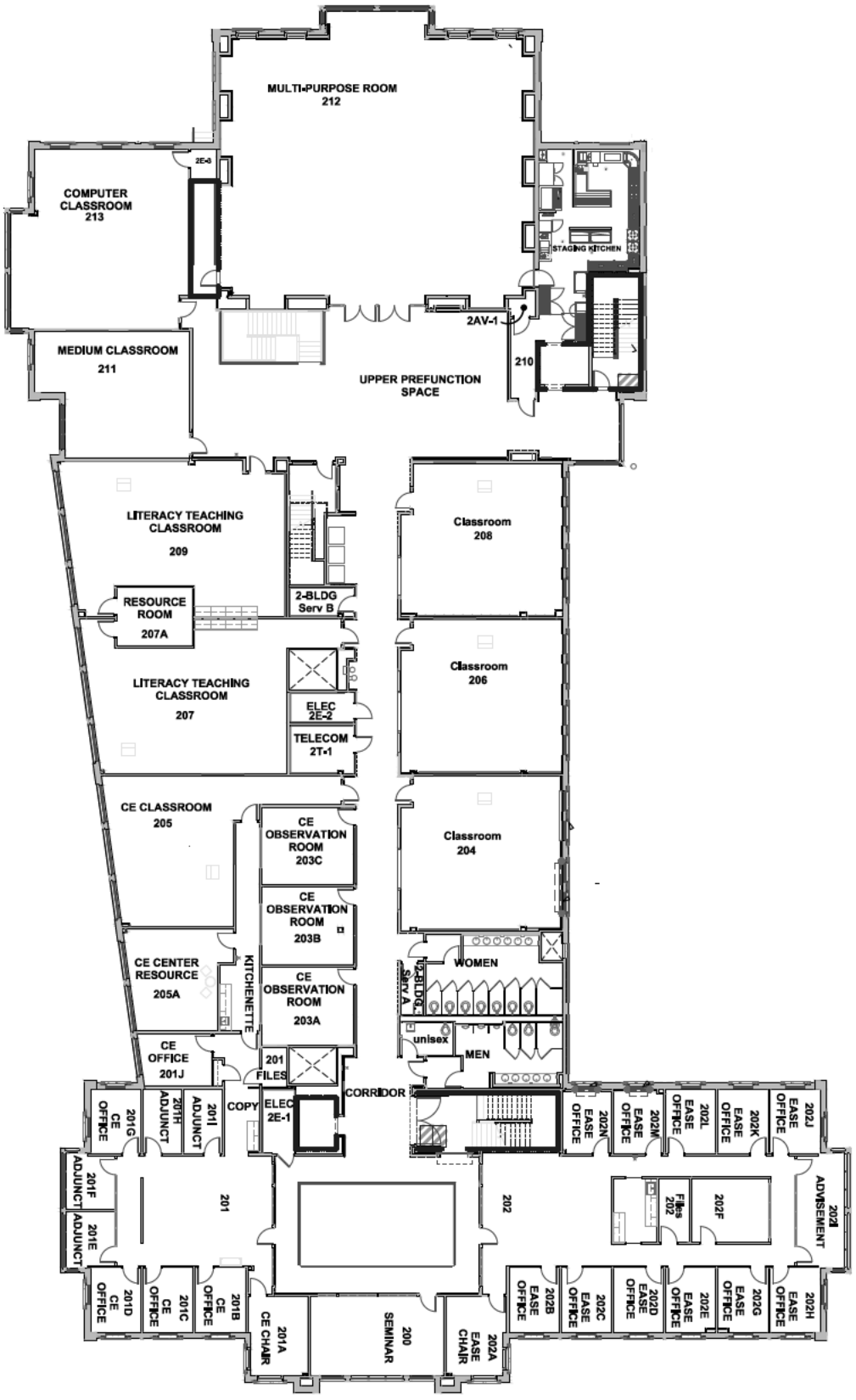
BROWER STUDENT CENTER 2nd FLOOR



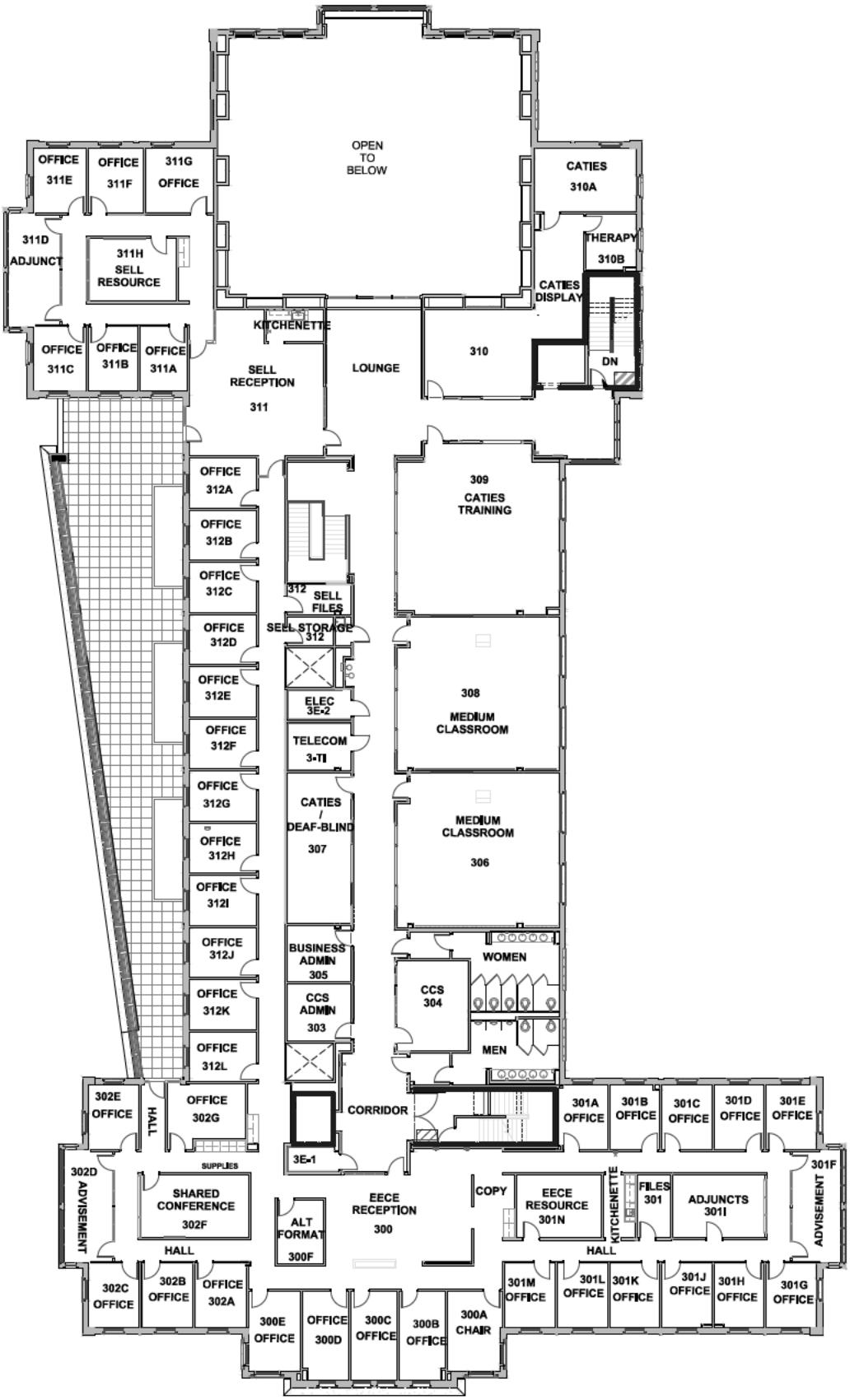
EDUCATION BUILDING LOWER LEVEL



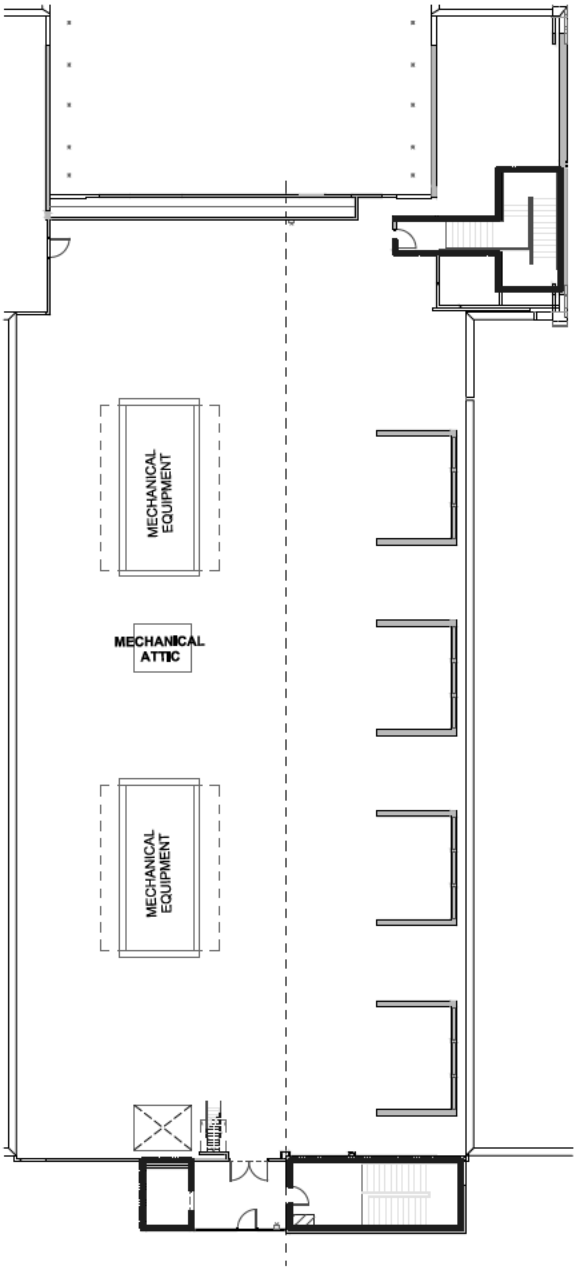
EDUCATION BUILDING 1ST FLOOR



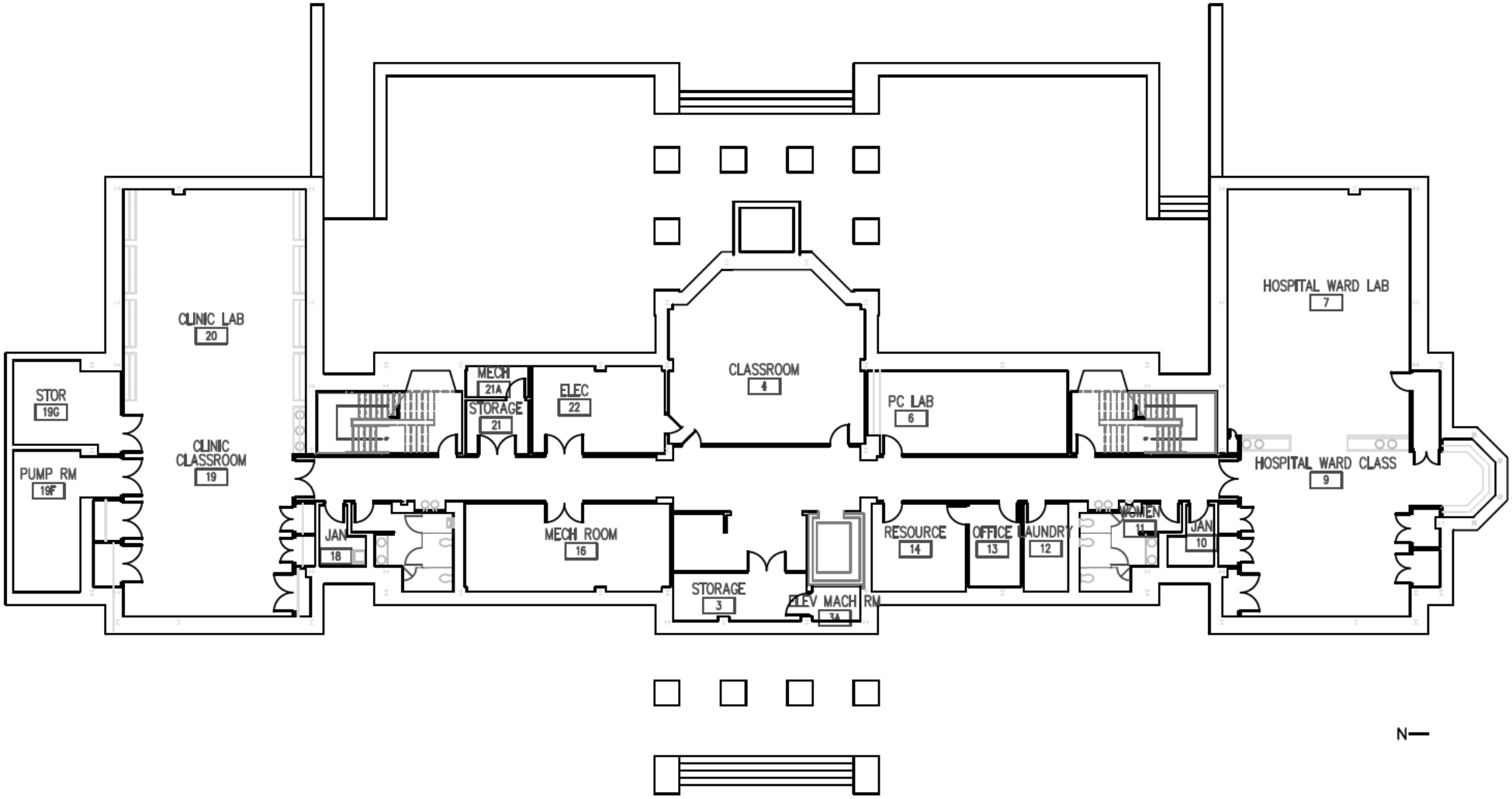
EDUCATION BUILDING 2ND FLOOR



EDUCATION BUILDING 3RD FLOOR



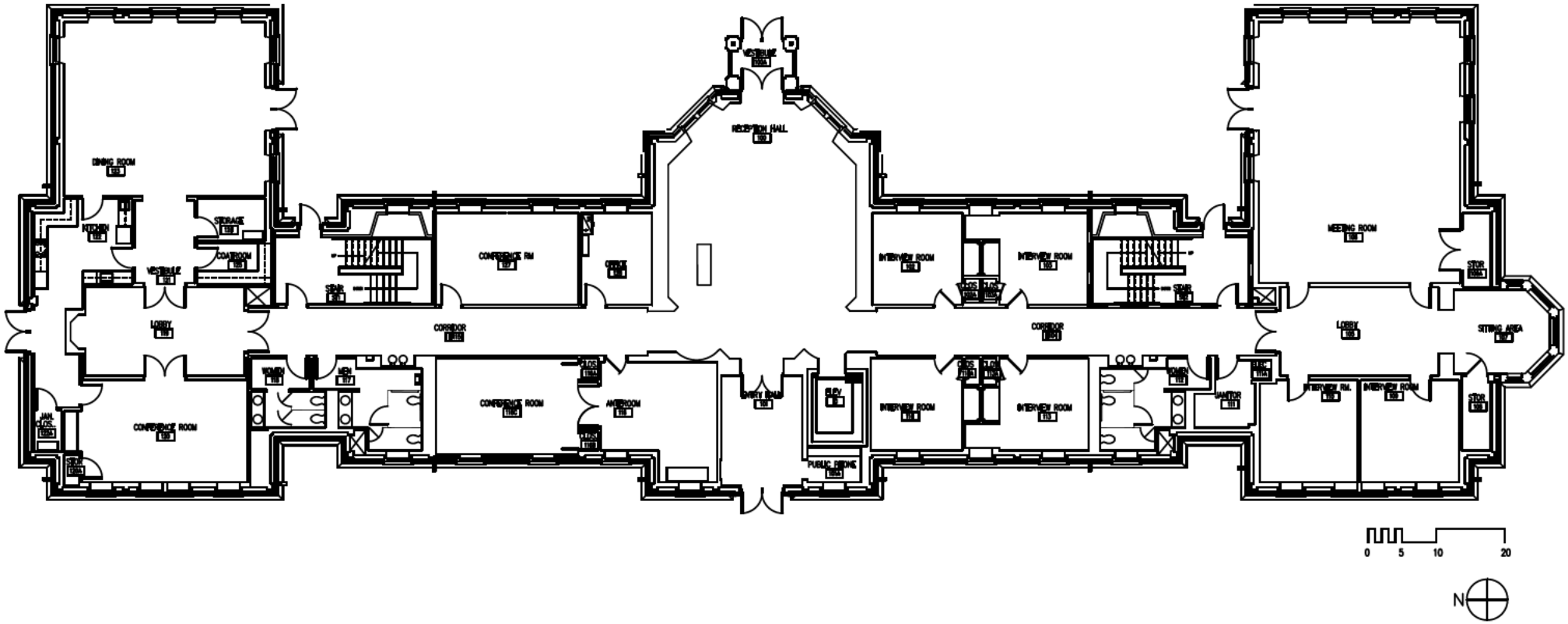
EDUCATION BUILDING ATTIC



Paul Loser Hall

The College of New Jersey

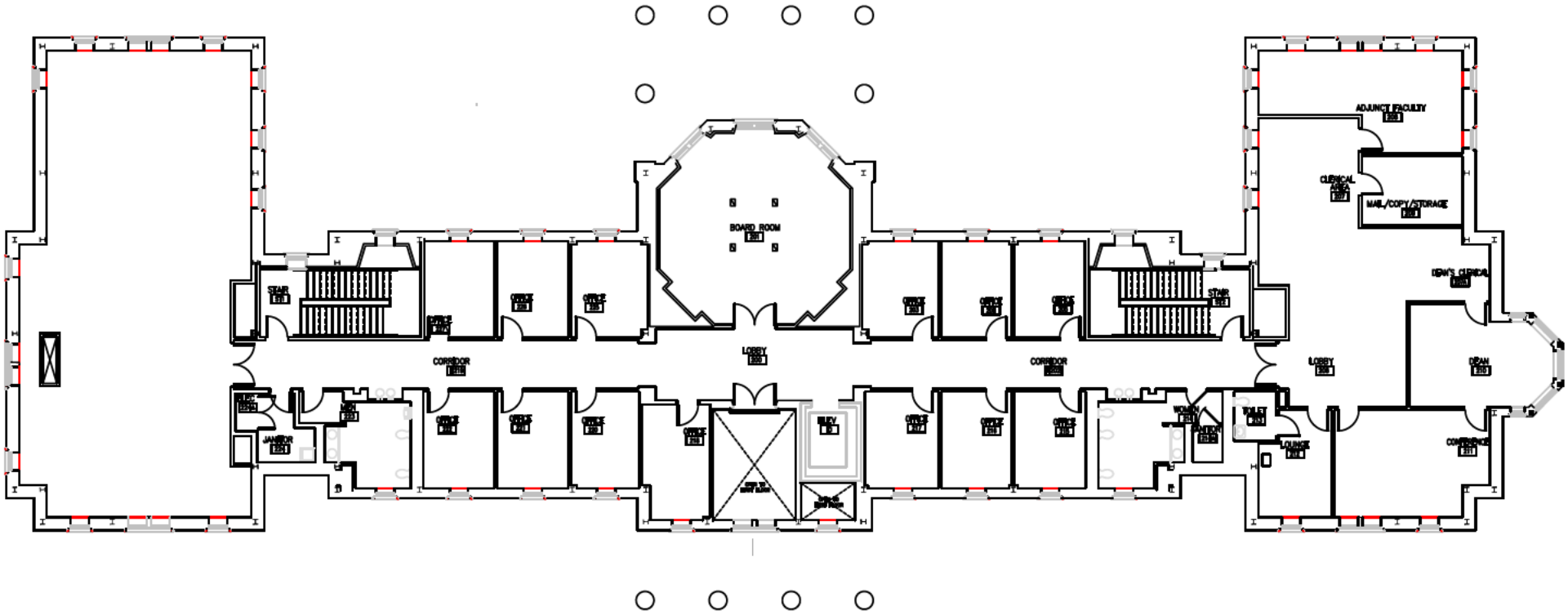
Lower Level



Paul Loser Hall

The College of New Jersey

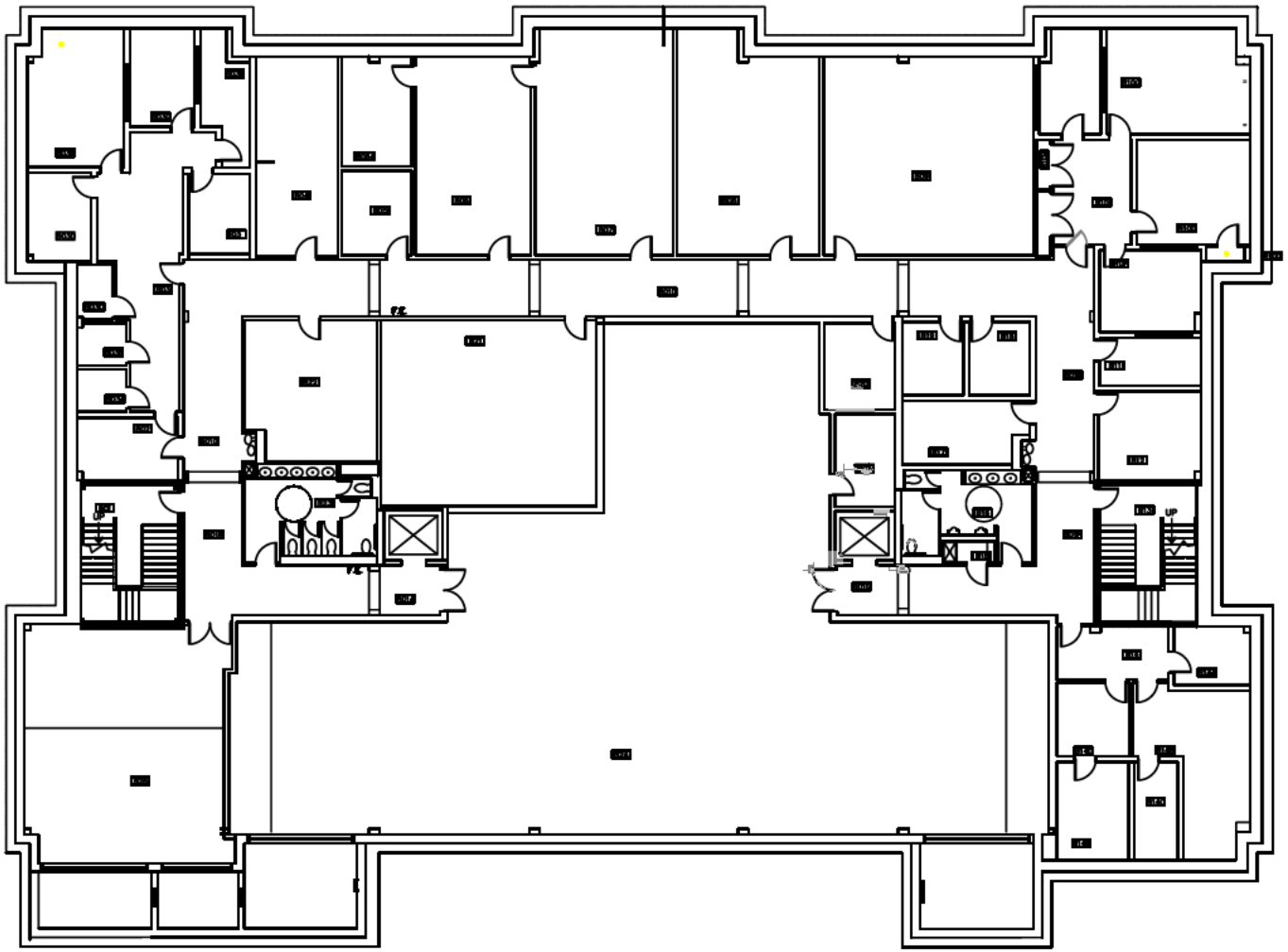
First Floor



Paul Loser Hall

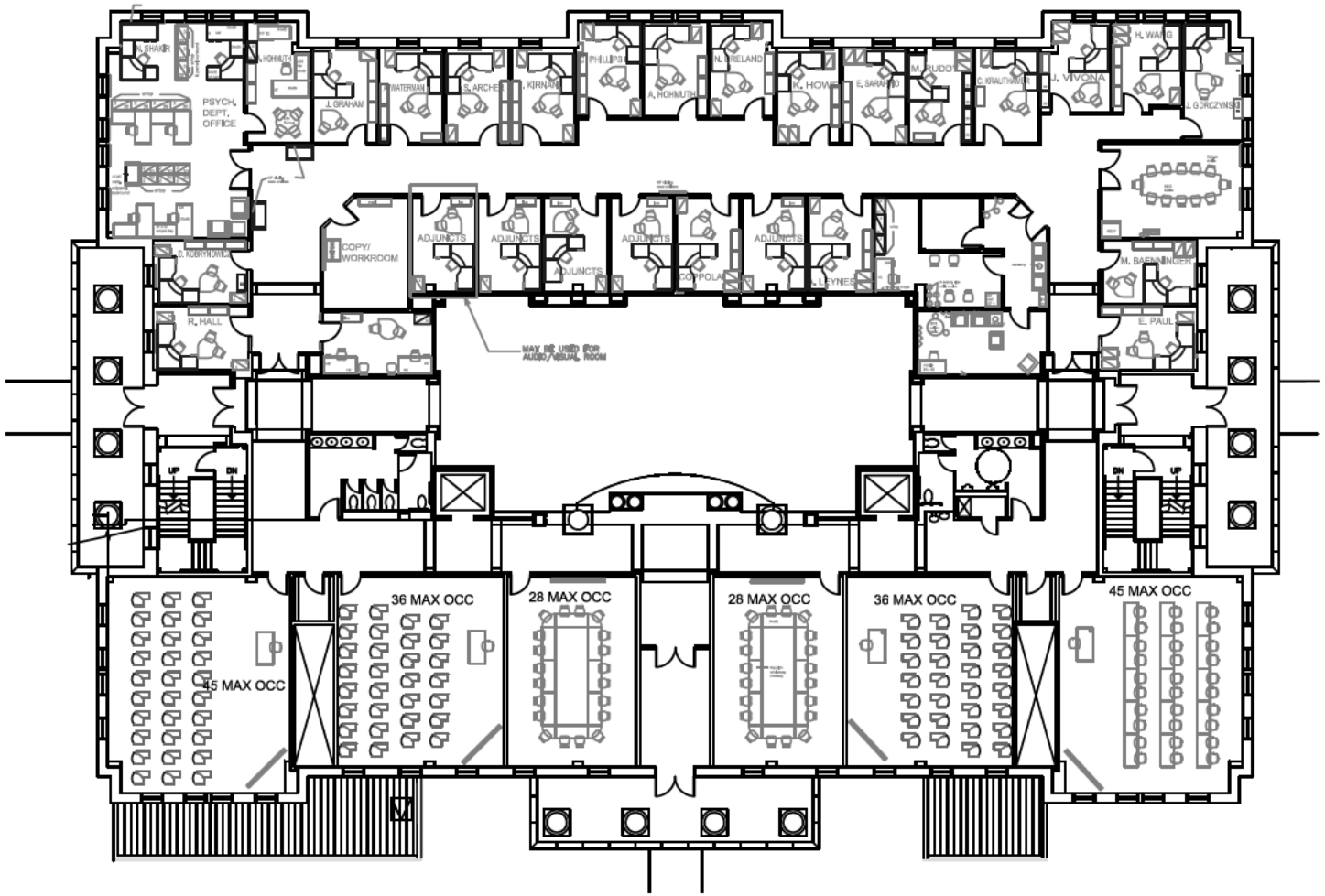
The College of New Jersey

Second Floor



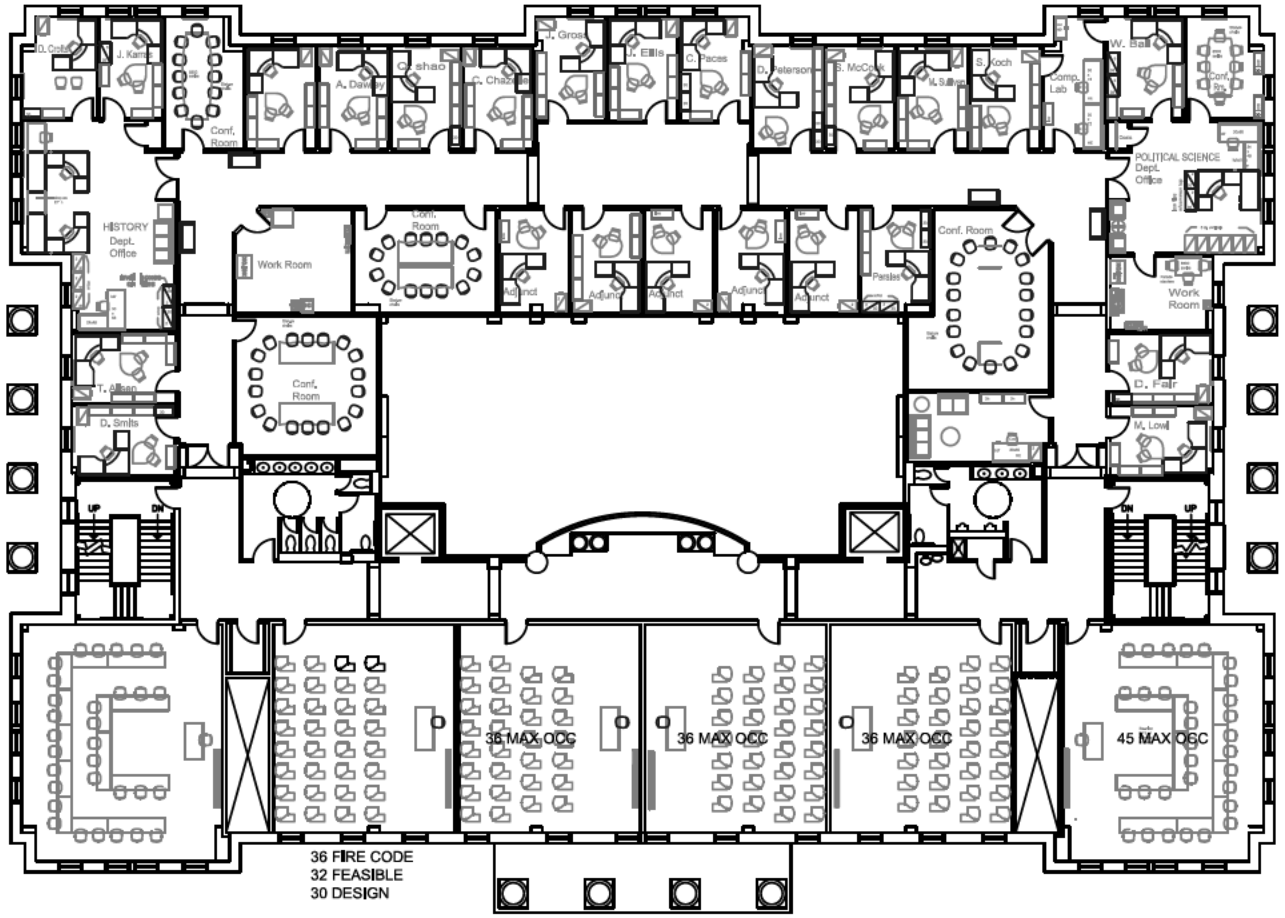
LOWER LEVEL

SOCIAL SCIENCES BUILDING



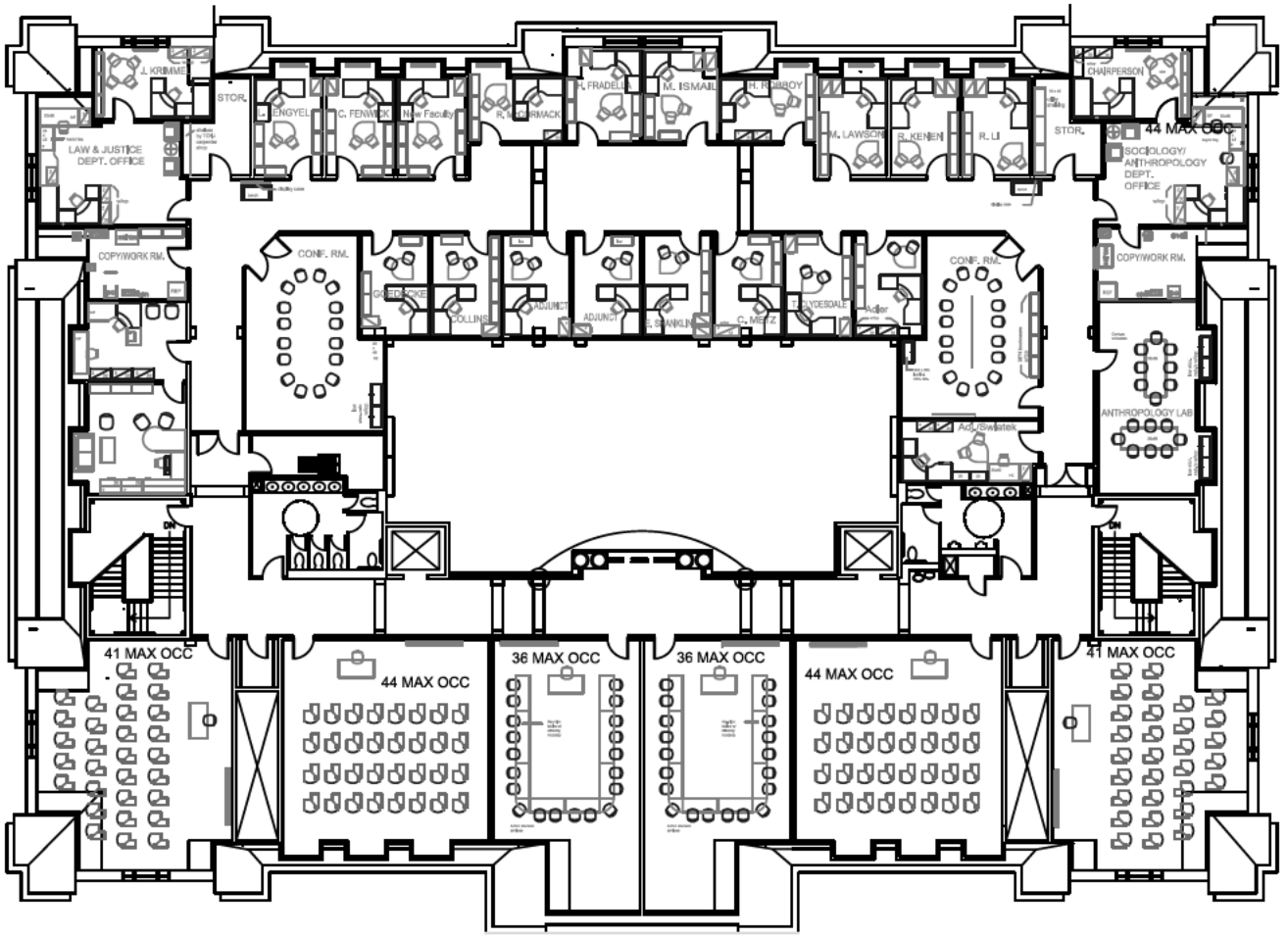
SOCIAL SCIENCES BUILDING

FIRST FLOOR



SOCIAL SCIENCES BUILDING

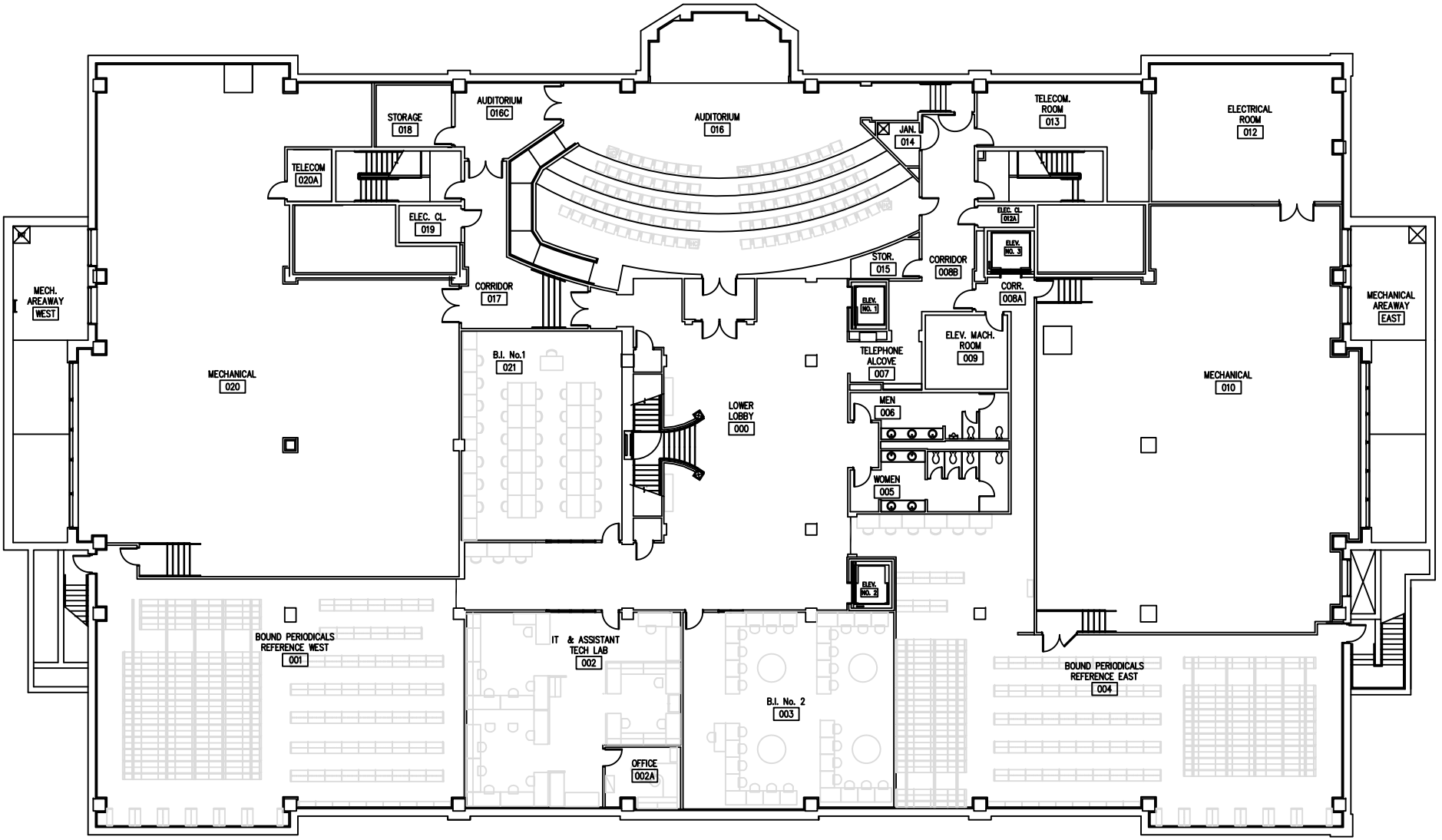
SECOND FLOOR



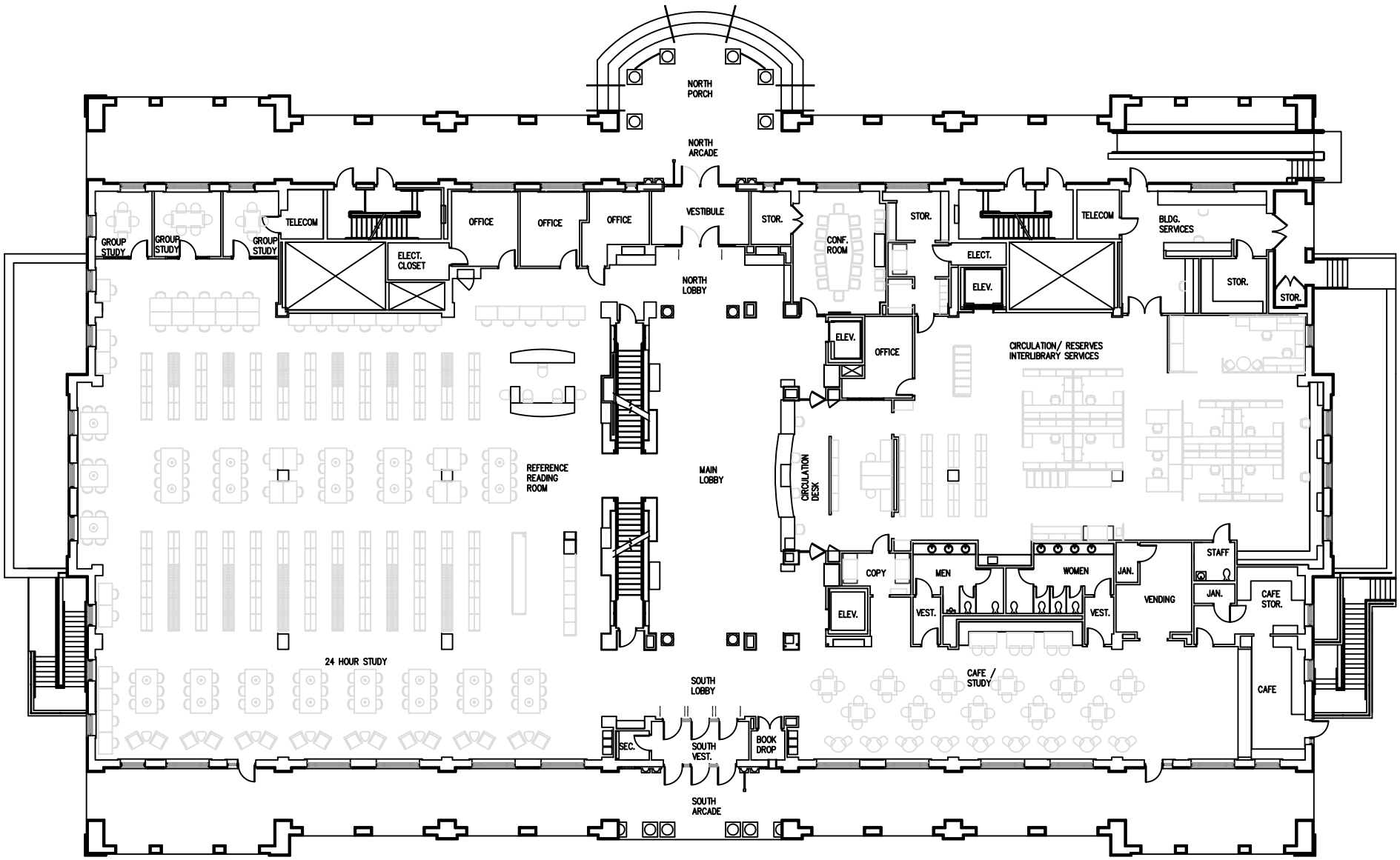
MAXIMUM OCCUPANCY
TYPICAL EACH FLOOR

SOCIAL SCIENCES BUILDING

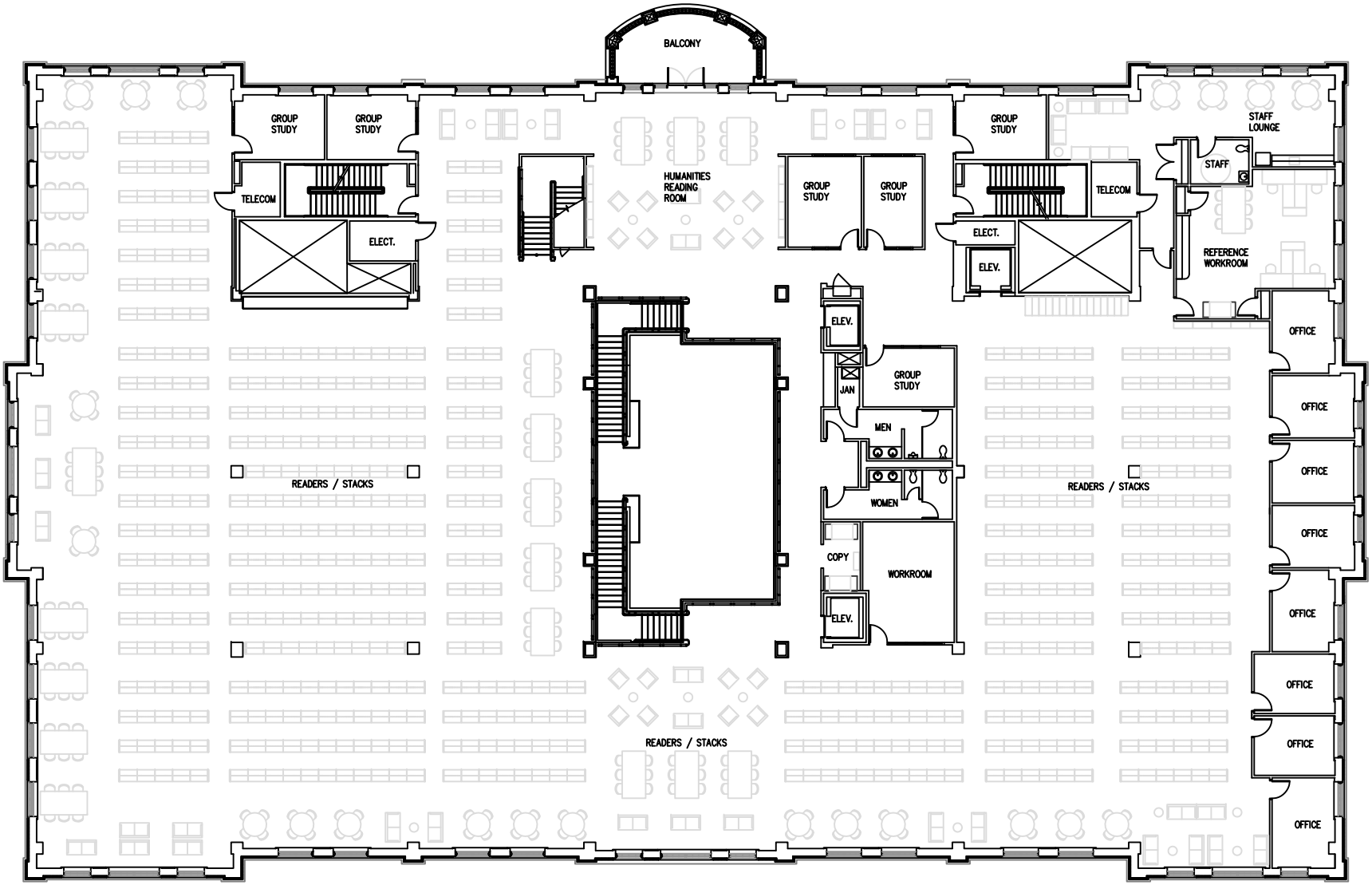
THIRD FLOOR



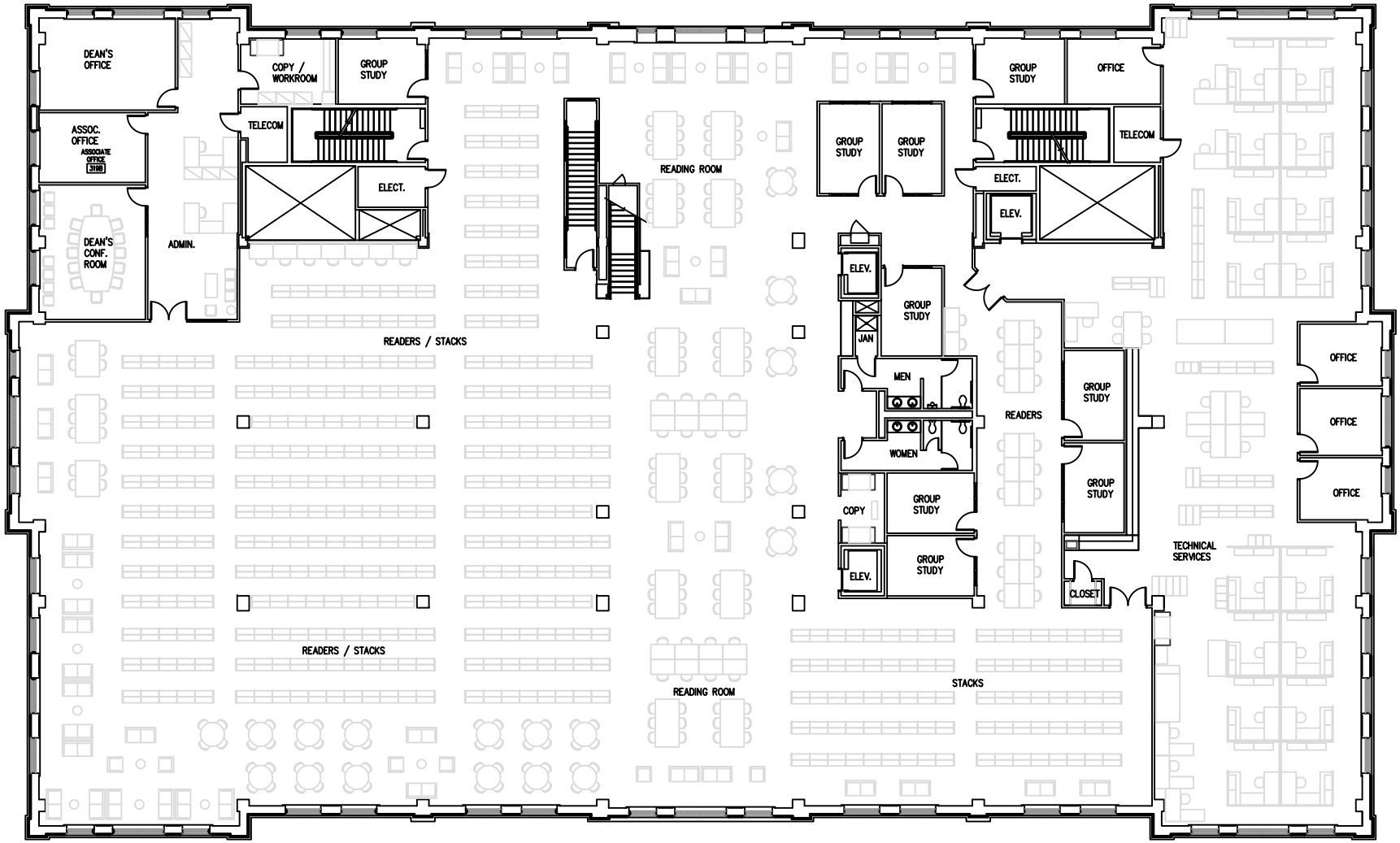
TCNJ LIBRARY – LOWER LEVEL PLAN



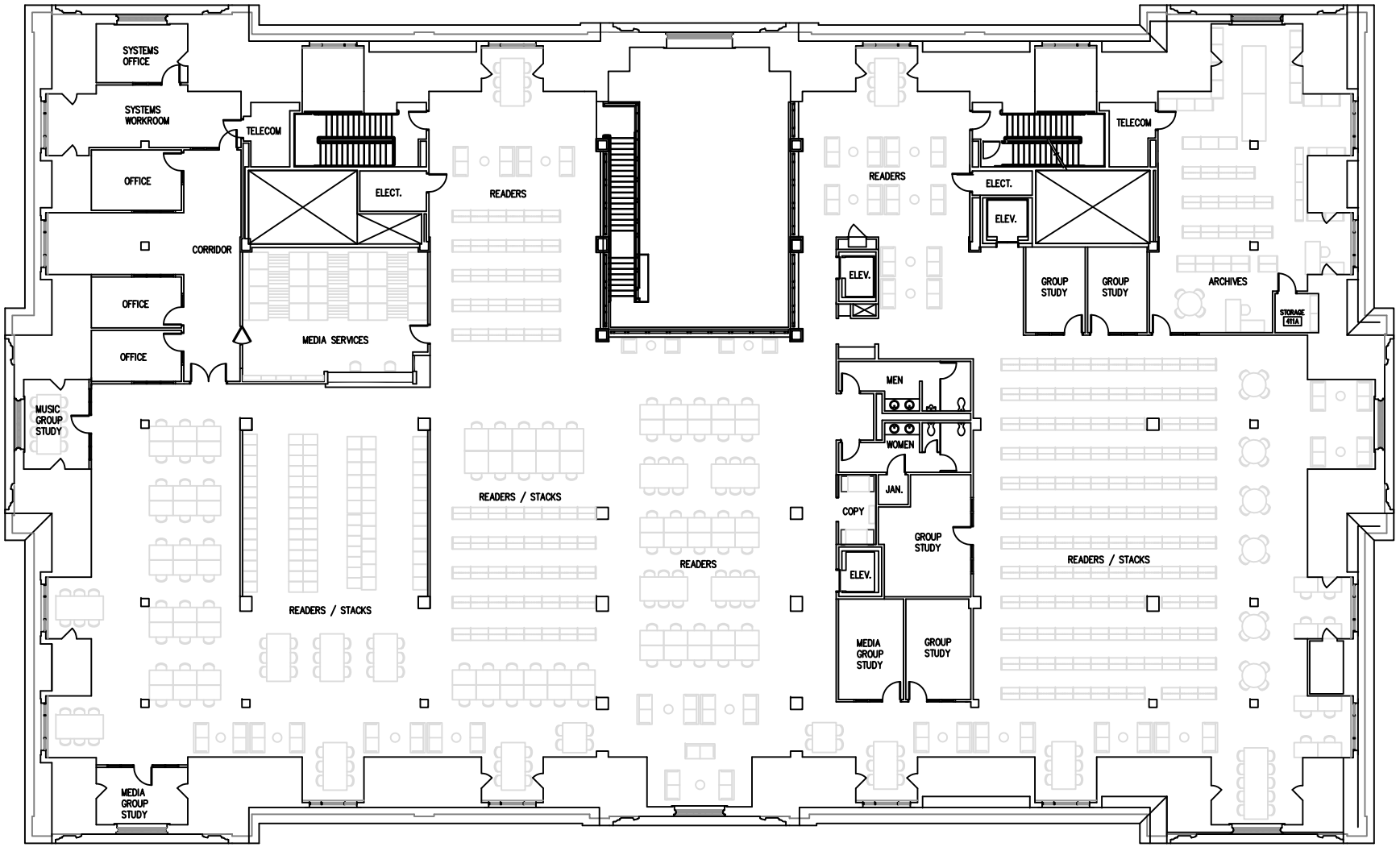
TCNJ LIBRARY – FIRST FLOOR PLAN



TCNJ LIBRARY – SECOND FLOOR PLAN



TCNJ LIBRARY – THIRD FLOOR PLAN



TCNJ LIBRARY – FOURTH FLOOR PLAN

MANDATORY EQUAL EMPLOYMENT OPPORTUNITY LANGUAGE
N.J.S.A. 10:5-31 et seq., N.J.A.C. 17:27

GOODS, PROFESSIONAL SERVICES AND GENERAL SERVICE CONTRACTS

During the performance of this contract, the contractor agrees as follows:

The contractor or subcontractor, where applicable, will not discriminate against any employee or applicant for employment because of age, race, creed, color, national origin, ancestry, marital status, affectional or sexual orientation, gender identity or expression, disability, nationality or sex. Except with respect to affectional or sexual orientation and gender identity or expression, the contractor will ensure that equal employment opportunity is afforded to such applicants in recruitment and employment, and that employees are treated during employment, without regard to their age, race, creed, color, national origin, ancestry, marital status, affectional or sexual orientation, gender identity or expression, disability, nationality or sex. Such equal employment opportunity shall include, but not limited to the following: employment, upgrading, demotion, or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices to be provided by the Public Agency Compliance Officer setting forth provisions of this nondiscrimination clause.

The contractor or subcontractor, where applicable will, in all solicitations or advertisements for employees placed by or on behalf of the contractor, state that all qualified applicants will receive consideration for employment without regard to age, race, creed, color, national origin, ancestry, marital status, affectional or sexual orientation, gender identity or expression, disability, nationality or sex.

The contractor or subcontractor, where applicable, will send to each labor union or representative or workers with which it has a collective bargaining agreement or other contract or understanding, a notice, to be provided by the agency contracting officer advising the labor union or workers' representative of the contractor's commitments under this act and shall post copies of the notice in conspicuous places available to employees and applicants for employment.

The contractor or subcontractor where applicable, agrees to comply with any regulations promulgated by the Treasurer pursuant to **N.J.S.A. 10:5-31 et seq.** as amended and supplemented from time to time and the Americans with Disabilities Act.

The contractor or subcontractor agrees to make good faith efforts to afford equal employment opportunities to minority and women workers consistent with Good faith efforts to meet targeted county employment goals established in accordance with **N.J.A.C. 17:27-5.2**, or Good faith efforts to meet targeted county employment goals determined by the Division, pursuant to **N.J.A.C. 17:27-5.2**.

The contractor or subcontractor agrees to inform in writing its appropriate recruitment agencies including, but not limited to, employment agencies, placement bureaus, colleges, universities, labor unions, that it does not discriminate on the basis of age, creed, color, national origin, ancestry, marital status, affectional or sexual orientation, gender identity or expression, disability, nationality or sex, and that it will discontinue the use of any recruitment agency which engages in direct or indirect discriminatory practices.

The contractor or subcontractor agrees to revise any of its testing procedures, if necessary, to assure that all personal testing conforms with the principles of job-related testing, as established by the statutes and court decisions of the State of New Jersey and as established by applicable Federal law and applicable Federal court decisions.

In conforming with the targeted employment goals, the contractor or subcontractor agrees to review all procedures relating to transfer, upgrading, downgrading and layoff to ensure that all such actions are taken without regard to age, creed, color, national origin, ancestry, marital status, affectional or sexual orientation, gender identity or expression, disability, nationality or sex, consistent with the statutes and court decisions of the State of New Jersey, and applicable Federal law and applicable Federal court decisions.

The contractor shall submit to the public agency, after notification of award but prior to execution of a goods and services contract, one of the following three documents:

Letter of Federal Affirmative Action Plan Approval
Certificate of Employee Information Report
Employee Information Report Form AA302

The contractor and its subcontractor shall furnish such reports or other documents to the Division of Public Contracts Equal Employment Opportunity Compliance as may be requested by the Division from time to time in order to carry out the purposes of these regulations, and public agencies shall furnish such information as may be requested by the Division of Public Contracts Equal Employment Opportunity Compliance for conducting a compliance investigation pursuant **to Subchapter 10 of the Administrative Code at N.J.A.C.17:27.**

IF AWARDED A CONTRACT YOUR COMPANY/FIRM WILL BE REQUIRED TO COMPLY WITH THE AFFIRMATIVE ACTION REQUIREMENTS LISTED ABOVE.

Firm Name:_____

Signature:_____

Title:_____

Date:_____

STATEMENT OF OWNERSHIP DISCLOSURE

N.J.S.A. 52:25-24.2 (P.L. 1977, c.33, as amended by P.L. 2016, c.43)

This statement shall be completed, certified to, and included with all bid and proposal submissions. Failure to submit the required information is cause for automatic rejection of the bid or proposal.

Name of Organization: _____

Organization Address: _____

Part I Check the box that represents the type of business organization:

☐ Sole Proprietorship (skip Parts II and III, execute certification in Part IV)

☐ Non-Profit Corporation (skip Parts II and III, execute certification in Part IV)

☐ For-Profit Corporation (any type) ☐ Limited Liability Company (LLC)

☐ Partnership ☐ Limited Partnership ☐ Limited Liability Partnership (LLP)

☐ Other (be specific): _____

Part II

☐ The list below contains the names and addresses of all stockholders in the corporation who own 10 percent or more of its stock, of any class, or of all individual partners in the partnership who own a 10 percent or greater interest therein, or of all members in the limited liability company who own a 10 percent or greater interest therein, as the case may be. (**COMPLETE THE LIST BELOW IN THIS SECTION**)

OR

☐ No one stockholder in the corporation owns 10 percent or more of its stock, of any class, or no individual partner in the partnership owns a 10 percent or greater interest therein, or no member in the limited liability company owns a 10 percent or greater interest therein, as the case may be. (**SKIP TO PART IV**)

(Please attach additional sheets if more space is needed):

Name of Individual or Business Entity	Home Address (for Individuals) or Business Address

Part III DISCLOSURE OF 10% OR GREATER OWNERSHIP IN THE STOCKHOLDERS, PARTNERS OR LLC MEMBERS LISTED IN PART II

If a bidder has a direct or indirect parent entity which is publicly traded, and any person holds a 10 percent or greater beneficial interest in the publicly traded parent entity as of the last annual federal Security and Exchange Commission (SEC) or foreign equivalent filing, ownership disclosure can be met by providing links to the website(s) containing the last annual filing(s) with the federal Securities and Exchange Commission (or foreign equivalent) that contain the name and address of each person holding a 10% or greater beneficial interest in the publicly traded parent entity, along with the relevant page numbers of the filing(s) that contain the information on each such person. **Attach additional sheets if more space is needed**.

Website (URL) containing the last annual SEC (or foreign equivalent) filing	Page #'s

Please list the names and addresses of each stockholder, partner or member owning a 10 percent or greater interest in any corresponding corporation, partnership and/or limited liability company (LLC) listed in Part II **other than for any publicly traded parent entities referenced above**. The disclosure shall be continued until names and addresses of every noncorporate stockholder, and individual partner, and member exceeding the 10 percent ownership criteria established pursuant to N.J.S.A. 52:25-24.2 has been listed. **Attach additional sheets if more space is needed.**

Stockholder/Partner/Member and Corresponding Entity Listed in Part II	Home Address (for Individuals) or Business Address

Part IV Certification

I, being duly sworn upon my oath, hereby represent that the foregoing information and any attachments thereto to the best of my knowledge are true and complete. I acknowledge: that I am authorized to execute this certification on behalf of the bidder/proposer; that the **The College of New Jersey** is relying on the information contained herein and that I am under a continuing obligation from the date of this certification through the completion of any contracts with **The College of New Jersey** to notify the **The College of New Jersey** in writing of any changes to the information contained herein; that I am aware that it is a criminal offense to make a false statement or misrepresentation in this certification, and if I do so, I am subject to criminal prosecution under the law and that it will constitute a material breach of my agreement(s) with the, permitting the **The College of New Jersey** to declare any contract(s) resulting from this certification void and unenforceable.

Full Name (Print):		Title:	
Signature:		Date:	

TCNJ THE COLLEGE OF NEW JERSEY

NON-COLLUSION STATEMENT

Date:_____

The College of New Jersey
The Office of Finance & Business Services, Purchasing Department
Administrative Services Building, Room 201
P.O. Box 7718
Ewing, New Jersey 08628-0718

To Whom It May Concern:

This is to certify that the undersigned bidder _____ as not, either directly or indirectly, entered into any agreement, participated in any collusion, or otherwise taken any action in restraint of free competitive bidding in connection with the proposal submitted to The College of New Jersey on the_____ day of_____ , 20____.

Signature:_____

Corporate Seal:

Attest by: _____

Sworn to and subscribed before me this_____day of _____ , 20____.

My commission Expires:_____

Notary Public

THIS STATEMENT MUST BE COMPLETED AND SIGNED

INFORMATION AND INSTRUCTIONS
For Completing the "Two-Year Vendor Certification and Disclosure of Political Contributions" Chapter 51 Form

Background Information

On September 22, 2004, then-Governor James E. McGreevey issued E.O. 134, the purpose of which was to insulate the negotiation and award of State contracts from political contributions that posed a risk of improper influence, purchase of access or the appearance thereof. To this end, E.O. 134 prohibited State departments, agencies and authorities from entering into contracts exceeding $17,500 with individuals or entities that made certain political contributions. E.O. 134 was superseded by Public Law 2005, c. 51, signed into law on March 22, 2005 ("Chapter 51").

On September 24, 2008, Governor Jon S. Corzine issued E.O. 117 which is designed to enhance New Jersey's efforts to protect the integrity of procurement decisions and increase the public's confidence in government. The Executive Order builds upon the provisions of Chapter 51.

Two-Year Certification Process

Upon approval by the State Chapter 51 Review Unit, the Certification and Disclosure of Political Contributions form is valid for a two (2) year period. Thus, if a vendor receives approval on January 1, 2014, the certification expiration date would be December 31, 2015. Any change in the vendor's ownership status and/or political contributions during the two-year period will require the submission of new Chapter 51/Executive Order 117 forms to the State Review Unit. **Please note that it is the vendor's responsibility to file new forms with the State should these changes occur.**

State Agency Instructions: Prior to the awarding of a contract, the State Agency should first use NJSTART (**https://www.njstart.gov/bso/**) to check the status of a vendor's Chapter 51 certification before contacting the Review Unit's mailbox at **CD134@treas.nj.gov**. If the State Agency does not find any Chapter 51 Certification information in NJSTART and/or the vendor is not registered in NJSTART, then the State Agency should send an e-mail to **CD134@treas.nj.gov** to verify the certification status of the vendor. If the response is that the vendor is NOT within an approved two-year period, then forms must be obtained from the vendor and forwarded for review. If the response is that the vendor is within an approved two-year period, then the response so stating should be placed with the bid/contract documentation for the subject project.

Instructions for Completing the Form

Part 1: BUSINESS ENTITY INFORMATION

Business Name – Enter the full legal name of the vendor, including trade name if applicable.

Address, City, State, Zip and Phone Number -- Enter the vendor's street address, city, state, zip code and telephone number.

Vendor Email – Enter the vendor's primary email address.

Vendor FEIN – Please enter the vendor's Federal Employment Identification Number.

Business Type - Check the appropriate box that represents the vendor's type of business formation.

Listing of officers, shareholders, partners or members - Based on the box checked for the business type, provide the corresponding information. (A complete list must be provided.)

Part 2: DISCLOSURE OF CONTRIBUTIONS

Read the three types of political contributions that require disclosure and, if applicable, provide the recipient's information. The definition of "Business Entity/Vendor" and "Contribution" can be found on pages 3 and 4 of this form.

Name of Recipient - Enter the full legal name of the recipient.

Address of Recipient - Enter the recipient's street address.

Date of Contribution - Indicate the date the contribution was given.

Amount of Contribution - Enter the dollar amount of the contribution.

Type of Contribution - Select the type of contribution from the examples given.

Contributor's Name - Enter the full name of the contributor.

Relationship of the Contributor to the Vendor - Indicate the relationship of the contributor to the vendor. (e.g. officer or shareholder of the company, partner, member, parent company of the vendor, subsidiary of the vendor, etc.)

NOTE: If form is being completed electronically, click "Add a Contribution" to enter additional contributions. Otherwise, please attach additional pages as necessary.

Check the box under the recipient information if no reportable contributions have been solicited or made by the business entity. **This box must be checked if there are no contributions to report.**

Part 3: CERTIFICATION

Check Box A if the representative completing the Certification and Disclosure form is doing so on behalf of the business entity and all individuals and/or entities whose contributions are attributable to the business entity. **(No additional Certification and Disclosure forms are required if BOX A is checked.)**

Check Box B if the representative completing the Certification and Disclosure form is doing so on behalf of the business entity and all individuals and/or entities whose contributions are attributable to the business entity with the exception of those individuals and/or entities that submit their own separate form. For example, the representative is not signing on behalf of the vice president of a corporation, but all others. The vice president completes a separate Certification and Disclosure form. **(Additional Certification and Disclosure forms are required from those individuals and/or entities that the representative is not signing on behalf of and are included with the business entity's submittal.)**

Check Box C if the representative completing the Certification and Disclosure form is doing so on behalf of the business entity only. **(Additional Certification and Disclosure forms are required from all individuals and/or entities whose contributions are attributable to the business entity and must be included with the business entity submittal.)**

Check Box D when a sole proprietor is completing the Certification and Disclosure form or when an individual or entity whose contributions are attributable to the business entity is completing a separate Certification and Disclosure form.

Read the five statements of certification prior to signing.

The representative authorized to complete the Certification and Disclosure form must sign and print her/his name, title or position and enter the date.

State Agency Procedure for Submitting Form(s)

The State Agency should submit the completed and signed Two-Year Vendor Certification and Disclosure forms either electronically to: cd134@treas.nj.gov or regular mail at: Chapter 51 Review Unit, P.O. Box 230, 33 West State Street, Trenton, NJ 08625-0230. Original forms should remain with the State Agency and copies should be sent to the Chapter 51 Review Unit.

Business Entity Procedure for Submitting Form(s)

The business entity should return this form to the contracting State Agency.
The business entity can submit the Certification and Disclosure form directly to the Chapter 51 Review Unit only when:

- The business entity is approaching its two-year certification expiration date and is seeking certification renewal;
- The business entity had a change in its ownership structure; OR
- The business entity made any contributions during the period in which its last two-year certification was in effect, or during the term of a contract with a State Agency.

Questions & Information

Questions regarding Public Law 2005, Chapter 51 (N.J.S.A. 19:44A-20.13) or E.O. 117 (2008) may be submitted electronically through the Division of Purchase and Property website at: https://www.state.nj.us/treas/purchase/eo134questions.shtml.

Reference materials and forms are posted on the Political Contributions Compliance website at: http://www.state.nj.us/treasury/purchase/execorder134.shtml.

State of New Jersey
Department of the Treasury

Division of Purchase and Property

Two-Year Chapter 51/Executive Order 117 Vendor Certification and Disclosure of Political Contributions

FOR STATE USE ONLY

Solicitation, RFP, or Contract No._____ Award Amount_____

Description of Services _____

State Agency Name _____ Contact Person _____

Phone Number _____ Contact Email _____

☐ Check if the Contract / Agreement is Being Funded Using FHWA Funds

Please check if requesting recertification ☐

Part 1: Business Entity Information

Full Legal Business Name _____
(Including trade name if applicable)

Address _____

City _____ State _____ Zip _____ Phone _____

Vendor Email_____ Vendor FEIN (SS# if sole proprietor/natural person)_____

Check off the business type and list below the required information for the type of business selected.
MUST BE COMPLETED IN FULL

- ☐ Corporation: LIST ALL OFFICERS and any 10% and greater shareholder (If the corporation only has one officer, please write "sole officer" after the officer's name.)
- ☐ Professional Corporation: LIST ALL OFFICERS and ALL SHAREHOLDERS
- ☐ Partnership: LIST ALL PARTNERS with any equity interest
- ☐ Limited Liability Company: LIST ALL MEMBERS with any equity interest
- ☐ Sole Proprietor

Note: "Officers" means President, Vice President with senior management responsibility, Secretary, Treasurer, Chief Executive Officer or Chief Financial Officer of a corporation, or any person routinely performing such functions for a corporation.

Also Note: "N/A will not be accepted as a valid response. Where applicable, indicate "None."

All Officers of a Corporation or PC	**10% and greater shareholders of a corporation or all shareholders of a PC**

All Equity partners of a Partnership	**All Equity members of a LLC**

If you need additional space for listing of Officers, Shareholders, Partners or Members, please attach separate page.

Part 2: Disclosure of Contributions by the business entity or any person or entity whose contributions are attributable to the business entity.

1. **Report below all contributions solicited or made during the 4 years immediately preceding the commencement of negotiations or submission of a proposal to any:**

   Political organization organized under Section 527 of the Internal Revenue Code and which also meets the definition of a continuing political committee as defined in N.J.S.A. 19:44A-3(n)

2. **Report below all contributions solicited or made during the 5 ½ years immediately preceding the commencement of negotiations or submission of a proposal to any:**

   Candidate Committee for or Election Fund of any Gubernatorial or Lieutenant Gubernatorial candidate
   State Political Party Committee
   County Political Party Committee

3. **Report below all contributions solicited or made during the 18 months immediately preceding the commencement of negotiations or submission of a proposal to any:**

   Municipal Political Party Committee
   Legislative Leadership Committee

Full Legal Name of Recipient _____

Address of Recipient _____

Date of Contribution _____ Amount of Contribution _____

Type of Contribution (i.e. currency, check, loan, in-kind) _____

Contributor Name _____

Relationship of Contributor to the Vendor _____

If this form is not being completed electronically, please attach additional contributions on separate page.

Remove Contribution

Click the "Add a Contribution" tab to enter additional contributions.

Add a Contribution

☐ **Check this box only if no political contributions have been solicited or made by the business entity or any person or entity whose contributions are attributable to the business entity.**

Part 3: Certification (Check one box only)

(A) ☐ I am certifying on behalf of the business entity and all individuals and/or entities whose contributions are attributable to the business entity as listed on Page 1 under **Part 1: Vendor Information**.

(B) ☐ I am certifying on behalf of the business entity and all individuals and/or entities whose contributions are attributable to the business entity as listed on Page 1 under **Part 1: Vendor Information**, except for the individuals and/or entities who are submitting separate Certification and Disclosure forms which are included with this submittal.

(C) ☐ I am certifying on behalf of the business entity only; any remaining persons or entities whose contributions are attributable to the business entity (as listed on Page 1) have completed separate Certification and Disclosure forms which are included with this submittal.

(D) ☐ I am certifying as an individual or entity whose contributions are attributable to the business entity.

I hereby certify as follows:

1. **I have read the Information and Instructions accompanying this form prior to completing the certification on behalf of the business entity.**

2. **All reportable contributions made by or attributable to the business entity have been listed above.**

3. **The business entity has not knowingly solicited or made any contribution of money, pledge of contribution, including in-kind contributions, that would bar the award of a contract to the business entity unless otherwise disclosed above:**

a) Within the 18 months immediately preceding the commencement of negotiations or submission of a proposal for the contract or agreement to:

(i) A candidate committee or election fund of any candidate for the public office of Governor or Lieutenant Governor or to a campaign committee or election fund of holder of public office of Governor or Lieutenant Governor; OR
(ii) Any State, County or Municipal political party committee; OR
(iii)Any Legisative Leadership committee.

b) During the term of office of the current Governor or Lieutenant Governor to:

(i) A candidate committee or election fund of a holder of the public office of Governor or Lieutenant Governor; OR

(ii) Any State or County political party committee of the political party that nominated the sitting Governor or Lieutenant Governor in the last gubernatorial election.

c) Within the 18 months immediately preceding the last day of the sitting Governor or Lieutenant Governor's first term of office to:

(i) A candidate committee or election fund of the incumbent Governor or Lieutenant Governor; OR
(ii) Any State or County political party committee of the political party that nominated the sitting Governor or Lieutenant Governor in the last gubernatorial election.

4. **During the term of the contract/agreement the business entity has a continuing responsibility to report, by submitting a new Certification and Disclosure form, any contribution it solicits or makes to:**

(a) Any candidate committee or election fund of any candidate or holder of the public office of Governor or Lieutenant Governor; OR

(b) Any State, County or Municipal political party committee; OR
(c) Any Legislative Leadership committee.

The business entity further acknowledges that contributions solicited or made during the term of the contract/agreement may be determined to be a material breach of the contract/agreement.

5. **During the two-year certification period the business entity will report any changes in its ownership structure (including the appointment of an officer within a corporation) by submitting a new Certification and Disclosure form indicating the new owner(s) and reporting said owner(s) contributions.**

I certify that the foregoing statements in Parts 1, 2 and 3 are true. I am aware that if any of the statements are willfully false, I may be subject to punishment.

Signed Name _____ Print Name _____

Title/Position _____ Date _____

Procedure for Submitting Form(s)

The contracting State Agency should submit this form to the Chapter 51 Review Unit when it has been required as part of a contracting process. The contracting State Agency should submit a copy of the completed and signed form(s), to the Chapter 51 Unit and retain the original for their records.

The business entity should return this form to the contracting State Agency. The business entity can submit this form directly to the Chapter 51 Review Unit only when it -

- Is approaching its two-year certification expiration date and wishes to renew certification;
- Had a change in its ownership structure; OR
- Made any contributions during the period in which its last two-year certification was in effect, or during the term of a contract with a State Agency.

Forms should be submitted either electronically to:cd134@treas.nj.gov **, or regular mail at: Chapter 51 Review Unit, P.O. Box 230, 33 West State Street, Trenton, NJ 08625.**

"N.J.S.A. 52:34-13.2 CERTIFICATION"

SOURCE DISCLOSURE CERTIFICATION FORM

Contractor: _____ Waiver Number: _____

I hereby certify and say:

I have personal knowledge of the facts set forth herein and am authorized to make this Certification on behalf of the Contractor.

The Contractor submits this Certification in response to the referenced contract issued by the Division of Purchase and Property, Department of the Treasury, State of New Jersey (the "Division"), in accordance with the requirements of N.J.S.A. 52:34-13.2.

Instructions:

List every location where services will be performed by the Contractor and all Subcontractors. If any of the services cannot be performed within the United States, the Contractor shall state, with specificity the reasons why the services cannot be so performed. Attach additional pages if necessary.

Contractor and/or Subcontractor	Description of Services	**Performance Location[s] by COUNTRY**	Reasons why services cannot be performed in **USA**

Any changes to the information set forth in this Certification during the term of any contract awarded under the referenced solicitation or extension thereof will be immediately reported by the Contractor to the Director, Division of Purchase and Property (the "Director").

The Director shall determine whether sufficient justification has been provided by the Contractor to form the basis of his certification that the services cannot be performed in the United States and whether to seek the approval of the Treasurer.

I understand that, after award of a contract to the Contractor, it is determined that the Contractor has shifted services declared above to be provided within the United States to sources outside the United States, prior to a written determination by the Director that extraordinary circumstances require the shift of services or that the failure to shift the services would result in economic hardship to the State of New Jersey, the Contractor shall be deemed in breach of contract, which contract will be subject to termination for cause pursuant to Section 3.5b.1 of the Standard Terms and Conditions.

I further understand that this Certification is submitted on behalf of the Contractor in order to induce the Division to accept a bid proposal, with knowledge that the Division is relying upon the truth of the statements contained herein.

I certify that, to the best of my knowledge and belief, the foregoing statements by me are true. I am aware that if any of the statements are willfully false, I am subject to punishment.

Contractor:_____
[Name of Organization or Entity]

By:_____ Title: _____

Print Name:_____ Date:_____

State of New Jersey

DISCLOSURE OF INVESTMENT ACTIVITIES IN IRAN

Solicitation Number: _____ **Bidder/Offeror:** _____

Pursuant to Public Law 2012, c. 25, any person or entity that submits a bid or proposal or otherwise proposes to enter into or renew a contract must complete the certification below to attest, under penalty of perjury, that the person or entity, or one of the person or entity's parents, subsidiaries, or affiliates, is not identified on a list created and maintained by the Department of the Treasury as a person or entity engaging in investment activities in Iran. If the Director finds a person or entity to be in violation of the principles which are the subject of this law, s/he shall take action as may be appropriate and provided by law, rule or contract, including but not limited to, imposing sanctions, seeking compliance, recovering damages, declaring the party in default and seeking debarment or suspension of the person or entity.

I certify, pursuant to Public Law 2012, c. 25, that the person or entity listed above for which I am authorized to bid/renew:

☐ is not providing goods or services of $20,000,000 or more in the energy sector of Iran, including a person or entity that provides oil or liquefied natural gas tankers, or products used to construct or maintain pipelines used to transport oil or liquefied natural gas, for the energy sector of Iran, **AND**

☐ is not a financial institution that extends $20,000,000 or more in credit to another person or entity, for 45 days or more, if that person or entity will use the credit to provide goods or services in the energy sector in Iran.

In the event that a person or entity is unable to make the above certification because it or one of its parents, subsidiaries, or affiliates has engaged in the above-referenced activities, a detailed, accurate and precise description of the activities must be provided in part 2 below to the Division of Purchase and Property under penalty of perjury. Failure to provide such will result in the proposal being rendered as non-responsive and appropriate penalties, fines and/or sanctions will be assessed as provided by law.

PART 2: PLEASE PROVIDE FURTHER INFORMATION RELATED TO INVESTMENT ACTIVITIES IN IRAN

You must provide a detailed, accurate and precise description of the activities of the bidding person/entity, or one of its parents, subsidiaries or affiliates, engaging in the investment activities in Iran outlined above by completing the boxes below.

EACH BOX WILL PROMPT YOU TO PROVIDE INFORMATION RELATIVE TO THE ABOVE QUESTIONS. PLEASE PROVIDE THOROUGH ANSWERS TO EACH QUESTION. IF YOU NEED TO MAKE ADDITIONAL ENTRIES, PLEASE ADD AN ADDITIONAL SHEET.

Name _____ Relationship to Bidder/Offeror _____

Description of Activities _____

_____

Duration of Engagement _____ Anticipated Cessation Date _____

Bidder/Offeror Contact Name _____ Contact Phone Number _____

Certification: I, being duly sworn upon my oath, hereby represent and state that the foregoing information and any attachments thereto to the best of my knowledge are true and complete. I attest that I am authorized to execute this certification on behalf of the above-referenced person or entity. I acknowledge that the State of New Jersey is relying on the information contained herein and thereby acknowledge that I am under a continuing obligation from the date of this certification through the completion of any contracts with the State to notify the State in writing of any changes to the answers of information contained herein. I acknowledge that I am aware that it is a criminal offense to make a false statement or misrepresentation in this certification, and if I do so, I recognize that I am subject to criminal prosecution under the law and that it will also constitute a material breach of my agreement(s) with the State of New Jersey and that the State at its option may declare any contract(s) resulting from this certification void and unenforceable.

Full Name (Print): _____ Signature: _____

Title: _____ Date: _____

VENDOR QUALIFICATION SHEET

Vendors are required to submit evidence of qualifications to meet all requirements as required by the Office of Finance & Business Services at The College of New Jersey by providing the information listed below.

If this information is being requested as part of an RFP or RFQ, vendors may be requested to furnish additional information for clarification purposes. This will in no way change the vendor's original proposal.

TO BE COMPLETED BY VENDOR

1. Please list the types of commodities that your company can provide.

   A.

   B.

   C.

2. The number of years your firm has been providing these services. _____ Year(s)

3. Location of vendor's office that will be responsible for managing contract/service:

   Name: _____

   Telephone: _____ Fax:_____

   Email Address: _____

   Street Address: _____

   City/State/Zip: _____

   Federal Identification Number: _____

4. Address where all purchase orders and payment are to be mailed by users of any contract(s) resulting from this proposal (if different from above).

   Purchase Orders:

   Firm Name: _____

   Street Address: _____

   City/State/Zip: _____

   Remittances:

   Firm Name: _____

   Street Address: _____

   City/State/Zip: _____

VENDOR QUALIFICATIONS- continued

5. Name of insurance company:

   Street Address: _____

   City/State/Zip: _____

   Types of Insurance: _____

6. Name of individual to contact for sales/services information:

   Name: _____

   Telephone: _____

   Email Address: _____

   Street Address: _____

   City/State/Zip: _____

7. List the names and titles of personnel who will service this contract:

   _____

   _____

   _____

8. Is your firm registered with the Secretary of State of New Jersey? **Yes_____ No_____**

9. Is your firm incorporated? **Yes_____ No_____**

   A) In What State? _____

10. Is your firm considered a small business in the State of New Jersey? **If yes, please attach a certificate or certification statement from the New Jersey Commerce and Economic Growth Commission.** If no and you would like to register, please contact the New Jersey Commerce and Economic Growth Commission at 609-777-0885.

    Small Business: **Yes_____ No_____**

    A) What category does your firm fall under?

    Gross Revenues do not exceed $500,000 _____

    Gross Revenues do not exceed $5 million _____

    Gross Revenues do not exceed $12 million _____

Under Executive Order 34, TCNJ is responsible for soliciting demographic information from its vendors. TCNJ is required to seek the following information from each firm under contract with us:

1. Is more than fifty percent (50%) of your company minority owned? (circle one) YES NO
   (African-American, Hispanic, Asian, and/or Native American)

2. Is more than fifty percent (50%) of your company woman owned? (circle one) YES NO

3. What is the ethnicity of the owner of your company: (check applicable according to 51% ownership)

- ☐ Asian American
- ☐ Multiple Ethnicities
- ☐ Non-Minority
- ☐ Hispanic American
- ☐ African American
- ☐ Caucasian American Female
- ☐ Native American
- ☐ Unspecified

TCNJ is required to solicit the foregoing information. Your response, however, is **strictly voluntary**. Please be advised that any contracting decisions made by TCNJ will **not** be influenced in any way by your decision to provide the above information.

EXECUTIVE ORDER #34: MINORITY AND WOMEN BUSINESS ENTERPRISES

On September 15, 2006, Governor Corzine signed Executive Order 34 establishing a Division of Minority and Women Business Development. The Division is charged with administering and monitoring policies, practices, and programs to ensure that New Jersey owned minority and women business enterprises (MWBE) are afforded an equal opportunity to participate in New Jersey's purchasing and procurement processes.

State entities are required to report to the Division the ethnic and gender composition of the vendors with which we do business.

VENDOR QUALIFICATIONS-

11. Please provide a list of former or present clients. Also, indicate the name of a contact person and telephone number for reference purposes. **Any personnel from The College of New Jersey listed as a reference will not be considered a valid reference.**

A. **Client Name:**

Contact Name:

Telephone Number:

Fax Number:

Email Address:

B. **Client Name:**

Contact Name:

Telephone Number:

Fax Number:

Email Address:

C. **Client Name:**

Contact Name:

Telephone Number:

Fax Number:

Email Address:

D. **Client Name:**

Contact Name:

Telephone Number:

Fax Number:

Email Address:

VENDOR QUALIFICATIONS- continued

12. Please answer the following questions related to your prior experience:

a. Has the bidder been found, though either court adjudication, arbitration, mediation, or other contractually stipulated alternate dispute resolution mechanism, to have: failed to provide or perform goods or services; or failed to complete the contract in a timely manner; or otherwise performed unsatisfactorily under a prior contract with the contracting unit? If yes, attach summary of details on a separate sheet.

Yes_____ No_____

b. Has the bidder defaulted on a contract, thereby requiring the local unit to utilize the services of another contractor to provide the goods or perform the services or to correct or complete the contract? If yes, attach summary of details on a separate sheet.

Yes_____ No_____

c. Has the bidder defaulted on a contract, thereby requiring the local unit to look to the bidder's surety for completion of the contract or tender of the costs of completion? If yes, attach summary of details on a separate sheet.

Yes_____ No_____

d. Has the bidder been debarred or suspended from contracting with any of the agencies or departments of the executive branch of the State of New Jersey at the time of contract award, whether or not the action was based on experience with the contracting unit. If yes, attach summary of details on a separate sheet.

Yes_____ No_____

Firm Name:_____

Signature:_____

Title:_____

Date:_____

GENERAL TERMS AND CONDITIONS

Unless the vendor is specifically instructed otherwise or specifically deleted on this form, the following terms and conditions apply to all contracts or purchase agreements made with The College of New Jersey. These terms are in addition to any terms and conditions set forth in a solicitation and should be read in conjunction with same unless specifically indicated otherwise. If applicable, these terms and conditions shall also incorporate as if fully set forth herein the attached Rider for Purchases Funded, In Whole or In Part, By Federal Funds. In the event that the vendor would like to present terms and conditions that are in conflict with these terms and conditions or proposes changes or modifications or takes exception to any of The College's terms and conditions, the vendor must present those conflicts in writing prior to the submission of their proposal/bid for the required goods/services. Any conflicting terms and conditions that the College is willing to accept will be reflected in writing. Any cross out or change in the College's terms and conditions at time of proposal/bid submission may be a factor in determining an award of contract or purchase agreement.

Vendors are notified by this statement that all terms and conditions will become a part of any contract or order awarded as a result of a request for proposal whether stated in part, in summary, or by reference. In the event a vendor's terms or conditions conflict with a State law and/or the College's terms and conditions, the State law or College's terms and conditions will prevail.

The vendor's status pursuant to all contracts or purchase agreements shall be that of an independent contractor and not of an employee of The College or the State of New Jersey.

1. *STATE LAW REQUIRING MANDATORY COMPLIANCE BY ALL VENDORS*

1.1 CORPORATE AUTHORITY-N.J.S.A. 14A:13-3 requires that all corporations be authorized to do business in the State of New Jersey. Corporations incorporated out of the State must file a Certificate of Authority with the Secretary of State, Department of State, State House, Trenton, New Jersey.

1.2 ANTI-DISCRIMINATION-All parties to any contract with The College of New Jersey agree not to discriminate in employment and agree to abide by all anti-discrimination laws including those contained in N.J.S.A 10:2-1 through 10:2-4, N.J.S.A. 10:5-1 et seq. and N.J.S.A. 10:5-31 through 10:5-38, and all rules and regulations issued thereunder. The vendor agrees that:

A. In the hiring of persons for the performance of work under this contract or any subcontract hereunder, or for the procurement, manufacture, assembling or furnishing of any such materials, equipment, supplies or services to be acquired under this contract, no contractor, nor any person acting on behalf of such contractor or subcontractor, shall, by reason of race, creed, color, national origin, ancestry, marital status, gender identity or expression, affectional or sexual orientation or sex, discriminate against any person who is qualified and available to perform the work to which the employment relates;

B. No contractor, subcontractor, nor any person on his behalf shall, in any manner, discriminate against or intimidate any employee engaged in the performance of work under this contract or any subcontract hereunder, or engaged in the procurement, manufacture, assembling or furnishing of any such materials, equipment, supplies or services to be acquired under such contract, on account of race, creed, color, national origin, ancestry, marital status, gender identity or expression, affectional or sexual orientation or sex;

C. There may be deducted from the amount payable to the contractor by the contracting public agency, under this contract, a penalty of $50.00 for each person for each calendar day during which such person is discriminated against or intimidated in violation of the provisions of the contract; and

D. This contract may be canceled or terminated by the contracting public agency, and all money due or to become due hereunder may be forfeited, for any violation of this section of the contract occurring after notice to the contractor from the contracting public agency of any prior violation of this section of the contract.

1.3 PREVAILING WAGE ACT-The New Jersey Prevailing Wage Act N.J.S.A. 34:11-56.26 et seq. is hereby made a part of every contract entered into on behalf of The College of New Jersey except those contracts which are not within the contemplation of the Act. The vendor's signature on his proposal guarantees that neither the firm nor any subcontractors employed to perform the work covered by his proposal has been suspended or debarred by the Commissioner of the Department of Labor and Workforce Development for violation of the provisions of the Prevailing Wage Act and/or the Public Works Contractor Registration Acts; the vendor's signature on the proposal is also his guarantee that he and any subcontractors he might employ to perform the work covered by his proposal will comply with the provisions of the Prevailing Wage and Public Works Contractor Registration Acts. The College of New Jersey can terminate the contract in the event vendor or any subcontractor violates the Prevailing Wage Act.

1.4 WORKER AND COMMUNITY RIGHT TO KNOW ACT-The provisions of N.J.S.A. 34:5A-1 et seq which require the labeling of all containers of hazardous substances are applicable to this contract. Therefore, all goods offered for purchase to The College must be labeled by the vendor in compliance with the provisions of the Act.

1.5 OWNERSHIP DISCLOSURE-Contracts for any work, goods, or services cannot be issued to any firm unless the firm has disclosed the names and addresses of all its owners holding 10% or more of the firm's stock or interest. Refer to N.J.S.A. 52:25-24.2.

1.6 COMPLIANCE-STATE LAWS-It is agreed and understood that any contracts and/or orders placed as a result of this proposal shall be governed by and construed in accordance with the laws of the State of New Jersey. The laws of the State of New Jersey shall determine the rights and obligations of the parties hereto.

A. Business Registration – Pursuant to N.J.S.A. 52:32-44, the College is prohibited from entering into a contract with an entity unless the entity and each subcontractor that is required by law to be named in a bid/proposal/contract has a valid Business Registration Certificate on file with the Division of Revenue and Enterprise Services within the State Department of the Treasury.

The contractor and any subcontractor providing goods or performing services under the contract, and each of their affiliates, shall, during the term of the contract, collect and remit to the Director of the Division of Taxation in the Department of the Treasury the use tax due pursuant to the "Sales and Use Tax Act, P.L. 1966, c. 30 (N.J.S.A. 54:32B-1 et seq.) on all their sales of tangible personal property delivered into the State. Any questions in this regard can be directed to the Division of Revenue at (609) 292-1730. Form NJ-REG can be filed online at https://nj.gov/labor/handbook/formdocs/FormIntroNJREG html

B. Public Works Contractor Registration Act - The New Jersey Public Works Contractor Registration Act requires all contractors, subcontractors and lower tier subcontractors who bid on or engage in any contract for public work as defined in N.J.S.A. 34:11-56.26 be first registered with the New Jersey Department of Labor and Workforce Development. Any questions regarding the registration process should be directed to the Division of Wage and Hour Compliance at (609) 292-9464 or https://www.nj.gov/labor/wagehour/wagehour_index.html.

C. The contractor must comply with all provisions of the Americans With Disabilities Act (ADA), 42 U.S.C. 12101 et seq.

D. Certification and Disclosure of Political Contributions – Pursuant to N.J.S.A. 19:44A-20.14 et seq. (P.L. 2005, c. 51 and EO no. 117), he College is prohibited from entering into contracts exceeding $17,500 with individuals or entities that made certain political contributions. Prior to awarding any contract or agreement, the vendor shall submit the Certification and Disclosure form to The College, for review and approval by the State Treasurer or his designee, certifying that no contributions prohibited by either Chapter 51 or Executive Order 117 have been made by the vendor and reporting all contributions the vendor made during the preceding four years to any political organization organized under 26 U.S.C.527 of the Internal Revenue Code that also meets the definition of a "continuing political committee" within the mean of N.J.S.A. 19:44A-3(n) and N.J.A.C. 19:25-1.7.

E. Political Contribution Disclosure – For any contract exceeding $17,500, with the exception of contracts awarded as a result of the public advertising for bids, the vendor must comply with the requirements of P.L. 2005, c.271.

F. Annual ELEC Disclosure - Contractor is advised of its responsibility to file an annual disclosure statement on political contributions with the New Jersey Election Law Enforcement Commission (ELEC),

pursuant to N.J.S.A 19:44A-20.27 (P.L. 2005, c. 271, section 3 as amended) if the contractor receives contracts in excess of $50,000 from a public entity in a calendar year. It is the contractor's responsibility to determine if filing is necessary. Failure to so file can result in the imposition of financial penalties by ELEC. Additional information about this requirement is available from ELEC at 888-313-3532 or at www.elec.state.nj.us.

G. Compliance Codes - The contractor must comply with NJUCC and the latest NEC70, B.O.C.A. Basic Building code, OSHA and all applicable codes for this requirement. The contractor will be responsible for securing and paying all necessary permits, where applicable.

H. Buy American Act - Pursuant to N.J.S.A 52:32-1 and 52:33-1 et seq., if manufactured items or farm products will be provided under this contract to be used in public work or a public contract, they shall be manufactured or produced in the United States and the vendor shall be required to so certify provided this requirement is not inconsistent with the public interest, the cost not unreasonable, nor the requirement impractical.

I. Service Performed in the U.S. – Under N.J.S.A. 52:34-13.2, all contracts primarily for shall be performed with the United States, except when the Contracting Officer certifies in writing a finding that a required service cannot be provided by a contractor or subcontractor within the United States.

J. Diane B. Allen Equal Pay Act - Pursuant to N.J.S.A. 34:11-56.14, a contractor performing "qualifying services" or "public work" to the State or any agency or instrumentality of the State shall provide the Commissioner of Labor and Workforce Development a report regarding the compensation and hours worked by employees categorized by gender, race, ethnicity, and job category. For more information and report templates see https://nj.gov/labor/equalpay/equalpay html.

K. Warranty of No Solicitation By Paid Agent - Pursuant to N.J.S.A. 18A:64-6.1, the contractor warrants that no person or selling agency has been employed or retained to solicit or secure the contract upon an agreement or understanding for a commission, percentage, broker-age or contingent fee, except bona fide employees or bona fide established commercial or selling agencies maintained by the contractor for the purpose of securing business. If a breach or violation of this section occurs, the College shall have the right to terminate the contract without liability or in its discretion to deduct from the contract price or consideration the full amount of such commission, percentage, brokerage or contingent fee.

1.7 COMPLIANCE-LAWS-The vendor must comply with all local, state, and federal laws, rules, and regulations applicable to this contract and to the goods delivered and/or services performed hereunder.

2. ***LIABILITIES***

2.1 LIABILITY-COPYRIGHT-The vendor shall hold and save The College of New Jersey and its officers, agents, students, and employees harmless from liability of any nature or kind for or on account of the use of any copyrighted or uncopyrighted composition, secret process, patented or unpatented invention, article or appliance furnished or used in the performance of any contract awarded pursuant to this proposal.

2.2 INDEMNIFICATION-The vendor shall assume all risk of and responsibility for any and all claims, demands, suits, actions, recoveries, judgments, and costs and expenses in connection therewith on account of the loss of life, property, or injury or damage to the person, body or property of any person or persons whatsoever which shall arise from or result directly or indirectly from the work and/or materials supplied under this contract; and additionally agrees to indemnify, defend, and save harmless The College of New Jersey and its officers, agents, students, and employees from and against such proceedings. This indemnification obligation is not limited by, but is in addition to, the insurance obligations contained in this agreement.

2.3 INSURANCE BY THE CONTRACTOR: The insurance shall be of the kinds and in the amounts required in this paragraph, and shall be issued by insurance companies approved to do business in New Jersey. The College of New Jersey, the State of NJ, and the NJ Educational Facilities Authority shall be named as an additional insured on the policies. The Contractor expressly agrees that any insurance protection required by this contract shall in no way *limit* the Contractor's obligations under this contract, and shall not be construed to relieve the Contractor from liability in excess of such coverage. Nor shall it preclude the College from taking such actions as are available to it under any other provisions of this contract or law. The successful vendor shall secure and maintain in force, for the term of the contract, liability insurance as provided herein. The certificate shall not be cancelled for any reason except after 30

days written notification to the Purchasing Department for The College of New Jersey.

A. The insurance to be provided by the successful bidder shall be as follows:

1. Commercial General Liability policy as broad as the standard coverage form currently in use in the State of New Jersey, which shall not be circumscribed by any endorsements limiting the breadth of coverage. The policy shall include an endorsement (broad form) for contractual liability and products liability (completed operations). Limits of liability shall not be less than $1,000,000 per occurrence for bodily injury liability and $1,000,000 per occurrence for property damage liability.

2. Comprehensive General Automobile Liability policy covering owned, non-owned, and hired vehicles with minimum limits of $1,000,000 combined single limits.

3. Worker's Compensation Insurance applicable to laws of the State of New Jersey and Employers Liability Insurance with a limit of not less than $500,000.

4. Professional Liability Insurance (consultants) Consultant must maintain Professional Liability Insurance with minimum limits of liability that shall not be less than a combined single limit of two million dollars ($2,000,000) per claim. The professional liability insurance shall be maintained for a period of not less than two years following the actual completion and acceptance of the Project by The College's Contracting Officer. Should the Consultant change carriers during the term of this contract, it shall obtain from its new carrier an endorsement for retroactive coverage.

B. Upon request, the successful vendor will provide certificates of such insurance to the Purchasing Department prior to the start of the contract and periodically during the course of a multi-year contract.

C. EVIDENCE OF INSURANCE. The Contractor shall when this contract is signed and before beginning the work required under this contract, provide the College with valid certificates of insurance signed by an insurance provider or authorized agent or underwriter to evidence the Contractor's insurance coverage as required in this paragraph, and also copies of the policies themselves. The certificates of insurance shall specify that the insurance provided is of the types and in the amounts required in this paragraph, and that the policies cannot be canceled except after 30 days written notice to the College.

D. CANCELLATION. The certificates of insurance shall provide for 30 days written notice to the College before any cancellation, expiration or non-renewal during the term the insurance is required by this contract. The Contractor shall also be required to provide the College with valid certificates of renewal when policies expire. The Contractor shall also, when requested, provide the College with additional copies of each policy required under this contract, which are certified by an agent or underwriter to be true copies of the policies issued to the Contractor.

E. REMEDIES FOR LACK OF INSURANCE. If the Contractor fails to renew any of its required insurance policies, or any policy is canceled, terminated or modified, the College may refuse to pay monies due under this contract. The College, in its sole discretion and for its sole benefit, may use monies retained under this paragraph to attempt to renew the Contractor's insurance or obtain substitute coverage if possible for the College's sole benefit, and may invoke other applicable remedies under the contract including claims against the Contractor and its surety. During any period when the required insurance is not in effect, the College may also, in its sole discretion, either suspend the work under the contract or terminate the contract.

3. ***TERMS GOVERNING ALL PROPOSALS TO THE COLLEGE OF NEW JERSEY***

3.1 CONTRACT AMOUNT-The amount of any contract negotiated, as a result of this proposal shall not be construed as either the maximum or the minimum amount, which the College shall be obligated to order.

3.2 CONTRACT PERIOD AND EXTENSION OPTION-If, in the opinion of the Contracting Officer it is in the best interest of the College to extend any contract awarded as a result for a period of all or any part of a year, the vendor will be so notified of the intent at least 30 days prior to the expiration date of the existing contract. If the extension is acceptable to the vendor, at the original prices and on the original terms, notice will be given to the vendor by the College's Contracting Officer in writing. Unless otherwise specified in such cases, a new Performance Bond may be required of the vendor on a pro rata basis of the original Performance Bond to cover the period of the extension.

3.3 VENDOR RIGHT TO PROTEST INTENT TO AWARD

A. Except in cases of emergency, vendors have the right to protest the Contracting Officer's award of the contract as announced in the notice of intent to award. Unless otherwise stated, a vendor's protest must be received no later than seven business days after the date on the notice of intent to award. In the public interest, the Contracting Officer may shorten the protest period, but shall provide at least 48 hours for vendors to respond to a proposed award.

B. A protest must be in writing and delivered to the Contracting Officer. It must include the specific grounds for challenging the award.

C. The Contracting Officer shall render the College's decision within 10 days to the protesting vendor.

3.4 TERMINATION OF CONTRACT

A. Change of Circumstances:

1. Where the circumstances or needs of the College significantly change or the contract is otherwise deemed no longer to be in the public interest, the Contracting Officer may terminate the contract.

2. The vendor must, where practicable, be given 30 days written notice and an opportunity to respond.

B. For Cause:

1. Where a vendor fails to perform or comply with a contract, the Contracting Officer may terminate the contract subsequent to ten days written notification to the vendor and an appropriate opportunity for the vendor to respond.

2. When a vendor executes a contract poorly as evidenced by formal complaint, late delivery, and poor performance of service, short-shipping etc., the Contracting Officer may terminate the contract subsequent to ten days written notification to the vendor and an appropriate opportunity for response. In exceptional situations the Contracting Officer may reduce the period of notification and discretional dispense with an opportunity to respond.

C. For Convenience:

1. Notwithstanding any provision or language in this contract to the contrary, the Contracting Officer may terminate at any time, in whole or in part, any contract for the convenience of The College, upon no less than 30 days written notice to the vendor.

D. In the event of termination under this section, the vendor will be compensated for work performed in accordance with the contract, up to the date of termination. Such compensation may be subject to adjustments.

3.5 COMPLAINTS-Where a vendor has a history of performance problems as evidenced by formal complaints and/or contract cancellation for cause pursuant to 3.4.B, that vendor may be bypassed for any future contract awards unless the vendor submits with proposal documentation:

A. An explanation of the past performance difficulties and the reasons for such occurrences.

B. An outline of corrective action taken by the vendor to preclude future recurrences of the same or similar problems in the event the vendor is awarded the contract.

3.6 SUBCONTRACTING OR ASSIGNMENT-The contract may not be subcontracted or assigned by the vendor, in whole or in part, without the prior written consent of the Contracting Officer. Such consent, if granted, shall not relieve the vendor of any of his responsibilities under the contract. In the event that a vendor proposes to subcontract for the services to be performed under the terms of the contract award, it shall be stated in the proposal and a list of subcontractors and an itemization of the subcontract services to be supplied will be attached, for approval prior to award of the contract. Nothing contained in the specifications shall be construed as creating any contractual relationship between a subcontractor and the College.

3.7 PERFORMANCE GUARANTEE OF VENDOR-The vendor hereby certifies that:

A. The equipment offered is standard new equipment, is the manufacturer's latest model in production with parts regularly used for the type of equipment offered and that such parts are all in production and not likely to be discontinued; also, that no attachment or part has been substituted or applied contrary to manufacturer's recommendations and standard practice.

B. All equipment operated by electrical current is UL listed where applicable.

C. All new machines are guaranteed as fully operational for the period stated in the RFP from time of written acceptance by The College. The vendor will render prompt service without charge, regardless of geographic location.

D. Sufficient quantities of parts for the proper service to equipment will be maintained at distribution points and service headquarters.

E. Trained technicians are regularly employed in the territory to provide service and repairs to equipment within 48 hours or a period of time accepted as customary industry practice.

F. Any material/equipment rejected for failure to meet the specifications or requirements of the College shall be immediately replaced by the vendor with properly specified equipment/material. Such replacement shall be completely at the vendor's expense.

G. All services rendered to the College shall be performed in strict and full compliance with the specifications of the contract.

1. A service contract shall not be considered complete until final approval by the College is rendered.

2. Payment for services rendered may not be made until final approval is given by the College.

H. Vendor's obligations under this contract is in addition to the vendor's other expressed or implied assurances under this contract or New Jersey State Law and in no way diminishes any other rights that the College may have against the vendor for faulty material, equipment, or work.

I. Bid and Performance Security – **INTENTIONALLY OMITTED.**

3.8 DELIVERY GUARANTEES-Deliveries shall be made at such time and in such quantities as ordered in strict compliance with the conditions contained in the contract. The vendor shall be responsible for the delivery of material in first class condition and in accordance with good commercial practice. Items delivered must be strictly in accordance with bid specifications. In the event delivery of goods or services is not made within the time frame specified or under the schedule stipulated in the specifications, the College may obtain the goods or services from any available source and the difference in price, if any, will be paid by the vendor failing to fulfill the commitment.

3.9 RIGHT TO INSPECT VENDOR'S FACILITIES-The College reserves the right to inspect the vendor's establishment before making an award, for the purposes of ascertaining whether the vendor has the necessary facilities for performing the contract. The College may also consult with clients of the bidder during the evaluation of bids. Such consultation is intended to assist the College in making a contract award which is most advantageous to the College.

3.10 RIGHT TO FINAL ACCEPTANCE-The College reserves the right to reject all bids, or to award a contract in whole or in part if of the College determines it is the most advantageous to the College, price and other factors considered. In case of tie bids, the contract shall be awarded at the discretion of the Contracting Officer to the vendor or vendors best meeting all of the specifications and conditions.

3.11 MAINTENANCE OF RECORD-The vendor shall maintain records for products and/or services delivered against the contract for a period of three (3) years from the date of final payment. Such records shall be made available to the College upon request.

3.12 Extension of Contract to Other Institutions – INTENTIONALLY OMITTED.

3.13 MERGERS, ACQUISITIONS - If, during the term of this contract, the contractor shall merge with or be acquired by another firm, the contractor shall give notice to the College as soon as practicable and in no event longer than thirty (30) days after said merger or acquisition. The contractor shall provide such documents as may be requested, which may include but need not be limited to the following:

a. Corporate resolutions prepared by the awarded contractor and new entity ratifying acceptance of the original contract, terms, conditions and prices.

b. updated information including ownership disclosure and Federal Employer Identification Number

3.14 Right to Request further Information-The College reserves the right to request all information which may assist in making a contract award, including factors necessary to evaluate the bidder's financial capabilities to perform the contract. Further the College reserves the right to request a bidder to explain, in detail, how the bid prices were determined.

3.15 BID ACCEPTANCES AND REJECTIONS - The College reserves the right to waive minor elements of non-

compliance or reject bids in accordance with law.

4. ***TERMS RELATING TO PRICE QUOTATION***

4.1 PRICE FLUCTUATIONS DURING CONTRACT-Unless otherwise noted by the College, all prices quoted shall be firm and not be subject to increase during the period of the contract. In the event of a manufacturer's price decrease during the contract period, the College shall receive the full benefit of such price reduction on any subsequent orders for goods or services. The Purchasing Department must be notified in writing of any price reduction within five (5) days of the effective date.

Failure to report price reductions may result in cancellation of contract for cause.

4.2 DELIVERY COSTS-Unless noted otherwise in the specification, all quoted prices shall include delivery F.O.B. Destination. The vendor shall assume all liability and responsibility for the delivery of merchandise in good condition to The College of New Jersey or any other location specified by the contract. F.O.B. Destination shall be interpreted as platform delivery to the Receiving Department of the College or other receiving point indicated in the contract. In certain instances spot deliveries may be specified and required. No additional freight charges will be payable for transportation costs resulting from partial shipments made for the vendor's convenience when a single shipment is ordered.

4.3 COD TERMS-Unless otherwise stated COD terms are not acceptable and such contingency shall constitute just cause for automatic rejection of a bid.

4.4 TAX CHARGES-The College of New Jersey is exempt from the New Jersey sales or use tax pursuant to Section 9(a)(1) of the New Jersey Sales and Use Tax Act N.J.S.A. 54:32B-1 et seq. Additionally, the College is exempt from Federal Excise Tax. An exemption certificate or number is not required for The College of New Jersey to make tax-exempt purchases. Official requests on College letterhead or official purchase orders signed by a qualified officer is sufficient proof for the vendor of exemption from paying the sales tax. Vendors should not include tax charges in their price quotations or on subsequent invoices for purchased goods or services. The College's Federal Employer Identification Number is 222797398.

4.5 PAYMENT TO VENDORS-Payments for goods and/or services purchased by the College will only be made after receipt of contracted items and approval of the invoice for payment.
The College obligation hereunder is contingent upon the availability of appropriated funds from which payment for contract purposes can be made.

New Jersey Prompt Payment Act –The New Jersey Prompt Payment Act N.J.S.A. 52:32-32 et seq. requires state agencies to pay for goods and services within sixty (60) days of the agency's receipt of a properly executed invoice or within sixty (60) days of receipt and acceptance of goods and services, whichever is later. Properly executed performance security, when required, must be received by the College prior to processing any payments for goods and services accepted by the College. Interest will be paid on delinquent accounts at a rate established by the State Treasurer. Interest will not be paid until it exceeds $5.00 per properly executed invoice.

Cash discounts and other payment terms included as part of the original agreement are not affected by the Prompt Payment Act.

4.6 CASH DISCOUNTS-Cash discounts for periods of less than 21 days will not be considered as factors in the award of contracts. For purposes of determining the College's compliance with any discount offered:

A. A discount period shall commence on the date of a properly executed vendor invoice for products and services that have been duly accepted by the College in accordance with terms, conditions and specifications of a valid Contract/Purchase Order. If the invoice is received prior to delivery of the goods or performance of services, the discount period begins with the receipt and acceptance of the goods or completion of services.

B. The date of the check issued by the College in payment of an invoice shall be deemed the date of the College’s response to an invoice for cash discount purposes.

5. FORCE MAJEURE

If, because of force majeure, either party hereto is unable to carry out any of its obligations under this contract, other than the obligations to pay money due hereunder, and if such party promptly gives to the other party hereto written notice of such force majeure, then the obligations of the party giving such notice shall be suspended to the extent made necessary by such force majeure and during its continuance, provided that the party giving such notice shall use its best efforts to remedy such force majeure insofar as possible with all reasonable dispatch. The term "force majeure" as used herein shall mean any causes beyond the control of the party affected thereby, such as, but not limited to, acts of God, act of public enemy, insurrections, riots, strikes, lockouts, labor disputes, fire, explosions, floods, breakdowns, or damage to plants, equipment or facilities, embargoes, orders, or acts of civil or military authority, or other causes of a similar nature. Upon the cessation of the force majeure event, the party that had given original notice shall again promptly give notice to the other party of such cessation.

6. STANDARDS PROHIBITING CONFLICTS OF INTEREST - The following prohibitions on vendor activities shall apply to all contracts or purchase agreements made with the State of New Jersey, pursuant to Executive Order No. 189 (1988).

a. No vendor shall pay, offer to pay, or agree to pay, either directly or indirectly, any fee, commission, compensation, gift, gratuity, or other thing of value of any kind to any State officer or employee or special State officer or employee, as defined by N.J.S.A. 52:13D-13b and e., in the Department of the Treasury or any other agency with which such vendor transacts or offers or proposes to transact business, or to any member of the immediate family, as defined by N.J.S.A. 52:13D-13i., of any such officer or employee, or partnership, firm or corporation with which they are employed or associated, or in which such officer or employee has an interest within the meaning of N.J.S.A. 52:13D-13g.

b. The solicitation of any fee, commission, compensation, gift, gratuity or other thing of value by any State officer or employee or special State officer or employee from any State vendor shall be reported in writing forthwith by the vendor to the Attorney General and the Executive Commission on Ethical Standards.

c. No vendor may, directly or indirectly, undertake any private business, commercial or entrepreneurial relationship with, whether or not pursuant to employment, contract or other agreement, express or implied, or sell any interest in such vendor to, any State officer or employee or special State officer or employee or special State officer or employee having any duties or responsibilities in connection with the purchase, acquisition or sale of any property or services by or to any State agency or any instrumentality thereof, or with any person, firm or entity with which he is employed or associated or in which he has an interest within the meaning of N.J.S.A. 52: 130-13g. Any relationships subject to this provision shall be reported in writing forthwith to the Executive Commission on Ethical Standards, which may grant a waiver of this restriction upon application of the State officer or employee or special State officer or employee upon a finding that the present or proposed relationship does not present the potential, actuality or appearance of a conflict of interest.

d. No vendor shall influence, or attempt to influence or cause to be influenced, any State officer or employee or special State officer or employee in his official capacity in any manner which might tend to impair the objectivity or independence of judgment of said officer or employee.

e. No vendor shall cause or influence, or attempt to cause or influence, any State officer or employee or special State officer or employee to use, or attempt to use, his official position to secure unwarranted privileges or advantages for the vendor or any other person.

f. The provisions cited above in paragraph 6a through 6e shall not be construed to prohibit a State officer or employee or Special State officer or employee from receiving gifts from or contracting with vendors under the same terms and conditions as are offered or made available to members of the general public subject to any guidelines the Executive Commission on Ethical Standards may promulgate under paragraph 6c.

NOTICE TO ALL BIDDERS SET-OFF FOR STATE TAX NOTICE - Please be advised that, pursuant to N.J.S.A. 54:49-19, and notwithstanding any provision of the law to the contrary, whenever any taxpayer, partnership or S corporation under contract to provide goods or services or construction projects to the State of New Jersey or its agencies or instrumentalities, including the legislative and judicial branches of State government, is entitled to payment for those goods or services at the same time a taxpayer, partner or shareholder of that entity is indebted for any State tax, the Director of the Division of Taxation shall seek to set off that taxpayer’s or shareholder’s share of the payment due the

taxpayer, partnership, or S corporation. The amount set off shall not allow for the deduction of any expenses or other deductions which might be attributable to the taxpayer, partner or shareholder subject to set-off under this act.

The Director of the Division of Taxation shall give notice to the set-off to the taxpayer and provide an opportunity for a hearing within 30 days of such notice under the procedures for protests established under R.S. 54:49-18. No requests for conference, protest, or subsequent appeal to the Tax Court from any protest under this section shall stay the collection of the indebtedness. Interest that may be payable by the State, pursuant to P.L. 1987, c.184 (c.52:32-32 et seq.), to the taxpayer shall be stayed.

APPLICABLE LAW - This contract is subject to New Jersey law, including but not limited to the New Jersey Contractual Liability Act, N.J.S.A. 59:13-1, et seq. and the New Jersey Tort Claims Act, N.J.S.A. 59:l-1, et seq. This Agreement and all matters or issues collateral to it, shall be governed by and construed in accordance with the law of the State of New Jersey, without regard to its conflict of law provisions.

STATE OF NEW JERSEY RIDER FOR PURCHASES FUNDED, IN WHOLE OR IN PART, BY FEDERAL FUNDS
(REVISED 11/12/2020)

The provisions set forth in this Rider apply to all contracts funded, in whole or in part, by Federal funds as required by 2 CFR 200.317.

I. CONTRACTING WITH SMALL AND MINORITY BUSINESSES, WOMEN'S BUSINESS ENTERPRISES, AND LABOR SURPLUS AREA FIRMS.

Pursuant to 2 CFR 200.321, the State must take all necessary affirmative steps to assure that minority businesses, women's business enterprises, and labor surplus area firms are used when possible. Accordingly, if subawards are to be made the Contractor shall:

(1) Include qualified small and minority businesses and women's business enterprises on solicitation lists;
(2) Assure that small and minority businesses, and women's business enterprises are solicited whenever they are potential sources;
(3) Divide total requirements, when economically feasible, into smaller tasks or quantities to permit maximum participation by small and minority businesses, and women's business enterprises;
(4) Establish delivery schedules, where the requirement permits, which encourage participation by small and minority businesses, and women's business enterprises; and,
(5) Use the services and assistance, as appropriate, of such organizations as the Small Business Administration and the Minority Business Development Agency of the Department of Commerce.

II. DOMESTIC PREFERENCE FOR PROCUREMENTS

Pursuant to 2 CFR 200.322, where appropriate, the State has a preference for the purchase, acquisition, or use of goods, products, or materials produced in the United States (including but not limited to iron, aluminum, steel, cement, and other manufactured products). If subawards are to be made the Contractor shall include a preference for the purchase, acquisition, or use of goods, products, or materials produced in the United States (including but not limited to iron, aluminum, steel, cement, and other manufactured products). For purposes of this section:

(1) "Produced in the United States" means, for iron and steel products, that all manufacturing processes, from the initial melting stage through the application of coatings, occurred in the United States.
(2) "Manufactured products" means items and construction materials composed in whole or in part of nonferrous metals such as aluminum; plastics and polymer-based products such as polyvinyl chloride pipe; aggregates such as concrete; glass, including optical fiber; and lumber.

III. PROCUREMENT OF RECOVERED MATERIALS

Where applicable, in the performance of contract, pursuant to 2 CFR 200.323, the contractor must comply with section 6002 of the Solid Waste Disposal Act, as amended by the Resource Conservation and Recovery Act. The requirements of Section 6002 include procuring only items designated in guidelines of the Environmental Protection Agency (EPA) at 40 CFR Part 247 that contain the highest percentage of recovered materials practicable, consistent with maintaining a satisfactory level of competition, where the purchase price of the item exceeds $ 10,000 or the value of the quantity acquired during the preceding fiscal year exceeded $10,000; procuring solid waste management services in a manner that maximizes energy and resource recovery; and establishing an affirmative procurement program for procurement of recovered materials identified in the EPA guidelines.

To the extent that the scope of work or specifications in the contract requires the contractor to provide recovered materials the scope of work or specifications are modified to require that as follows.

i. In the performance of this contract, the Contractor shall make maximum use of products containing recovered materials that are EPA-designated items unless the product cannot be acquired—
   1. Competitively within a timeframe providing for compliance with the contract performance schedule;
   2. Meeting contract performance requirements; or
   3. At a reasonable price.
ii. Information about this requirement, along with the list of EPA- designated items, is available at EPA's Comprehensive Procurement Guidelines web site, https://www.epa.gov/smm/comprehensive- procurement-guideline-cpg-program.
iii. The Contractor also agrees to comply with all other applicable requirements of Section 6002 of the Solid Waste Disposal Act."

IV. EQUAL EMPLOYMENT OPPORTUNITY

Except as otherwise provided under 41 CFR Part 60, all contracts that meet the definition of "federally assisted construction contract" in 41 CFR Part 60-1.3 must include the equal opportunity clause provided under 41 CFR 60-1.4(b), in accordance with Executive Order 11246, "Equal Employment Opportunity" (30 FR 12319, 12935, 3 CFR Part, 1964-1965 Comp., p. 339), as amended by Executive Order 11375, "Amending Executive Order 11246 Relating to Equal Employment Opportunity," and implementing regulations at 41 CFR part 60, "Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor." See 2 CFR Part 200, Appendix II, para. C. During the performance of this contract, the contractor agrees as follows:

(1) The contractor will not discriminate against any employee or applicant for employment because of race, color, religion, sex, sexual orientation, gender identity, or national origin. The contractor will take affirmative action to ensure that applicants are employed, and that employees are treated during employment without regard to their race, color, religion, sex, sexual orientation, gender identity, or national origin. Such action shall include, but not be limited to the following:

    Employment, upgrading, demotion, or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices to be provided setting forth the provisions of this nondiscrimination clause.

(2) The contractor will, in all solicitations or advertisements for employees placed by or on behalf of the contractor, state that all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, or national origin.
(3) The contractor will not discharge or in any other manner discriminate against any employee or applicant for employment because such employee or applicant has inquired about, discussed, or disclosed the compensation of the employee or applicant or another employee or applicant. This provision shall not apply to instances in which an employee who has access to the compensation information of other employees or applicants as a part of such employee's essential job functions discloses the compensation of such other employees or applicants to individuals who do not otherwise have access to such information, unless such disclosure is in response to a formal complaint or charge, in furtherance of an investigation, proceeding, hearing, or action, including an investigation conducted by the employer, or is consistent with the contractor's legal duty to furnish information.
(4) The contractor will send to each labor union or representative of workers with which he/she has a collective bargaining agreement or other contract or understanding, a notice to be provided advising the said labor union or workers' representatives of the contractor's commitments under this section, and shall post copies of the notice in conspicuous places available to employees and applicants for employment.
(5) The contractor will comply with all provisions of Executive Order 11246 of September 24, 1965, and of the rules, regulations, and relevant orders of the Secretary of Labor.
(6) The contractor will furnish all information and reports required by Executive Order 11246of September 24, 1965, and by rules, regulations, and orders of the Secretary of Labor, or pursuant thereto, and will permit access to his/her books, records, and accounts by the administering agency and the Secretary of Labor for purposes of investigation to ascertain compliance with such rules, regulations, and orders.
(7) In the event of the contractor's noncompliance with the nondiscrimination clauses of this contract or with any of the said rules, regulations, or orders, this contract may be canceled, terminated, or suspended in whole or in part and the contractor may be declared ineligible for further Government contracts or federally assisted construction contracts in accordance with procedures authorized in Executive Order 11246 of September 24, 1965, and such other sanctions may be imposed and remedies invoked as provided in Executive Order 11246 of September 24, 1965, or by rule, regulation, or order of the Secretary of Labor, or as otherwise provided by law.
(8) The contractor will include the portion of the sentence immediately preceding paragraph (1) and the provisions of paragraphs (1) through (8) in every subcontract or purchase order unless exempted by rules, regulations, or orders of the Secretary of Labor issued pursuant to section 204 of Executive Order 11246 of September 24, 1965, so that such provisions will be binding upon each subcontractor or vendor. The contractor will take such action with respect to any subcontract or purchase order as the administering agency may direct as a means of enforcing such provisions, including sanctions for noncompliance:

    Provided, however, that in the event a contractor becomes involved in, or is threatened with, litigation with a subcontractor or vendor as a result of such direction by the administering agency, the contractor may request the United States to enter into such litigation to protect the interests of the United States.
    The applicant further agrees that it will be bound by the above equal opportunity clause with respect to its own employment practices when it participates in federally assisted construction work: Provided, That if the applicant so participating is a State or local government, the above equal opportunity clause is not applicable to any agency, instrumentality or subdivision of such government which does not participate in work on or under the contract.

    The applicant agrees that it will assist and cooperate actively with the administering agency and the Secretary of Labor in obtaining the compliance of contractors and subcontractors with the equal opportunity clause and the rules, regulations, and relevant orders of the Secretary of Labor, that it will furnish the administering agency and the Secretary of Labor such information as they may

require for the supervision of such compliance, and that it will otherwise assist the administering agency in the discharge of the agency's primary responsibility for securing compliance.

The applicant further agrees that it will refrain from entering into any contract or contract modification subject to Executive Order 11246 of September 24, 1965, with a contractor debarred from, or who has not demonstrated eligibility for, Government contracts and federally assisted construction contracts pursuant to the Executive Order and will carry out such sanctions and penalties for violation of the equal opportunity clause as may be imposed upon contractors and subcontractors by the administering agency or the Secretary of Labor pursuant to Part II, Subpart D of the Executive Order. In addition, the applicant agrees that if it fails or refuses to comply with these undertakings, the administering agency may take any or all of the following actions: Cancel, terminate, or suspend in whole or in part this grant (contract, loan, insurance, guarantee); refrain from extending any further assistance to the applicant under the program with respect to which the failure or refund occurred until satisfactory assurance of future compliance has been received from such applicant; and refer the case to the Department ofJustice for appropriate legal proceedings.

V. DAVIS-BACON ACT, 40 U.S.C. 3141-3148, AS AMENDED

When required by Federal program legislation, all prime construction contracts in excess of $ 2,000 shall be done in compliance with the Davis-Bacon Act (40 U.S.C. 3141- 3144, and 3146-3148) and the requirements of 29 C.F.R. pt. 5 as may be applicable. The contractor shall comply with 40 U.S.C. 3141-3144, and 3146-3148 and the requirements of 29 C.F.R. pt. 5 as applicable. Contractors are required to pay wages to laborers and mechanics at a rate not less than the prevailing wages specified in a wage determination made by the Secretary of Labor. Additionally, contractors are required to pay wages not less than once a week.

VI. COPELAND ANTI_KICK-BACK ACT

Where applicable, the Contractor must comply with Copeland "Anti-Kickback" Act (40 U.S.C. 3145), as supplemented by Department of Labor regulations (29 CFR Part 3, "Contractors and Subcontractors on Public Building or Public Work Financed in Whole or in Part by Loans or Grants from the United States").

a. Contractor. The Contractor shall comply with 18 U.S.C. § 874, 40 U.S.C. § 3145, and the requirements of 29 C.F.R. pt. 3 as may be applicable, which are incorporated by reference into the OGS centralized contract.
b. Subcontracts. The Contractor or subcontractor shall insert in any subcontracts the clause above and such other clauses as FEMA may by appropriate instructions require, and also a clause requiring the subcontractors to include these clauses in any lower tier subcontracts. The prime contractor shall be responsible for the compliance by any subcontractor or lower tier subcontractor with all of these contract clauses.
c. Breach. A breach of the clauses above may be grounds for termination of the OGS centralized contract, and for debarment as a Contractor and subcontractor as provided in 29 C.F.R. § 5.12.

VII. CONTRACT WORK HOURS AND SAFETY STANDARDS ACT, 40 U.S.C. 3701-3708

Where applicable, all contracts awarded by the non-Federal entity in excess of $ 100,000 that involve the employment of mechanics or laborers must comply with 40 U.S.C. 3702 and 3704, as supplemented by Department of Labor regulations (29 CFR Part 5).

(1) Overtime requirements. No contractor or subcontractor contracting for any part of the contract work which may require or involve the employment of laborers or mechanics shall require or permit any such laborer or mechanic in any workweek in which he or she is employed on such work to work in excess of forty hours in such workweek unless such laborer or mechanic receives compensation at a rate not less than one and one-half times the basic rate of pay for all hours worked in excess of forty hours in such workweek.
(2) Violation; liability for unpaid wages; liquidated damages. In the event of any violation of the clause set forth in paragraph (b)(1) of this section the contractor and any subcontractor responsible therefor shall be liable for the unpaid wages. In addition, such contractor and subcontractor shall be liable to the United States (in the case of work done under contract for the District of Columbia or a territory, to such District or to such territory), for liquidated damages. Such liquidated damages shall be computed with respect to each individual laborer or mechanic, including watchmen and guards, employed in violation of the clause set forth in paragraph (b)(1) of this section, in the sum of $27 for each calendar day on which such individual was required or permitted to work in excess of the standard workweek of forty hours without payment of the overtime wages required by the clause set forth in paragraph (b)(1) of this section.
(3) Withholding for unpaid wages and liquidated damages. The unauthorized user shall upon its own action or upon written request of an authorized representative of the Department of Labor withhold or cause to be withheld, from any moneys payable on account of work performed by the contractor or subcontractor under any such contract or any other Federal contract with the same prime contractor, or any other federally-assisted contract subject to the Contract Work Hours and Safety Standards Act, which is held by the same prime contractor, such sums as may be determined to be necessary to satisfy any liabilities of such contractor or subcontractor for unpaid wages and liquidated damages as provided in the clause set forth in paragraph (b)(2) of this section.
(4) Subcontracts. The contractor or subcontractor shall insert in any subcontracts the clauses set forth in paragraph (b)(1) through (4) of this section and also a clause requiring the subcontractors to include these clauses in any lower tier subcontracts. The prime contractor shall be responsible for compliance by any subcontractor or lower tier subcontractor with the clauses set forth in paragraphs (b)(1) through (4) of this section.

VIII. RIGHTS TO INVENTIONS MADE UNDER A CONTRACT OR AGREEMENT

If the Federal award meets the definition of "funding agreement" under 37 CFR § 401.2 (a) and the recipient or subrecipient wishes to enter into a contract with a small business firm or nonprofit organization regarding the substitution of parties, assignment or performance of experimental, developmental, or research work under that "funding agreement," the recipient or subrecipient must comply with the requirements of 37 CFR Part 401, "Rights to Inventions Made by Nonprofit Organizations and Small Business Firms Under Government Grants, Contracts and Cooperative Agreements," and any implementing regulations issued by the awarding agency.

IX. CLEAN AIR ACT, 42 U.S.C. 7401-7671Q, AND THE FEDERAL WATER POLLUTION CONTROL ACT, 33 U.S.C. 1251-1387, AS AMENDED

Where applicable, Contract and subgrants of amounts inexcess of $150,000, must comply with the following:

Clean Air Act

1. The contractor agrees to comply with all applicable standards, orders or regulations issued pursuant to the Clean Air Act, as amended, 42 U.S.C. § 7401 et seq.
2. The contractor agrees to report each violation to the Division of Purchase and Property and understands and agrees that the Division of Purchase and Property will, in turn, report each violation as required to assure notification to the Federal Emergency Management Agency, and the appropriate Environmental Protection Agency Regional Office.
3. The contractor agrees to include these requirements in each subcontract exceeding $150,000 financed in whole or in part with Federal assistance provided by FEMA.

Federal Water Pollution Control Act

1. The contractor agrees to comply with all applicable standards, orders, or regulations issued pursuant to the Federal Water Pollution Control Act, as amended, 33 U.S.C. 1251 et seq.
2. The contractor agrees to report each violation to the Division of Purchase and Property and understands and agrees that the Division of Purchase and Property will, in turn, report each violation as required to assure notification to the Federal Emergency Management Agency, and the appropriate Environmental Protection Agency Regional Office.
3. The contractor agrees to include these requirements in each subcontract exceeding $150,000 financed in whole or in part with Federal assistance provided by FEMA.

X. DEBARMENT AND SUSPENSION (EXECUTIVE ORDERS 12549 AND 12689)

(1) This contract is a covered transaction for purposes of 2 C.F.R. pt. 180 and 2 C.F.R. pt. 3000. As such, the contractor is required to verify that none of the contractor's principals (defined at 2 C.F.R. § 180.995) or its affiliates (defined at 2 C.F.R. § 180.905) are excluded (defined at 2 C.F.R. § 180.940) or disqualified (defined at 2 C.F.R. § 180.935).
(2) The contractor must comply with 2 C.F.R. pt. 180, subpart C and2 C.F.R. pt. 3000, subpart C, and must include a requirement to comply with these regulations in any lower tier covered transaction it enters into.
(3) This certification is a material representation of fact relied upon by the State or authorized user. If it is later determined that the contractor did not comply with 2 C.F.R. pt. 180, subpart C and 2 C.F.R. pt. 3000, subpart C, in addition to remedies available to the State or authorized user, the Federal Government may pursue available remedies, including but not limited to suspension and/or debarment.
(4) The bidder or proposer agrees to comply with the requirements of2 C.F.R. pt. 180, subpart C and 2 C.F.R. pt. 3000, subpart C while this offer is valid and throughout the period of any contract that may arise from this offer. The bidder or proposer further agrees to include a provision requiring such compliance in its lower tier covered transactions.

XI. BYRD ANTI-LOBBYING AMENDMENT, 31 U.S.C. 1352

Contractors that apply or bid for an award exceeding $100,000 must file the required certification. Each tier certifies to the tier above that it will not and has not used Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any Federal contract, grant or any other award covered by 31 U.S.C. 1352. Each tier must also disclose any lobbying with non-Federal funds that takes place in connection with obtaining any Federal award. Such disclosures are forwarded from tier to tier up to the non-Federal award. Such disclosures are forwarded from tier to tier up to the recipient who in turn will forward the certification(s) to the awarding agency.

XII. PROHIBITION ON CERTAIN TELECOMMUNICATIONS AND VIDEO SURVEILLANCE SERVICES OR EQUIPEMENT

(a) Recipients and subrecipients are prohibited from obligating or expending loan or grant funds to:
  (1) Procure or obtain;
  (2) Extend or renew a contract to procure or obtain; or
  (3) Enter into a contract (or extend or renew a contract) to procure or obtain equipment, services, or systems that uses covered telecommunications equipment or services as a substantial or essential component of any system, or as critical technology as part of any system. As described in *Public Law 115–232*, section 889, covered telecommunications equipment is telecommunications equipment produced by Huawei Technologies Company or ZTE Corporation (or any subsidiary or affiliate of such entities).
    (i) For the purpose of public safety, security of government facilities, physical security surveillance of critical infrastructure, and other national security purposes, video surveillance and telecommunications equipment produced by Hytera Communications Corporation, Hangzhou Hikvision Digital Technology Company, or Dahua Technology Company (or any subsidiary or affiliate of such entities).
    (ii) Telecommunications or video surveillance services provided by such entities or using such equipment.
    (iii) Telecommunications or video surveillance equipment or services produced or provided by an entity that the Secretary of Defense, in consultation with the Director of the National Intelligence or the Director of the Federal Bureau of Investigation, reasonably believes to be an entity owned or controlled by, or otherwise connected to, the government of a covered foreign country.

To: **All Vendors Bidding on The College of New Jersey**
Supplemental Cleaning Services

From: **Anup Kapur**
Finance & Business Services

Date: **December 4, 2020**

ADDENDUM NO. 1
ISSUE DATE: December 8, 2020

REFERENCE: The College of New Jersey
Custodial Services
Bid No. AB210011

Date of Original Bidding Documents: November 30, 2020

INTENT: This Addendum forms a part of the Contract Documents and modifies the original Bidding Documents and Prior Addenda if any, as identified above.

VENDOR QUESTIONS:

GENERAL:

1. What is the total sq ft vs. cleanable?

TCNJ Response: Total net cleanable for five-included buildings is 314,418 SF. Refer to the table in Section 1.1 of the Statement of Work.

2. Do you have a current Vendor? If yes who? If yes, what is the current contract worth?

TCNJ Response: Custodial services are currently performed inhouse.

3. Reviewing the Scheduling of Cleaning on page (10) of the RFP. The schedule is the current staffing done by a contractor/vendor or the Inhouse College Team? As far as a Vendor program, the College objective for this bid is to add additional Cleaning and we the vendor are to implement a staffing plan with both Day and night coverage that accomplishes the Cleaning requirements?

TCNJ Response: Services are currently performed in house as stated in response to #1. Yes, Contractor is to propose a staffing plan that accomplishes the cleaning and custodial-related requirements for the five (5) buildings included in this Scope.

4. Is there a site visit scheduled or will all questions be done via email prior to the 4th? Please advise of any pertinent information we may need to participate.

TCNJ Response: There was no mandatory bid tour or pre-bid conference required for this process. Questions were due by 12/4 and responses will be provided by 12/8. Please refer to the bid document for all submission requirements.

5. Will there be an opportunity to tour the buildings in scope?

TCNJ Response: There is no plan to tour the buildings in the scope.

6. Is there a reason that The Public Works Registration Document is to be excluded.

TCNJ Response: The strikethrough should have been carried to the end of the section. The Public Works Contractor Registration Act Certificate is not required with your submission.

7. A Price page is needed

TCNJ Response: A Pricing Exhibit has been made available as a separate attachment for download from the website that contained the Supplemental Services Bid package. Refer to the link (https://bids.tcnj.edu/home/goods-and-services/).

8. What is the current occupancy of the buildings during covid?

TCNJ Response: Approximately less than 25%.

9. How much of the school is doing virtual classes?

TCNJ Response: Spring is estimated to be approximately 75% virtual.

10. Please provide the 2020-2021 academic calendar.

TCNJ Response: **Academic Calendar: 2021-2022 | The College of New Jersey** (some dates may be subject to change).

11. Is January 2nd the actual start date cleaners would need to begin? Being that there is a 60 day hold after submittal, please confirm actual start date.

TCNJ Response: To clarify, the Contract should have noted January 1 to June 30, 2021. Please complete the Pricing Exhibit accordingly and we will update the date on our end.

PREVAILING WAGE:

12. What is the required pay scale for employees hired?

TCNJ Response: Current starting wage for employees in IFPTE Local 195 performing similar work is $14.91 per hour.

13. RFP calls for Prevailing wage rate not UNION. Prevailing wage rates must be paid on public works projects and state building services **is this bid considered Prevailing Wage Rate for State Building Service Workers** and NOT construction related public works projects? The rates are significantly lower if pricing based on the State Building rates. This determination is a huge factor in pricing and being competitive.

TCNJ Response:
****PLEASE SEE THE CLARIFICATIONS SECTION AT THE END OF THIS ADDENDUM FOR THE CORRECT NJ DOL LINK FOR PREVAILING WAGE LEVELS.****

This bid should consider building service employees prevailing wage for the employees of contractors and subcontractors furnishing building services in State-owned and State-leased buildings. **Please disregard the Mercer County Prevailing Wage Determination attachment initially referenced for this bid and use the correct NJ DOL link in its place.**

14. Please confirm which prevailing wage work classification applies to the Building Attendants in this RFP.

TCNJ Response: Please review the Wage Determinations files found in the NJ DOL link and choose the most relevant Occupation Code Title.

15. Are we to utilize the rates outlined in the provided Mercer County Prevailing Wage document or can we utilize the wage rates and benefits outlined in the SCIU 32BJ Union Collective Bargaining Agreement?

TCNJ Response: Please apply the NJ DOL link rates referenced in #13 above (provided in the CLARIFICATIONS section at the end of this Addendum).

16. If we are to utilize the rates outlined in the provided Mercer County Prevailing Wage document, can you confirm the following?

a. Are we to use the wages referencing "Laborer – Building"
b. If so, which wage rate are we to utilize; Class B or Class C?
c. If we are NOT to utilize the wages referenced in "Laborer – Building", can you confirm which wage rates we should utilize?

TCNJ Response: Please apply the NJ DOL link rates referenced in #13 above (provided in the CLARIFICATIONS section at the end of this Addendum).

STAFFING:

17. What current hot spots/issues are you dealing with on a recurring basis?

TCNJ Response: The College has been facing ongoing staffing challenges due to Covid-related and other resulting absenteeism issues.

18. Is the staff that is outlined in 1.17, the current staff in these locations…and if so, is that same staff, performing the Disinfecting work as outlined in these specifications?

TCNJ Response: Yes, the current staff performs all cleaning and disinfecting work for the buildings.

19. Confirming that this is all porter hours, can you validate that if staffing levels change, there is an opportunity to adjust the price mid contract.

TCNJ Response: The College confirms that if staffing levels require adjustment during the contract term, there would be opportunity to adjust mid-contract.

20. Are the high touch disinfecting services performed within the staffing levels as described in the bid package?

TCNJ Response: Yes.

21. Is the requirement for the Account Manager to be dedicated 100% to the site?

TCNJ Response: There is no requirement. The Contractor is asked to include its approach to management based on its own experience with similar type clients based on the Scope.

22. Can we use a dedicated, salaried Account Manager to ensure the 1 hour 24/7 response time can be adhered by?

TCNJ Response: Refer to response to #21.

23. Can a Supervisor be a working supervisor? How many supervisors need to be on shift per day

TCNJ Response: The College is looking for your proposed solution to best service the 5-included buildings to the expected service levels.

24. Are there any other mandated, dedicated site personnel?

TCNJ Response: No, The College is looking for your proposed solution to best service the 5-included buildings to the expected service levels.

25. Bid package provides hours of operation for each building. Must services be split between day and night?

TCNJ Response: Not necessarily, The College is looking for your proposed solution to best service the 5-included buildings to the expected service levels.

26. What does "BA rotating through" mean on the staffing needed schedule?

TCNJ Response: In house building attendants were deployed to provide as much coverage as possible. This does not represent a preferred schedule and was presented for informational purposes only.

27. What will the day to day interaction look like between our porters and the other people cleaning?

TCNJ Response: Limited to none since supplemental cleaning staff will only be assigned to service five buildings while inhouse staff will handle all others.

28. If it snows overnight and the school is closed, are our custodians coming in to remove snow, or are they only removing snow when they already present?

TCNJ Response: Generally, custodians would assist with snow removal at the 5- included buildings during their normal hours. Any additional hours must be requested and approved by TCNJ.

SCOPE OF WORK:

29. Bio-Hazard & Pandemic Services (Page 10):

a. Are we approved to partner with a subcontractor for the Immediate pandemic response?

TCNJ Response: If special services are required beyond the awarded contractor's capability, the Contractor must obtain prior approval for bringing in a subcontractor.

30. If we are called to perform Biohazard work per 1.18, can that be considered an extra service?

TCNJ Response: Only if additional hours are needed above and beyond normal hours and must be approved by The College.

31. What is the height limitation for the dusting of light fixtures? if it is above 10 ft does TCNJ have a lift that we may utilize?

TCNJ Response: The contractor is not responsible for cleaning above 10ft.

32. Floor care Burnishing and Carpet cleaning is to be included as per Cleaning Specifications- are we responsible for the Floor burnishers and carpet extractors or does the awarded vendor have use of College Equipment? Understand Green Cleaning products are to be provided by vendor- will the awarded vendor have access to our own Storage areas in the buildings listed in the contract?

TCNJ Response: The College is not providing equipment. The Contractor will have its own storage areas.

33. What does exterior area policing entail? Are we only taking care of our 5 buildings?

TCNJ Response: Supplemental staffing is only assigned to provide services for 5-included buildings which includes making sure the areas around the entrances, sidewalks and perimeter of the buildings are free from litter, debris, or other noticeable waste. Refer to the cleaning specification.

34. What available office space and storage areas will be provided to vendor during the 6 month period

TCNJ Response: Yes.

35. Is there adequate space to store supplies and equipment in each of the buildings?

TCNJ Response: Yes, adequate storage space will be made available.

36. Will the college consider purchasing equipment separately?

TCNJ Response: Not under discussion at this time, Contractor is expected to have what it needs to provide supplemental services.

37. Must the equipment be new ?

TCNJ Response: Cleaning equipment used by an awarded contractor should be new or 'like-new' condition.

38. Please confirm no vehicles are to be included in our proposal.

TCNJ Response: Confirmed.

39. Please confirm no consumable paper, soap and can liners are to be included in our proposal.

TCNJ Response: Confirmed. However, Contractor will be responsible to help manage inventory levels and restocking at the five-included buildings.

40. Are we providing hand soap/dispensers in our Janitorial closets and locations listed in Healthy Hygiene section? Or will that be provided to us?

TCNJ Response: The College is to provide**.**

41. Please confirm that Brower Student Center is the only property that needs to be covered on the weekend; the previous RFP was 4 hours each day Saturday and Sunday.

TCNJ Response: To clarify, Brower Student Center and the Library both require weekend coverage.

42. Will services be performed on weekends at The TCNJ library?

TCNJ Response: Yes, only the first-floor study area and the bathroom in the cafe area.

43. Mat Cleaning (Page 12): How many times per year are we to provide Mat Cleaning?

TCNJ Response: Mats should be vacuumed daily as part of entrance and lobby cleaning. Contractor is not responsible for removing and deep cleaning mats as part of this scope.

44. Cleaning Specifications (Page 14 – 23):

a. Overall: Is the expectation that the supplemental staff perform the outlined responsibilities and associated frequencies outlined in the scope of work or will the supplemental staff supplement the existing staff to perform the responsibilities and associated frequencies?

b. Management Directed Services (page 19):
   i. Will the Annual Event Schedule be shared?
   ii. Are the BA's to perform this work during normal business hours?
   iii. If additional staff or additional hours over and above the hours of services outlined in the RFP, are these hours at an additional cost?

TCNJ Response:

a. The expectation is that the supplemental staff will fully service the five included buildings to the performance levels that meet/exceed the criteria and KPIs as noted in Section 1.2. The

cleaning specification tasks and frequencies help outline frequencies that support the quality outcomes.

b. Supplemental staff may be asked to assist with other work during the normal hours at the five included buildings in scope. Additional hours above and beyond the base staff and/or outside normal business hours must be approved by TCNJ and would be billed according to the hourly rates provided on the miscellaneous pricing tab of the Pricing Exhibit.

45. How many lockers on average are in each building?

TCNJ Response: None.

OTHER:

46. If the College of NJ decides to end Supplemental Cleaning at the College how much notice will be given to the Vendor?

TCNJ Response: The vendor must, where practicable, be given 30 days written notice and an opportunity to respond.

47. Is this bid to be awarded to one vendor or multiple vendors?

TCNJ Response: Contract will be awarded to a single vendor.

48. Is a performance bond required?

TCNJ Response: No.

49. Would we be able to see what last years inspections looked like as per the 3rd party inspector?

TCNJ Response: Information is not available.

CLARIFICATION:

Prevailing Wage

The correct NJ DOL link for building service employees prevailing wage is: https://www.nj.gov/labor/wagehour/wagerate/state_bldg_svc_wage_determination.html (the page provides steps to access the current rates). NJ/Mercer/Wage Determinations

End of Addendum No. 1

TCNJ THE COLLEGE OF NEW JERSEY

ABM Building Value

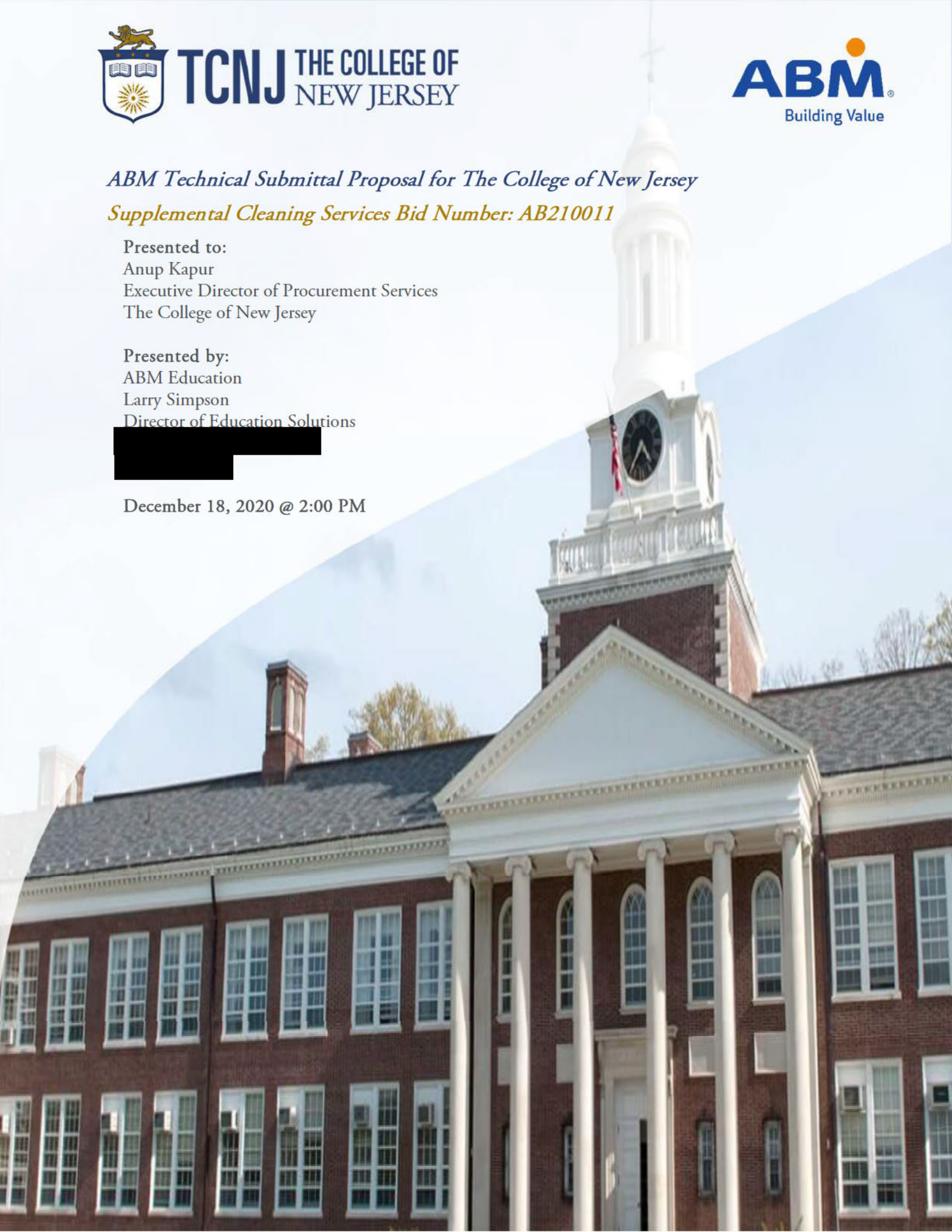
ABM Technical Submittal Proposal for The College of New Jersey

Supplemental Cleaning Services Bid Number: AB210011

Presented to:
Anup Kapur
Executive Director of Procurement Services
The College of New Jersey

Presented by:
ABM Education
Larry Simpson
Director of Education Solutions
[redacted]

December 18, 2020 @ 2:00 PM



December 18, 2020

Mr. Anup Kapur
Executive Director of Procurement Services
The College of New Jersey - Office of Finance & Business Services
Administrative Services Building, Room 201
2000 Pennington Road
Ewing, New Jersey 08628

Dear Mr. Kapur ("Anup"):

Unquestionably, The College of New Jersey (TCNJ), the entire education sector and the world has been turned upside down in the last year due to the COVID-19 pandemic. As we see it, TCNJ faces three major challenges to continue the distinction as the ***"#1 Public Institution Among Regional Universities in the Northeast."***

1. The first obstacle is adjusting to the business impact associated with COVID-19, which hit the higher education sector like a financial bomb in March. Many public universities are running in the red as revenue from tuition, room and board income plummet, international student enrollments disappear, and technology costs explode. This problem accelerated in the fall when instruction was shifted to an all on-line model.
2. The second hurdle to overcome will be how to create a safe return to place-based instruction for the spring semester in January. Once on campus, focus will be placed on physical distancing, more frequent cleaning/disinfecting, de-densification, among other precautions.
3. The third challenge but, by no means the hardest, will be how to stand up an outsourced model for a portion of your campus buildings in less than a month so that its ready to safely welcome back students, faculty and staff in the most critical opening in the College's 165-year history.

THE SOLUTION: **TCNJ can overcome all these challenges by establishing a partnership with ABM.** The leadership and management team we will put in place and the regional/national resources that will support them highlighted in the proposal that follows will deliver a program that will:

- Help TCNJ safely reenter and operate a select number of buildings in January and the spring semester with confidence
- Apply a high degree of professionalism and responsiveness to create an outsourced custodial services pilot at the *most competitive price*, the *highest consistent quality* and become an ongoing source of pride and model of fiscal discipline
- Navigate the organized labor dynamic using prevailing wages for outsourced new hires at the same time other buildings on campus will be maintained by an in-house, Unionized labor force
- Improve guest satisfaction while doing everything possible to reduce costs where savings can be reinvested to educate TCNJ's students

We welcome yet another opportunity to demonstrate to the College, the Facilities Management team and Procurement professionals that ABM is "the most advantageous" firm to take on this important assignment. And, will "do whatever it takes to make this project a success."

Sincerely,

Larry Simpson
Director of Education Solutions

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Helping Schools Achieve

✓ General Fund Relief ✓ Improved Investment ✓ Healthy Spaces

Reduced average schools' **energy use by 27%**

Improved infrastructure for **100+ colleges and universities**

Improved investment in student **attraction & retention**

Enhanced Cleaning matching CDC guidance

Assistance with **FEMA applications**



ABM Building Value

Proposal Summary

Proposal Summary



We Understand The College of New Jersey

The clear, concise and customized responses found in this proposal will highlight how (and why) ABM is the most responsible, qualified and competitively priced provider to partner with TCNJ due to our:

- **Experience** – Given ABM's 110+ year history in providing consistent quality of facility management services and successfully transforming in-house into outsourced programs, ABM is the most experienced firm in our industry. And, given the dialogue we established with the College in June and maintained throughout the fall ABM is confident we understand and will deliver the results the College is anticipating.
- **Ability to Perform** – With ABM's success in performance-based contracts where measurable quality is THE key performance indicator and our firm's response to the coronavirus pandemic, we rise to any challenge with a proven track record to perform and elevate quality standards. The extent of resources ABM has in the New Jersey market will be brought to bear will assure success. In addition, should this project call for additional services or an enhanced level of service to take on any challenges, we have the manpower and expertise to adapt rapidly and perform.
- **Level of Detail of Our Response** – To quickly reassess ABM's capability, we've streamlined our response to provide both high-level, detailed responses and embedded documents for your review.
- **Pricing** – One constant of ABM's partnerships is the level of transparency we stand for in everything we do. As you will see, we have presented "full-disclosure" pricing that supports our supplemental services bid amount. If selected, we will review whatever level of detail you would like to be assured you are getting the best value for the services we will deliver. This approach assures you that ABM is the ***most advantageous*** partner for the College.

Pricing Highlights

Pricing Highlights

The following represents our ***"full-disclosure"*** pricing for costing of all items in the stated scope of work for the initial contract term of January 2nd through June 30th:

	Percentage	Costing
Management Allowance	18.67%	$ 121,662.00
Hourly Labor Allowance	57.30%	$ 373,430.00
Variable Expense Allowance (Custodial Consumables)	1.98%	$ 12,923.00
Equipment and Repairs	12.57%	$ 81,889.00
Start-Up Expenses	0.17%	$ 1,111.00
Overhead/Margin	7.89%	$ 51,393.00
Performance Bond	0.86%	$ 5,586.00
General Liability	0.57%	$ 3,699.00
PROPOSED TOTAL (January 2nd to June 30th)	**100.00%**	**$ 651,693.00**



The following grid represents ABM's high-level responses to your previously requested Technical Submittal questions. Further details can be found in the body of the document and accessed by the hyperlinks in the third column.

HIGH LEVEL SUMMARY OF CAPABILITIES

Information Request	High Level Response	Page Number/ Link for Additional Detail
BACKGROUND		
Regional Footprint	**Team Members** - We employ over **3,700+ team members** within the state of New Jersey, 137 of which live in Mercer County where TCNJ is located.	Page 14
	Square Footage - The region's Education Sector, which is comprised of K-12 and Higher Education, serve institutions that have a **total square footage of 14,384,632. Companywide, we clean more than 3B SF daily.**	Page 14
	Clients - Representative partner schools include **Kean University (an in-house to outsourced conversion), Lehigh University and Widener University.** These are among ABM's 180+ higher ed partnerships serves throughout the US.	Page 15
Inhouse to Outsource	**Experience** - ABM's in-house conversion experience and success for the education market is unmatched nationally. Representative in-house conversions of educational institutions such as, **Kean University, the School District of Lancaster, South Middleton School District, Tuscarora School District, and Elizabethtown Area School District** highlight our experience and proven methodologies. More recently, we were awarded a school district in Connecticut specifically because of the in-house conversion methodology we utilized that leveraged current managers and associates who became part of ABM's management/supervisory team.	Page 19

	Specialized Services - ABM has demonstrated expertise providing services that include: **Custodial, EnhancedClean (hospital grade cleaning/disinfecting) Grounds, Maintenance, Facility Engineering, Energy, EV Charging Stations, Campus Shuttles, Parking, among others.**	Page 20
COVID-19 Preparedness and Response	**Response to the Pandemic** - A recent independent survey of our clients indicated that **91% believed ABM was outperforming our competitors in responding to the needs of the industry for reentry cleaning and disinfecting strategies.**	Page 22
	Approach to Health and Safety - ABM is the leading the industry with its response to the COVID-19 pandemic in the development of its "EnhancedClean" cleaning and disinfecting program. The program we could bring to TCNJ will involve a **Three-Step approach** of: **1) Return Safely** - build trust that it's safe to return to the TCNJ campus facilities with a deep cleaning of all buildings; **2) Frequent High Touch Disinfection** - instill confidence that a recurring cleaning and disinfection program is in place.; **3) Broader Disinfection** - reset TCNJ's full facility to higher standards beyond high touchpoint cleaning. While the pricing we provided adheres to the Scope of Work highlighted in the RFP, ABM has the ability to provide its EnhancedClean level of service within the buildings covered by the request and could provide this level of service to other buildings on the TCNJ campus but, would require revised pricing to account for additional staff, specialized disinfectants and equipment.	Page 22
MANAGEMENT PLAN		
Organizational Structure	ABM's approach to partnership management is to install an Account Manager who would be supported by a Regional Director, Vice President, Senior Vice President and a host of Subject Matter Experts. The proposed onsite leadership team will consist of: **Account Manager who will perform Quality Assurance duties, and one salaried Supervisor for PM coverage.**	Page 26
Primary Point of Contact	Until an onsite leader has been solidified, TCNJ's primary contact will be: **Andrew Canicatti, Regional Vice President of Operations**, Phone: [redacted], Email: [redacted]	Page 29

Nearest Management Office	Our nearest offices are conveniently located at: **Corporate Head Quarters - One Liberty Plaza, 7th Floor, New York, NY 10006** **Regional Office - 1650 Arch Street, Suite 1908, Philadelphia, PA 19103**	Page 35
Management Systems, Communication & Technology	We've established a quality culture that focuses on client satisfaction, involves employees, measures performance, and is continuously improving. To support your quality goals and requirements, we use a unifying quality management system that places a variety of processes into a single framework. This framework acts as a starting point from which TCNJ, its facilities consultant (Core Management) and ABM will customize a quality program for your school. The program will improve efficiencies and allow for greater transparency into your account activity. Your account will be managed with innovative technology tools that improve communication, increase worker productivity, and integrate processes to measure results.	Page 36
STAFFING PLAN		
Staffing Plan	Our staffing plan includes: 1 Salaried Account Manager and 1 Salaried Supervisor managing 13 FTEs comprised of 3 M-F Day Porters (3 Sat-Sun Day Porters), 9 Cleaners, and 2 Floor Techs. The Total Daily Hours of 97.83 at an Average Hourly Wage of $16.00. This reflects an increase to the NJ Wage Determination for Prevailing Wage of $15.30. The proposed .70 increase is to assure recruitment of staff to meet the timing and requirements of this project. Proposed Productivity Rate is 3,413 SF/Hour to achieve an APPA Level 2 and falls into a QSP score range of 85-92%.	Page 43
Start-Up Plan	The start-up plan we have highlighted compresses a typical 8-12-week process of milestones and key steps into two weeks from Award to GO LIVE.	Page 44
Substitute Coverage	**Vacation/Sick Leave Back Fill** - Unless for extended periods of time, we typically utilize Overtime labor to cover callouts.	Page 47
	Training Substitutes - Our training protocol for temporary replacements is handled in two ways, first, we utilize the ABM University on standard cleaning techniques. Second, our onsite management staff goes through a brief review and cleaners are paired with normal cleaners for additional in person training for a few days before breaking off into their own sections.	Page 47

	Absentee Floater Personnel – See response for Vacation/Sick Leave Back Fill.	Page 47
Subcontractors	We **do not intend on subcontracting any work for our proposed custodial services program** for TCNJ, further streamlining your services and vendors.	Page 48
EMPLOYEE COMPENSATION		
Employee Compensation	As stipulated in the RFP, we have utilized the Prevailing Wage ($15.30/hour) for Mercer County Custodians (Code 11150) from the New Jersey Department of Labor as the basis for our proposed hourly wage of $16.00.	Page 49
Health and Welfare	We factored a participation rate of 100% based on participation at ABM schools in the region.	Page 55
QUALITY ASSURANCE/ABILITY TO SUCCEED		
Quality Management Plan	ABM fully embraces the Performance-Based nature of this contract which would involve usage of the SmartInspect inspection tool, perform joint ABM/TCNJ daily/weekly/monthly inspections, report at prescribed intervals and create/implement corrective action plans that would assess training and retraining needs.	Page 58
Training	Through ABM's use of its online tool, "ABM University" as well as classroom and in-field training, we have an industry leading program that elevates quality, improves guest satisfaction and provides career growth opportunities for hourly and salaried associates alike.	Page 63
Chemical and Equipment List	We have furnished a detailed list of chemicals used for day-to-day cleaning that is part of our **GreenCare program.** In addition, we have listed the **CDC approved disinfectants** that are used to perform ABM's "EnhancedClean" cleaning/disinfecting. A **complete list of an equipment investment will be amortized over the six months of this project** ranges from Custodial Cart set-ups to specific pieces of equipment needed to implement our program.	Page 75
CLARIFICATIONS AND CONFIRMATIONS		
Exceptions/Deviations	Our contract administrator has made a careful review of all the documentation you have provided and has detailed any/all exceptions and deviations.	Page 85

Confirm Understanding of KPIs	We are very familiar with Quality Success Percentage (QSP) measurement and Key Performance Indicators found in the RFP and other partnerships which utilize a performance-based quality inspection program. In addition to the required KPIs we would propose consideration of additional KPIs measuring **guest/customer satisfaction, cost savings, safety, budget, inventory, work-order response time, staff retention, job satisfaction and students accessing ABM's thought leadership.**	Page 95
Wage Confirmation	**We can confirm that our proposed hourly wage rates follow current minimum wage, prevailing wage and healthcare laws.**	Page 96

Fierce competition – a phrase usually reserved for the football field or basketball court or even Wall Street. But among colleges and universities, the competition for students is no less fierce. Complicate that with the fact that enrollment is dropping nationwide and that TCNJ must compete with quality regional institutions throughout the region – not to mention the concerns parents and students may have returning to a campus amidst the coronavirus pandemic – and what was already a difficult task just grew exponentially harder.

We know that attracting students is only half the battle. To retain students, attract quality faculty and grow academically, TCNJ must distinguish itself and must do so with budgets becoming ever more constrained. We share TCNJ's belief that a clean, safe, and optimally maintained campus is essential to the well-being and academic progress of the college's community. Through diligence, efficiencies and caring, we'll make your campus safe and attractive so you can focus on increasing enrollment and surpassing your local competitors in every facet.

One size does not fit all. ABM serves and supports highly diverse higher education institutions, with experienced professionals who understand TCNJ's distinct requirements. Through our deep educational expertise, we understand the service needs of your buildings and facilities, and we offer custom solutions that reflect the unique characteristics of TCNJ facilities. We'll keep your costs low with our controlled labor solutions and efficient processes, and as your needs evolve year-to-year, we'll work with you to adjust our program to meet your requirements.

We believe that to be successful at TCNJ over the long term, a company must have successful operational experience within similar institutions. Our partners such as Kean University (in-house conversion), Widener University, Lehigh University to name a few, are excellent examples of clients with comparable operations as The College of New Jersey. Each of the clients listed above has a mix of academic, administrative, laboratory, fine arts, library, museum, auxiliary, athletic, residence life and conference space – all with exacting high standards of performance, service and quality expectations. Our practical experience with these will ensure that TCNJ has a partner that understands its founding principles and institutional priorities and that will maintain its facilities at the most optimum levels for all stakeholders.

Operating Highlights

Our custodial services program for The College of New Jersey has been structured to make a difference for TCNJ students, faculty, staff and visitors, with the following key programs elements:

Management/Leadership

ABM's management team at TCNJ will be led by an Account Manager who will become the face of the program. He or she will be an inspirational leader, a problem solver and solutions provider with a laser focus on continuous improvement, meeting/exceeding high performance standards and having an acute customer focus. The Account Manager will manage the activities of the Day Porters, assume the responsibility of Quality Assurance, collaborate with TCNJ staff to adhere to all inspections and set up work for the PM Shift. The team will be completed with a salaried Supervisor who will work directly with frontline staff on the PM Shift. Regional support personnel will provide data analytics, human resources, quality assurance, systems, training, finance, labor relations, general counsel/liability, talent acquisition/recruiting, safety, service delivery, service excellence, etc.

Building Appeal

The first and last thing visitors see when visiting TCNJ are the campus facilities. Our team understands the importance of building appeal and the seven second decision. The average person establishes an impression within the first seven seconds. Whether it's the Brower Student Center, Trenton Hall or the Library, ABM will help create a positive first and last memorable experience for



students and guests alike of cleanliness and orderliness.

A Safe and Healthy Learning Environment

TCNJ deserves a facilities partner who is thoroughly familiar with significant and complex higher education space and who understands what a clean, bright, well-maintained campus means to student learning and achievement. Whether in Academic, Arts, Athletics or event support space, students who attend TCNJ - as well as faculty, staff and visitors - will know buildings are clean, safe and comfortable. Whether it's a higher level of enhanced cleaning of high touch point cleaning and disinfecting as day-to-day upkeep or a more comprehensive level of cleaning/disinfecting, ABM has the ability to provide an enhanced level of service to ensure your facilities are safe and healthy learning environments by providing a level of service we have trademarked as, "EnhancedClean."

A Seamless Transition and Start-Up

We will implement a customized comprehensive transition and start-up plan commencing immediately from award to takeover and will guarantee the in-house to outsourced program is transitioned professionally and seamlessly. Admittedly, there are a great number of steps that would need to be taken in a very short period of time but, we have identified a regional, GO LIVE team that would be brought in to coordinate all of the required steps in accelerating the transformation process.

Proactive Management and Supervisory Coverage

We will provide an outstanding and experienced on-site management team. The proposed management structure will provide TCNJ with key management oversight of all aspects of the program with a focus on quality, service and continuous improvement.



With ABM, your results are guaranteed!

Measurable Quality Assurance

Increased dependability through the support of efficient systems that are transparent to our clients and visible to our senior management.

Cost Efficiencies through Customized Service

We'll reduce operating costs while keeping your campus safe, clean, comfortable & energy efficient through individual or integrated solutions.

Meeting Your Sustainability Goals

Our sustainability programs diminish your impact on the environment and increase students' quality of life. For one client, student retention rose from **91% to 97%.**

Training and Staff Development

We will implement a comprehensive orientation and ongoing technical and skills enhancement training program to every employee including those who will need certification. The training program introduces ABM's unique culture of high quality, guest focus and personal commitment to exceptional service.

A Professional Communication Plan

We believe open, two-way communication provides the foundation for a true partnership. Our regular meetings will allow both ABM and TCNJ stakeholders to stay current with the program and make any necessary changes to the service as the College's needs evolve over time.

Increase Operational Efficiencies

We will identify areas of operational efficiencies and implement data-driven solutions to all facility- related challenges facing the **custodial services** program.

A Measurable Quality Assurance Program

We will implement a quality inspection, assurance program and reporting system that measures and monitors service using collaboratively established KPIs in the performance-based contract we will establish with TCNJ. The QA program approach will fully embrace the joint inspection, reporting and corrective measure planning process. In addition, we will provide regular statistical reports to TCNJ measuring levels and trends of service and client satisfaction.

Why Choose ABM?

- Extensive Private and Public Higher Education Operational Experience
- Understanding of How the Different Facilities are Utilized and Their Frequency of Use
- Core Knowledge of the Labor Market Including Appropriate Wage Rates
- Significant Local Business Presence Able to Support TCNJ
- Experienced and Capable Management Team
- Technology-Based Service Delivery
- Partnership Approach
- Results-Driven Service, Performance and Quality

Technical Submittal
Responses

Technical Submittal Responses

BACKGROUND

Regional Footprint

Team Members

Throughout our services nationwide, we are proud of our Northeast presence, specifically in New Jersey both company-wide in within the education market.



Currently, we employ over 3,700+ team members within the state, 137 of which are in Mercer County where TCNJ is located.

Square Footage in Region

Square Footage - The region's Education Sector, which is comprised of K-12 and Higher Education, serve institutions that have a total square footage of 14,384,632. Companywide, we clean more than 3B SF daily.



Clients

Representative partner schools include Kean University (an in-house to outsourced conversion), Lehigh University and Widener University. These are among ABM's 180+ higher ed partnerships serves throughout the US.

As a courtesy, please contact Andrew Canicatti, our Regional Vice President of Operations, prior to reaching out to the clients.

New Jersey Higher Education Clients

Hear first-hand how we build value for our clients. Below is a reference list of institutions like you for whom we currently provide services. We provide services to higher education clients, including numerous two-year institutions, both regionally and throughout the country. We are proud of the clients we serve and the partnerships we have built.

Bloomfield College	300,000 sf
Contact	[redacted], Director of Facilities
Location	467 Franklin Street Bloomfield, NJ 07003
Phone/Email	[redacted]
Scope of Work	Custodial Services since 2018

Kean University	2,100,000 sf
Contact	As a courtesy, please contact Andrew Canicatti for contact information for this reference.
Location	1000 Morris Avenue Union, NJ 07083
Phone/Email	Please contact Andrew Canicatti for contact information for this reference.
Scope of Work	Conversion of in-house to outsourced program. Custodial Services since 2015

New Jersey K-12 Clients

In addition to the aforementioned New Jersey clients, the following are additional clients we are proud to serve in the State of New Jersey.

Wanaque Public Schools	151,000 sf
Contact	[redacted], Business Administrator
Location	973 A. Ringwood Avenue Haskell, NJ 07420
Phone/Email	[redacted]
Scope of Work	Custodial Services

West Windsor-Plainsboro Regional School District — 1,569,753 sf

Contact	[redacted], Director of Buildings & Grounds
Location	321 Village Road East West Windsor, NJ 08550
Phone/Email	[redacted]
Scope of Work	Custodial Services
Start Date	May 1, 2020

Pittsgrove Consortium — 287,598 sf

Contact	[redacted] Business Administrator
Location	1076 Almond Road Pittsgrove, NJ 08318
Phone/Email	[redacted]
Scope of Work	Custodial Services

The Pittsgrove Consortium is made up of Pittsgrove Township as well as the following schools:

- Camden Charter School Network
- Deerfield Township School District
- Fairfield School District
- Merchantville School District
- Pennsville Public School District
- Pittsgrove/Elmer School District
- Salem County Special Services School District
- South Harrison School District
- Waterford School District

Additional Regional Clients within 50-mile radius

Lehigh University — 3,000,000 sf

Contact	As a courtesy, please contact Andrew Canicatti for contact information for this reference.
Location	27 Memorial Dr W Bethlehem, PA 18015
Phone/Email	Please contact Andrew Canicatti for contact information for this reference.
Scope of Work	Custodial and FOM Services

Widener University — 1,300,000 sf

Contact	[redacted], Senior Vice President, Administration & Finance
Location	One University Pl Chester, PA 19013
Phone/Email	[redacted]
Scope of Work	Custodial Services since May 2019

University of Pennsylvania School of Veterinary Medicine — 130,000 sf

Contact	[redacted], Director of Facilities
Location	3800 Spruce Street Philadelphia, PA 19104
Phone/Email	[redacted]
Scope of Work	Custodial Services since November 2015

Wilmington University — 366,714 sf

Contact	[redacted], Manager Facilities
Location	320 N. Dupont Highway New Castle, DE 19720
Phone/Email	[redacted]
Scope of Work	Custodial Services since October 2007

In-house to Outsource Experience

Successful In-House Conversion Experience

ABM's in-house conversion experience and success for the education market is unmatched nationally. Representative in-house conversions of educational institutions such as Kean University, the School District of Lancaster, South Middleton School District, Tuscarora School District, and Elizabethtown Area School District highlight our experience and proven methodologies.

More recently, we were awarded a school district in Connecticut specifically because of the in-house conversion methodology we utilized that leveraged current managers and associates who became part of ABM's management/supervisory team.

- Kean University
- Lehigh University
- The School District of Lancaster
- South Middleton School District
- Tuscarora School District
- Elizabethtown Area School District
- Putnam City Schools (Awarded June 2020 specifically based on ABM's unique approach to outsourcing a previously in-house program)

Transitioning in-house staff to a third-party vendor is not an easy decision for an educational institution to make. Through our 20+ years of direct experience with in-house conversions, we have learned that almost all negative experiences educational institutions, both K-12 and higher education, have with outsourcing services revolve around staffing cuts and irresponsible wage/benefit assumptions by vendors. Through the bidding process, some vendors provide the cheapest price without giving a second thought to the well-being of employees, the impact on the community, or the quality of services being delivered to the institution. Unlike much of our competition, our focus is on working with our partners to create win/win solutions that focus on retaining incumbent staff, increasing service quality, reducing negative impacts on the community, and implementation of best practices and expert support staff that build value for our education partners while also achieving the goal of on-going cost savings with funding strategies to maximize your budget.

HIGHER EDUCATION



We service and maintain **150+** campuses and **350+** school districts

We **clean** **1+ billion sq. ft.** of education space annually

Over **90 years** of experience serving Higher Education clients nationwide

Benefits of Outsourcing

Outsourcing your facility services is a strategic business decision with many benefits that lead to a single conclusion: making your College operations more efficient. Outsourcing can be an economical advantage – freeing up time and resources that you can devote to growing TCNJ. If you are considering putting your facility services into the hands of trained experts, following are four compelling reasons to do so:



Focus on Educational Priorities

Colleges shouldn't have to choose between facility needs and educational priorities. A custodial services provider should free the administration from day-to-day operations while empowering them to ensure quality.



Reduce Costs

Budget pressures continue to force colleges and universities to safeguard funding for educational priorities. But higher education leaders are right to worry about custodial outsourcing plans that deliver on overall price, while missing the mark on community concerns. Colleges in the market for budget relief shouldn't have to settle for contracts that leave them facing the hidden (and not-so-hidden) costs of the lowest bid.



Retain Employees

Retaining key, trusted staff and vetting employees is important, but custodians need to know they are invested in, to invest themselves in your College. Experienced service providers can help higher education institutions retain staff while finding cost savings that free up budget for other needs. We also support our full-time custodians' connections to their communities with the ABMCares program.



Education Expertise

Professional facility service providers are highly specialized companies, with the experience and knowledge to effectively manage your cleaning, landscaping, parking, energy and maintenance needs. Colleges and universities truly benefit when a custodial services partner shares their focus and brings the power of their efficiency and innovation to help districts avoid hidden costs and provide real and lasting value for facilities, students, and their communities.

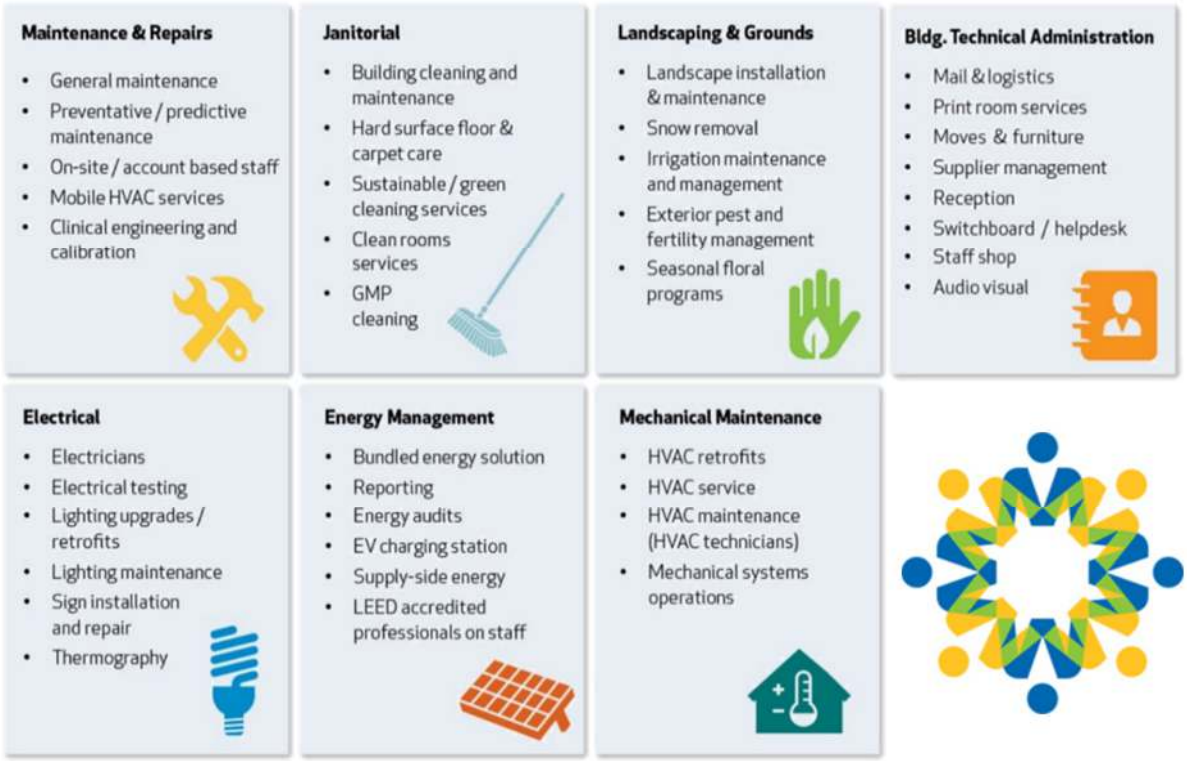
Specialized Services

The Leader in Integrated Facility Services

ABM has demonstrated expertise providing services that include: Custodial, EnhancedClean (hospital grade cleaning/disinfecting) Grounds, Maintenance, EnhancedClean, Facility Engineering, Energy, EV Charging Stations, Campus Shuttles, Parking, among others.

We are a leading provider of integrated facility solutions. Thousands of education, commercial, government and retail clients worldwide outsource their facility service functions to ABM for consistent quality service that meets their specialized facility needs. With more than $6.5 billion in revenues and 130,000 employees deployed throughout the United States and various international locations, we deliver custom facility solutions to meet the unique requirements of multiple industries –- ranging from healthcare, government and education to technology, aviation and manufacturing. We leverage our breadth of services, deep industry expertise and technology-enabled workforce to preserve and build value for our partners.

Founded in 1909, ABM has been providing building and maintenance services throughout North America for over 100 years. From our first University partner in the 1920s to the 150+ higher education institutions we serve today, building strong client relationships has been our focus. Unlike our competitors, we typically self-perform over 90% of a project of this scope with our in-house capabilities. From initial engineering to final commissioning, we are the single point-of-contact and are accountable for every aspect of the program.



ABM
Building Value

At a Glance
Higher Education

BE AN A-LIST SCHOOL

Cleaner Schools = Better Health & Learning

20% of students and staff may be susceptible to pollutants found in school dust.

DID YOU KNOW?

ABM SERVES **150+** Colleges & Universities

A dust-free school can improve a student's typing, arithmetic, reasoning, memory and creativity by **6%**.

Source:
Minnesota Department of Health. Cleaning, Indoor Environmental Quality and Health.
Buildingwellness.com. Building Wellness Institute, Aug. 2008. Web.

ABM's sustainability programs diminish your impact on the environment and increase students' quality of life. For one client, student retention rose from **91% to 97%**.

We have reduced our Bundled Energy Solutions clients' energy use by **29%**



We offer a wide range of services to meet your requirements:

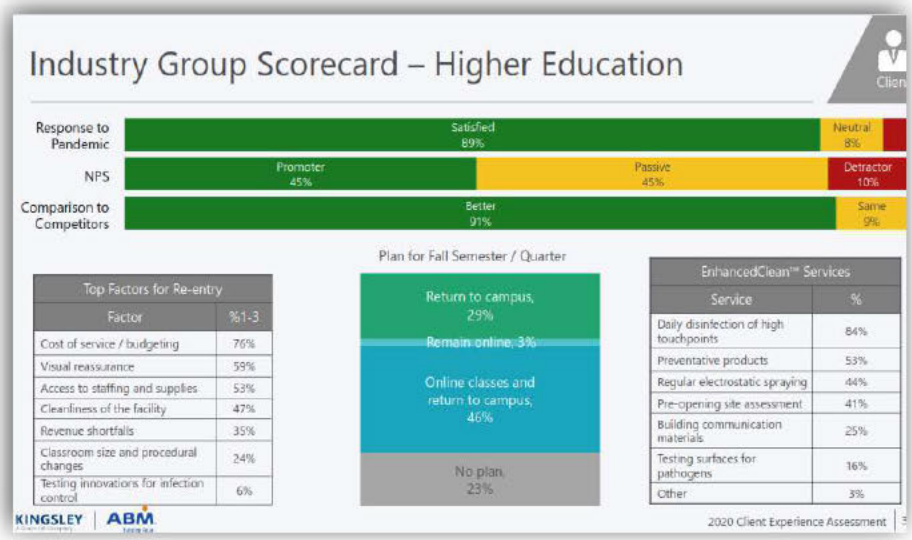
- Custodial Services
- Electrical & Lighting
- Energy Performance
- Facilities Engineering
- HVAC & Mechanical
- Integrated Facilities Services
- Landscape, Grounds & Athletic Field Management
- Parking & Transportation

Find out how ABM's innovations can help your school map out new successes.
For more information, call **866.624.1520** or visit **ABM.com/HigherEd**

COVID-19 Preparedness and Response

Adjustment to the Pandemic

A recent survey of our clients indicated that 91% believed ABM was outperforming our competitors in responding to the needs of the industry for reentry cleaning and disinfecting strategies.



m

Approach to Health and Safety

ABM is the leading the industry with its response to the COVID-19 pandemic in the development of its "EnhancedClean" cleaning and disinfecting program. The program we could bring to TCNJ will involve a Three-Step approach of: 1) Return Safely - build trust that it's safe to return to the TCNJ campus facilities with a deep cleaning of all buildings; 2) Frequent High Touch Disinfection - instill confidence that a recurring cleaning and disinfection program is in place.; 3) Broader Disinfection - reset TCNJ's full facility to higher standards beyond high touchpoint cleaning.

ABM's Enhanced Cleaning Services

With mounting challenges in the education world and the unprecedented times that lie ahead, TCNJ requires a qualified and experienced custodial partner that has the decades of expertise to properly manage a successful custodial program, especially with the enhanced cleaning protocols.

Any issues that your current operations are experiencing now will only be exasperated in the months ahead if the proper custodial management partner is not selected. Choose wisely, choose ABM. Through our partnership, we can resolve any existing issues and provide further efficiencies and cost-savings. Over 150 colleges and universities nationwide have chosen to partner with ABM, and we look forward to starting a partnership with TCNJ based on honest and open communication and the mutual goal of providing your students with safe, clean and healthy learning environments.

ABM is an experienced custodial services partner that can provide TCNJ with enhanced cleaning and disinfecting services in addition to our standard best in class custodial program. Our chemicals and supplies will be CDC approved and our team members will be properly trained in proven enhanced cleaning protocols.

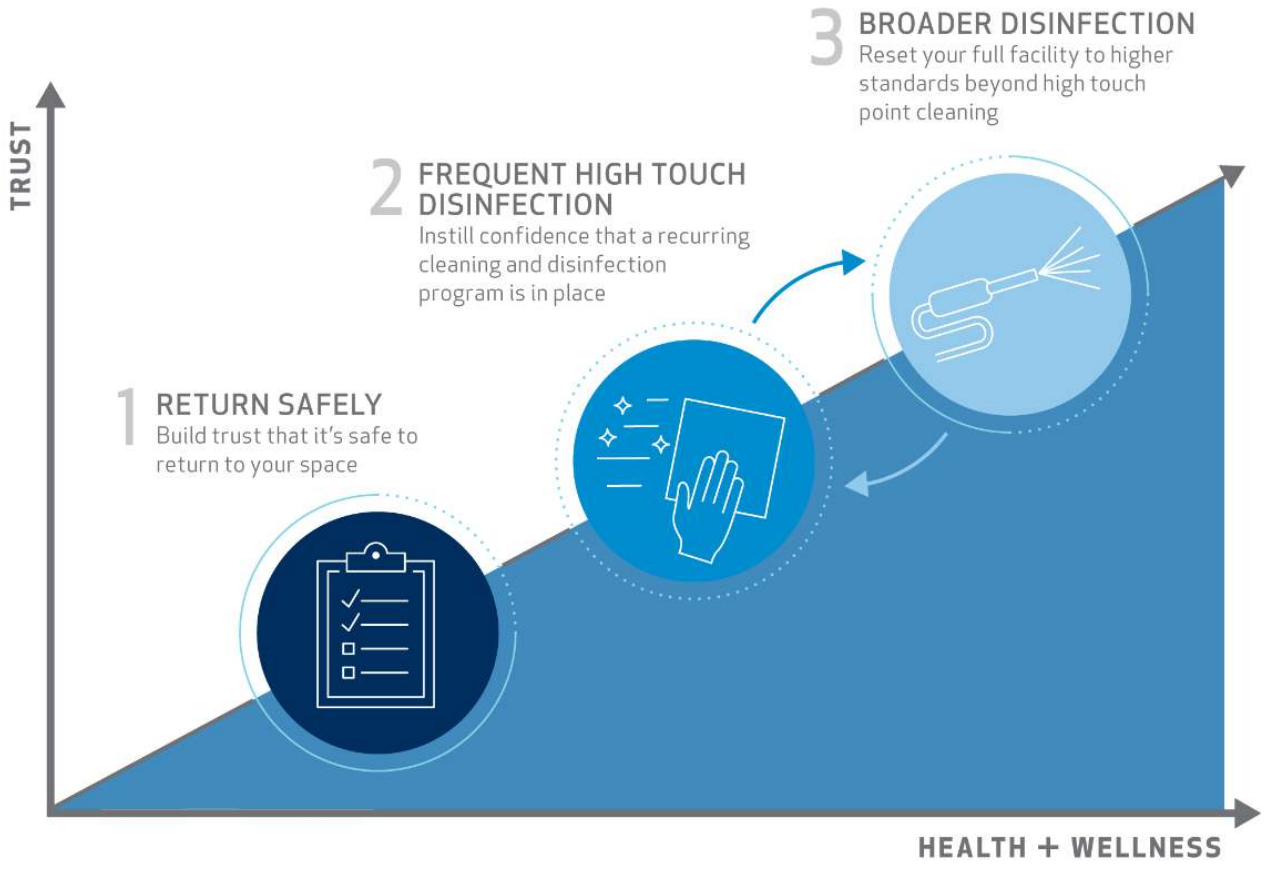
ABM EnhancedClean™ Program

Pathogen control for occupant and building wellness

A holistic approach to creating healthier buildings for your District

ABM is uniquely positioned to help TCNJ to 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 your students, faculty and staff 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 students, faculty and visitors 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
Step 1: Return Safely Build trust that it's safe to return to your space.	Intervals based on reentry	• Pre-opening site assessment(s) using reentry checklists to inform return to work strategy • Workforce protocols (i.e. PPE and social distancing procedures) • Implement preventative products strategy • One-time enhanced clean	Certified disinfection specialists	• No touch fixtures, dispensers, and door openers • Centralized trash receptacles • Sensor technologies • Hand-sanitizing stations (based on availability) • Disinfecting wipes for occupants (based on availability) • EPA-registered disinfectants qualified for use against SARS-CoV-2
Step 2: Frequent High Touch Disinfection Instill confidence that a recurring cleaning and disinfection program is in place.	Intervals range from hourly to daily	• Site-specific SOW for each facility type based on occupancy levels • Cleaning and disinfection of all high touch point areas in facility	Certified disinfection specialists	• Occupant Communication Kits • EPA-registered disinfectants qualified for use against SARS-CoV-2 • Proper PPE • Microfiber program
Step 3: Broader Disinfection Reset your full facility to higher standards beyond high touch point cleaning.	Intervals range from nightly to quarterly	• Large area disinfection	Certified disinfection specialists	• Electrostatic sprayers • Hospital grade EPA-registered disinfectants with faster kill time and broader pathogen spectrum if an outbreak has occurred in your facility Continued product testing: • Testing and validation • UV devices and UVC lighting

ABM's Enhanced Services

If TCNJ elects, ABM's enhanced services include preparing buildings for repopulation through a recommissioning of your buildings achieved by disinfecting/sanitizing for health safety. There are funds available through FEMA that ABM can help the College secure, and our firm is prepared to support the school while under contract with those costs of this enhanced cleaning until such time that TCNJ receives reimbursement from FEMA.

Enhanced Services Program:

- Program planning for repopulation of all TCNJ buildings and administrative offices. We will work with the administration and the Facilities Director to ensure that staffing and support has been properly scheduled for tasks and cleaning.
- Recommissioning of all school buildings so they are safe to populate with faculty and students for all summer and fall programs. This includes sanitizing, sterilization, and complete certification that the buildings will be safe prior to the start of buildings being opened.
- Funding from the current COVID-19 stimulus package approved by the Federal Government and being implemented by FEMA. ABM will help TCNJ in the application process and cover the upfront costs while under contract until the Federal Government disperses funds to the school. Implementation of UV lights in ductwork or cold plasma air purification can make a huge impact on building health and air quality. https://www.fema.gov/news-release/2020/03/23/coronavirus-covid-19-pandemic-public-assistance-simplified-application
- Recommissioning of existing mechanical and electrical systems to ensure system readiness
- Energy Programs

Enhanced Cleaning

As a custodial services provider and a partner of the education market, we recognize that now more than ever, your classrooms and campuses must be maintained at the highest quality with best in class services. In today's uncertain times, with global pandemics at the forefront of our minds and headlines, we have developed a proactive approach to combat viruses and infectious diseases while easing the fears of your faculty, students and their parents as the fall semester approaches and TCNJ repopulates. ***Please double click on the imbedded files below that include a video explaining our Enhanced Cleaning program, our Enhanced Cleaning • Reentry Guide and checklist as well as our CDC approved chemical list. This information showcases our commitment to keeping your students, faculty and visitors safe and healthy while we take care of the people, places and spaces that mean the most to you.***


EnhancedClean Video Explanation.n


EnhancedClean Reentry Guide.pdf


ABM_Reentry_Client -Checklist_L_FORM.p


Enhanced Clean SOP and Chemical P

MANAGEMENT PLAN

Organizational Structure

ABM's approach to partnership management is to install an Account Manager who would be supported by a Regional Director, Vice President, Senior Vice President and a host of Subject Matter Experts. The proposed onsite leadership team will consist of: Account Manager who would also assume Quality Assurance duties along with a salaried Supervisor.

The largest single expense to any facilities organization is labor. To manage this expense effectively, we have developed a methodology for allocating staff prepared to perform at required levels, respond to service requests in a timely manner, and reduce the utilization of local service providers to minimum. The correct

staff mix will be critical to realize the greatest value from available human resources.

Our approach to maximize the efficiency of on-site staff includes the constant measurement of Key Performance Indicators to analyze productivity and to match the skills of crew to the needs of the facility. Measurements and reporting become part of the culture, as does regular dialogue related to operations, needed coverage, and services levels delivered by the on-site team. Open discussions between management, staff and clients help the team make informed decisions.

Developing the most efficient staff combination for facilities services is a complicated process. The size of the campus and location of the buildings obviously affect staffing but those are not the only factors. Considerations such as the quality and type of buildings and the buildings' design and use all influence the tasks required, the time necessary to perform them, as well as the skill sets needed by the staff.



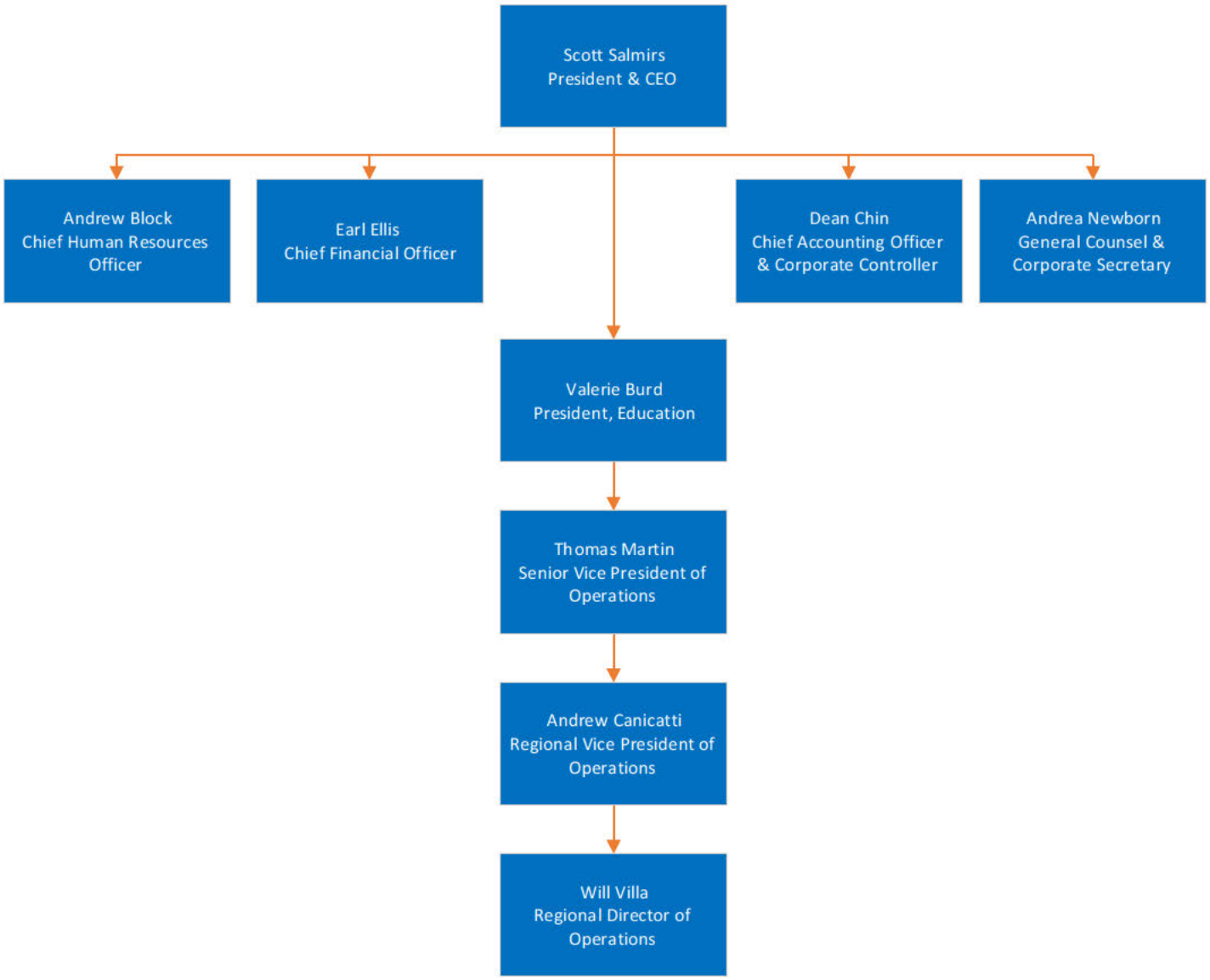
Additional factors include:

- Skill set and experience of available labor
- Equipment – type and complexity
- Anticipated fluctuations: Vacations, holidays
- Unanticipated fluctuations: Sick days, snow days, emergencies

ABM's experience managing education facilities across the country provides us a tremendous amount of knowledge about the pros and cons of various staffing levels and mixes. Our leadership team is constantly reviewing industry benchmark information, including APPA and other sources, for comparison purposes and to adapt our standards and develop industry best practices and approaches.

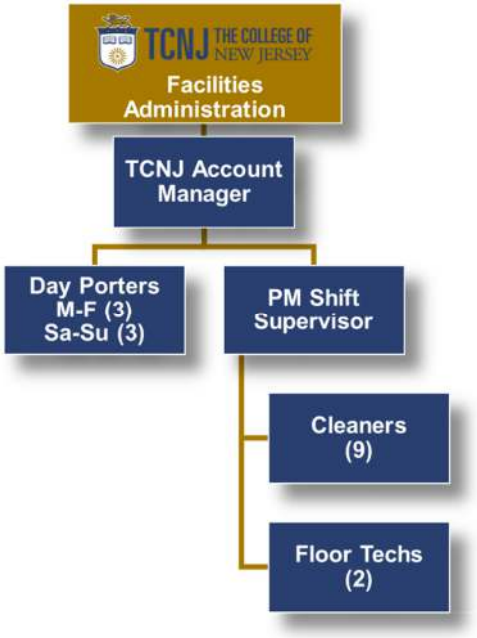
Corporate Support Structure

The following is our corporate organization.



Support Structure

The following is ABM's proposed organizational chart for TCNJ as well as our regional support and resources available to the College.





Primary Point of Contact

Management and Supervision

The primary point of contact to lead the TCNJ program will be the on-site leader. He/she would be supported by a team of regional/national resources. Until an onsite leader has been solidified, TCNJ's primary contact would be:

Andrew Canicatti, Regional Vice President of Operations
Phone: [redacted]
Email: [redacted]

ABM understands that to provide a quality program we must start with a quality management team. When selecting candidates to fill new and vacant positions, we seek more than traditional experience and expertise. We seek ambitious, highly motivated on-site Managers because we expect them to be diligent about achieving consistently high-performance scores and to desire advancement.

On-site Management will provide:

- Job descriptions for all employees
- New employee orientation and training
- Clear policies and procedures
- Employee handbooks
- Task schedules for employees
- Annual reviews/appraisals
- Individual personnel records
- Copies of OSHA 300 logs & other regulatory records
- Federal job postings
- Day/night supervision
- Quality inspections

Communication and Instruction – Quality service starts with conscientious supervision, and that relies on constant, skillful communication. Supervisors act as a conduit for two-way communication, providing clear instructions to all employees and allowing productive staff to communicate issues and ideas to management. This type of open dialogue facilitates instant feedback and ensures clarity and understanding.

Control and Efficiency – Constant supervision means employee performance is continually monitored, which allows supervisors to address immediately any deficiencies and to commend exemplary performance. Supervision and guidance encourage employees to be more cognizant of their time and more disciplined in their activities. When employees are constantly monitored, they tend to use resources in the best possible manner, creating efficiencies and cost-savings.



ABM understands that to provide a quality program, we must start with a quality management team.

Synergy

When you put it all together – effective communication of expectations, open feedback from staff, instant issue recognition and correction – you get unity and harmony among workers. Supervisors want their employees to reflect well upon their abilities and employees appreciate recognition of their efforts. Healthy, effective relationships between management and productive staff incentivize employees and improve motivation, and that benefits everyone.

Proactive Management and Supervisory Coverage Customized to Your Facility

We will provide an outstanding and experienced on-site management team. The proposed management structure will provide TCNJ with key management oversight of all aspects of the program with a focus on quality, service and continuous improvement.

ABM's approach to account management ensures that you receive a plan designed to specifically address your requirements while utilizing our proven, documented processes. We analyze information gathered from your facility walk-through and from discussions with your representatives about the unique requirements of your facility. By doing this, we can determine "best practices" for your facility based on our experience providing similar services to clients in the same industry.

Before we begin service delivery, ABM will provide the College with:

- **Job Specifications** – A detailed document that describes the specific tasks ABM will perform before and after service installation.
- **Security Compliance** – Appropriate security consistent with the requirements of your facility, which may include key logs and background checks that will be incorporated into our management plan.
- **Communications Plan** – A communications plan that includes using logbooks, call lists, wireless e-mail, two-way radios, pagers and cell phones used by ABM personnel so that we are always immediately available to handle your service requests.

Our comprehensive Procedures Manual documents all our standard operating procedures ensuring that we do things right the first time, every time. And, because we follow the same process every time, we can objectively measure the quality of the services we provide.

ABM's management team is structured to meet the requirements of the facilities and to promote good communication between ABM and TCNJ.

- **Account Manager** - Responsible for carrying out the day-to-day operations of our program at your facility and serving as your immediate, on-site ABM contact.
- **Regional Director of Operations** - Responsible for all functional areas and activities within an assigned Region covering two or more states, or one state with multiple distinct regions, or a major metropolitan market. This position directs the operations of specific locations in order to achieve stated company goals of growth, profitability and client satisfaction.
- **Regional Vice President/Senior Vice President –** Leads and supports the regional management team by making sure all necessary resources are available and that ABM quality standards are being met.

ABM is positioned to provide consistent and quality service at your facilities due to our strong local and national support structure. ***Please see the following Management Team that stands ready and capable to manage TCNJ's custodial program.***

Management Team



Andrew Canicatti – Regional Vice President of Operations

Andrew Canicatti serves as the Northeast Regional Vice President of Education for ABM. Joining ABM in 2002, he brings 30+ years of experience in the facility solutions industry. He began as an apprentice engineer at the World Trade Center and moved up to Chief Engineer for Verizon. In 1997, he was hired as the Facility Manager for the US Airways Terminal at LaGuardia Airport and joined ABM in 2002 as Project Manager.

Andrew works extensively with Educational institutions across the Northeast. He leads a dedicated team of individuals responsible for developing business relationships and retaining clients through improved service quality and transparency.



Will Villa – Regional Director of Operations

Will Villa currently oversees operations for ABM's Education clients in the Northeast. His responsibilities include supervising fifteen Account Managers at 18+ accounts, amounting to $50 million in revenue. His ability to establish and maintain strong client relationships has contributed to the success and growth in his region. He has outstanding contract negotiation skills, and he has successfully negotiated Union and Customer contracts while creating customized pricing to fit all needs.

He began working with ABM as an intern for three summers and joined as a full-time employee in 2015. He is a graduate of St. Joseph's University Haub School of Business with a double major in Accounting & Finance.



Randall Glass – Regional Director of Operations

Randall has been with ABM for over four years and is currently a Regional Director of Operations with a focus on FOM throughout the Northeast Region. He oversees client sites throughout the New England and Northeast region. He brings 28 years of experience in Facilities and Industrial Maintenance and will be an asset to the TCNJ-ABM partnership.

Patrick Schwager – Regional Director of Operations



With 21+ years of experience in the facilities management and construction industries, Patrick currently is responsible for the implementation of ABM's safety program. His duties include designing client-specific safety programs and training management and employees.

Prior to joining ABM, he supervised the remodeling and new construction of commercial and residential projects. Patrick demonstrates high attention to detail, good communication and organizational skills, and knowledge of necessary safety precautions in highly demanding environments.

Patrick successfully completed the NARI certified lead carpenter program and is currently earning his degree at Tritan College.

Dylan Charles – Senior Human Resources Manager



Dylan joined ABM in 2015 and has over a decade of experience in successful employee relations, communication, labor relations, training, recruiting and culture change management. He is currently ABM's Senior Human Resources Manager where he oversees 4,800 employees across seven states. He is relied upon to guide managers in resolving complex employee relations issues throughout the stages of ABM's disciplinary process as well as provides guidance for promotions, salary increases and any other employee related matters. His wealth of knowledge and expertise as well as managerial experience have proven vital throughout our many client sites.

Dylan earned his Bachelor of Science degree in Business Administration & Management from the University of Massachusetts Lowell, Manning School of Business as well as an associate degree in Applied Science from the College of Aeronautics. Dylan also holds a PHR Certification

Corporate Resources



Tom Martin – Senior Vice President, Education, Northeast/Midwest

Tom Martin has over 25 years of experience in the facilities industry and serves as the Sr. Vice President of Operations for ABM. In the past, he has held senior level management positions at Simmons College as Director of Planning and Facilities Management, Roger Williams University as Associate Vice President of Real Estate Services and most recently Harvard Business School as the Director of Design and Construction.

Tom is a graduate of Massachusetts Maritime Academy and serves on the Facilities and Engineering Academic Advisory Committee at the college. He has also participated in executive education leadership training programs from Simmons College and Harvard Business School as well as numerous technical programs.

Michael Scharfenort – Senior Director of Finance & Accounting



Michael is an experienced finance professional with a demonstrated history of working in the facilities services industry. In his current role as Senior Director, he is responsible for the fiscal management and direction of operations for ABM's Education Division. Michael brought more than 10 years of experience to the company, with past experience at Carlisle Interconnect Technologies and PricewaterhouseCoopers. Michael graduated from Miami University with a master's degree in Accountancy, Accounting and a bachelor's degree in Business, Accounting, Decision Sciences.

Anthony Caronchi – Senior Vice President of Service Excellence



Anthony joined the ABM Education team in 2016, as the West Regional Vice President. He now serves as the Senior Vice President of Service Excellence for ABM's Education division. His job priorities include promoting the full adoption of the ABMWay - making sure we all operate with transparency, consistency and accountability to provide Service Excellence to our clients. He focuses on key initiatives that have the greatest impact on service delivery in the Education division – Account Planning, Labor Management, Manager Development, and Risk and Safety. Prior to joining ABM, Anthony has served as the Regional Finance Director and Regional Vice President of Operations for Aramark. He has 17 years of experience in Facility Services.

Anthony is a 1995 graduate of Miami University, earning his degree in Finance.



Gordon Buntrock – National Director of Service Delivery

Gordon brings 38 years of experience in development of cleaning systems, program management, and operations experience in the cleaning business, as well as a consultant to customers in the education industry.

Recognized nationally for his expertise on cleaning processes, cleaning systems integration, supplemental infection prevention technologies, production standards development, and his ability to train and motivate management and service staff to drive productivity and profitability. He is also recognized for innovation in the cleaning business and his expertise on interiors solutions which can save maintenance expense. His current role, Gordon drives the implementation of The ABM Way within the education business leading to exceptional customer service delivery

Polly Durning – National Director, Quality Assurance Systems



Polly is the National Director for the Quality Assurance programs serving the Education Division of ABM. She is responsible for creating process-oriented inspection protocols through the ABM SITE Inspection tool specifically for educational institutions. Polly also works with our Education team providing support and developing other quality assurance programs, such as the templates for Client Business Reviews.

Polly attended the Ohio State University with a major emphasis in Math and Science and travels throughout the country as needed for hands-on training and presentations with ABM managers and clients.

Management Team Contact Information

Thomas Martin
Senior Vice President of Operations
Phone: [redacted]
Email: [redacted]
Tom Martin has authority to contractually bind the company.

Andrew Canicatti
Regional Vice President of Operations
Phone: [redacted]
Email: [redacted]

Will Villa
Regional Director of Operations
Phone: [redacted]
Email: [redacted]

Larry Simpson
Director of Education Solutions
42 South Kingman Street
Lakeville, MA 02347
Phone: [redacted]
Email: [redacted]
Larry is the point of contact during the period of evaluation of the proposals and contract execution.

Nearest Management Office

Our nearest regional office and corporate headquarters are conveniently located at:

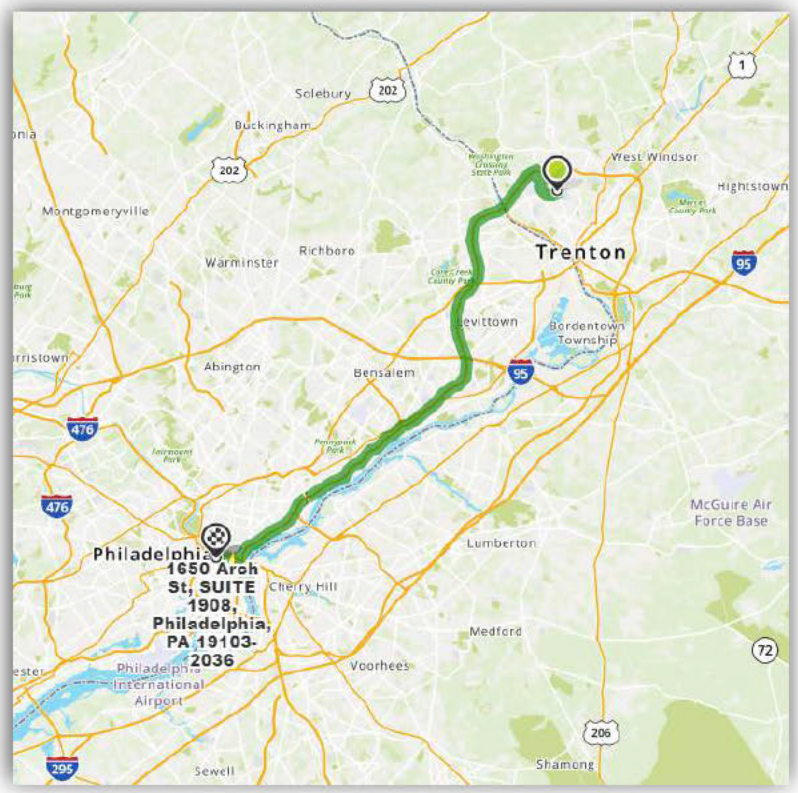
Corporate Headquarters

One Liberty Plaza, 7th Floor
New York, NY 10006

Regional Offices

1650 Arch Street, Suite 1908
Philadelphia, PA 19103

With our corporate headquarters and regional offices in proximity, TCNJ will benefit from the plethora of support and resources available so close to the College to further bolster our successful custodial services program.



Management Systems, Communication & Technology

We've established a quality culture that focuses on client satisfaction, involves employees, measures performance, and is continuously improving. To support your quality goals and requirements, we use a unifying quality management system that places a variety of processes into a single framework. This framework acts as a starting point from which TCNJ, its facilities consultant (Core Management) and ABM will customize a quality program for your school. The program will improve efficiencies and allow for greater transparency into your account activity. Your account will be managed with innovative technology tools that improve communication, increase worker productivity, and integrate processes to measure results.

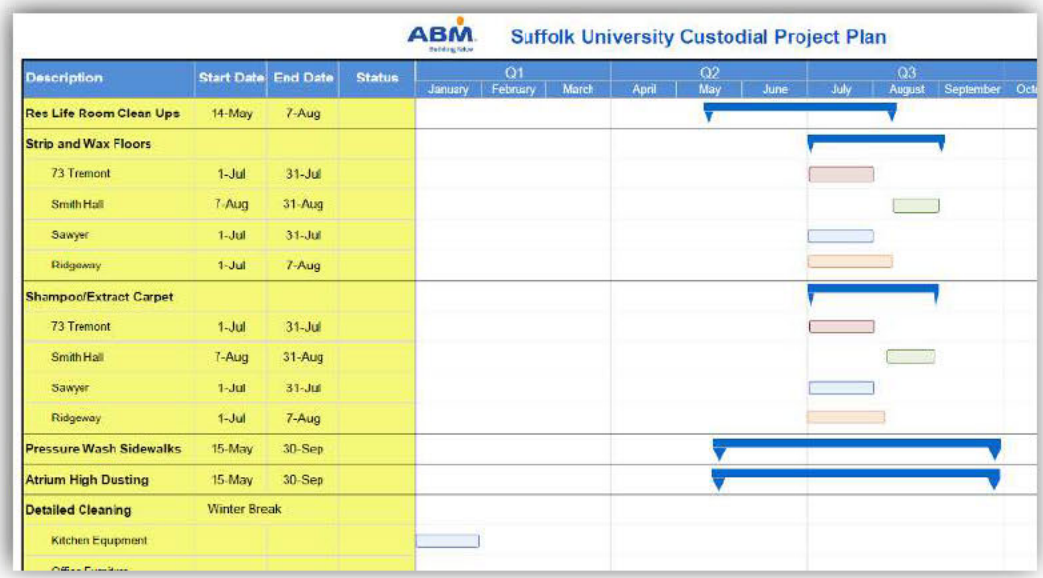
ABM fully embraces the use of the SmartInspect quality inspection system that would be integrated with ABM's proprietary management system which would be a web-based control system that will support your quality goals and requirements. SmartInspect along with ABM's work order management system will allow both TCNJ and ABM to create and view inspection results, work order status, periodic maintenance schedules, and reports through a central online portal.

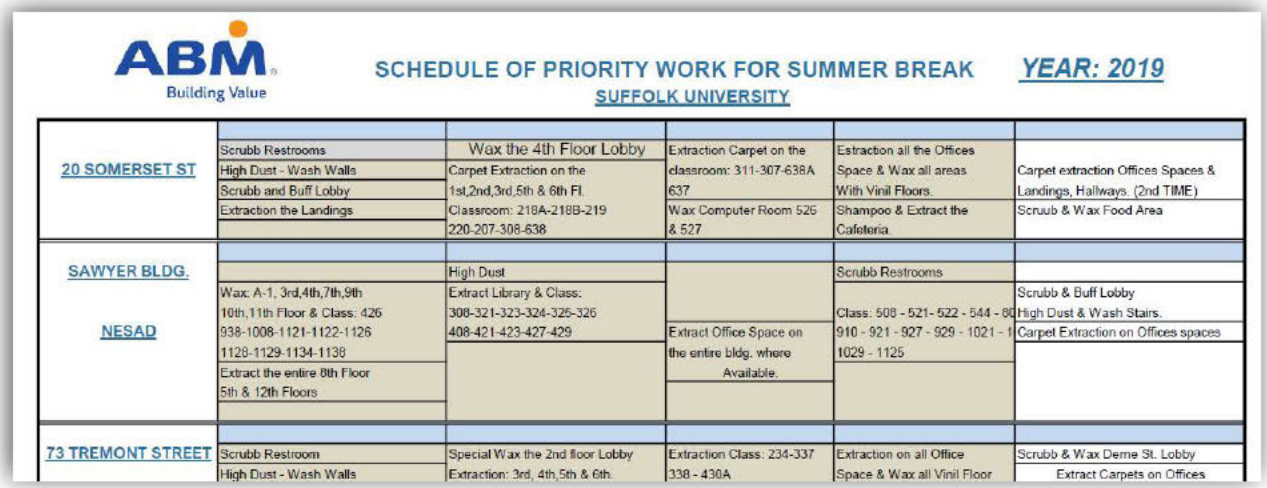
ABM understands the importance of being able to provide custom work order requesting, along with resulting custom reports, to your College. For example, we can create custom work orders and reports for graffiti removal and resistance. The flexibility of our system makes it easier for you to request and view the status of the services that are most important in your College. ***More information on our use of SmartInspect is available in the Quality Assurance/Ability to Succeed Section of this proposal.***

Reporting and Data Analytics

ABM has developed a robust reporting system and knows the importance of constantly improving and managing projects and work orders. ABM will tailor a mix of built-in reporting capabilities, data dashboards and additional reporting software such as Tableau, PowerBI, Excel, etc. to meet any reporting needs the client requests. We see the importance of data and reporting and have a regional analyst dedicated to leveraging and maintaining the reporting at each account.

Based on feedback from the community and historical best practices, we will develop an annual project plan to include things such as strip and wax floors, shampoo and carpet extraction, detailed cleanings, furniture cleanings, etc. Project plans will be broken down by type of work and building then organized into a Gantt chart or other similar project plan with target start and completion dates.





ABM Building Value

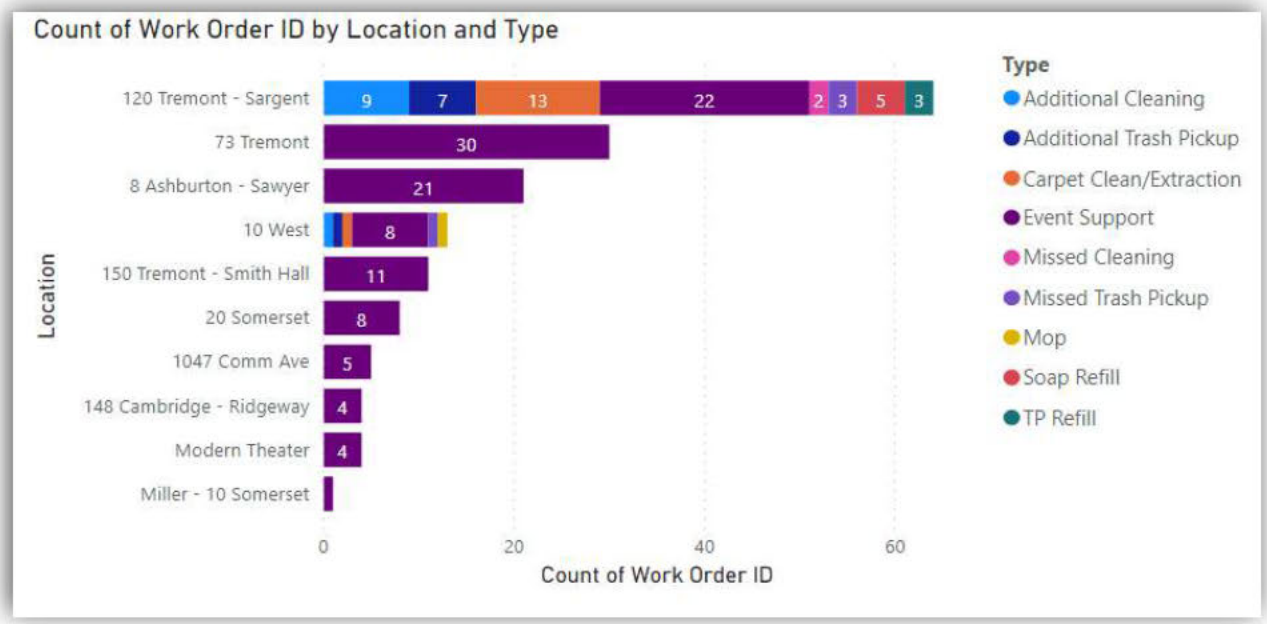
SCHEDULE OF PRIORITY WORK FOR SUMMER BREAK **YEAR: 2019**

SUFFOLK UNIVERSITY

20 SOMERSET ST	Scrubb Restrooms High Dust - Wash Walls Scrubb and Buff Lobby Extraction the Landings	Wax the 4th Floor Lobby Carpet Extraction on the 1st,2nd,3rd,5th & 6th Fl. Classroom: 218A-218B-219 220-207-308-638	Extraction Carpet on the classroom: 311-307-638A 637 Wax Computer Room 526 & 527	Estraction all the Offices Space & Wax all areas With Vinil Floors. Shampoo & Extract the Cafeteria.	Carpet extraction Offices Spaces & Landings, Hallways. (2nd TIME) Scruub & Wax Food Area
SAWYER BLDG. **NESAD**	Wax: A-1, 3rd,4th,7th,9th 10th,11th Floor & Class: 426 938-1008-1121-1122-1126 1128-1129-1134-1138 Extract the entire 8th Floor 5th & 12th Floors	High Dust Extract Library & Class: 308-321-323-324-325-326 408-421-423-427-429	Extract Office Space on the entire bldg. where Available.	Scrubb Restrooms Class: 508 - 521- 522 - 544 - 80 910 - 921 - 927 - 929 - 1021 - 1 1029 - 1125	Scrubb & Buff Lobby High Dust & Wash Stairs. Carpet Extraction on Offices spaces
73 TREMONT STREET	Scrubb Restroom High Dust - Wash Walls	Special Wax the 2nd floor Lobby Extraction: 3rd, 4th,5th & 6th.	Extraction Class: 234-337 338 - 430A	Extraction on all Office Space & Wax all Vinil Floor	Scrubb & Wax Deme St. Lobby Extract Carpets on Offices

In addition to SmartInspect, ABM will utilize our in-house software called "SITE" for quality control and scoring. We will leverage the existing work order system to find any trends by location, frequency, type of work, quality of work, etc. We use the combination of project, quality, and work order data to build an at-a-glance dashboard for the health of the account. This allows us to be ahead of any issues that arise and be proactive in our custodial approach.

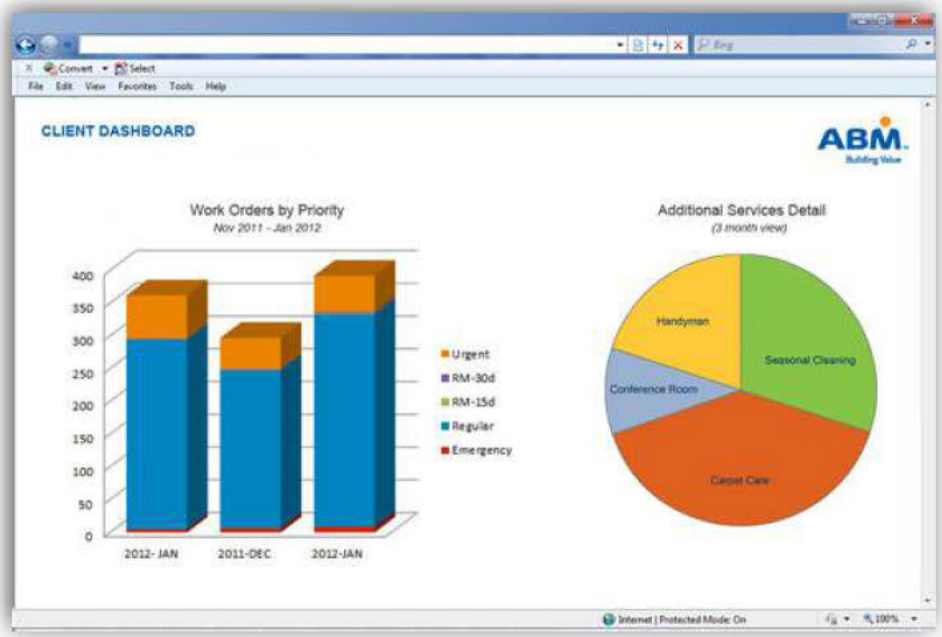

Total Work Orders Created
Count of Work Order ID
1,000
500
0
1021
905
715
October
November
December
Month
Customer Satisfaction Percentage
0
93
80
100
Current Backlog Work Orders
0
32
50
75
Percentage of Work Orders Completed in Specification
Work Order ID
100%
80%
60%
40%
20%
0%
Contract Requirement: 85%
80%
91%
74%
86%
78%
56%
26%
14%
22%
44%
on time y/n
yes
no
1. Reactive - Community
3. Preventive Maintenance
October
November
December
2019
Custodial Cleanliness Score
cleanliness score
100
80
60
40
20
0
Contract Requirement: 90
91
93
98
October
November
December
Month


Count of Work Order ID by Location and Type
Location
120 Tremont - Sargent
73 Tremont
8 Ashburton - Sawyer
10 West
150 Tremont - Smith Hall
20 Somerset
1047 Comm Ave
148 Cambridge - Ridgeway
Modern Theater
Miller - 10 Somerset
9
7
13
22
2
3
5
3
30
21
8
11
8
5
4
4
0
20
40
60
Count of Work Order ID
Type
Additional Cleaning
Additional Trash Pickup
Carpet Clean/Extraction
Event Support
Missed Cleaning
Missed Trash Pickup
Mop
Soap Refill
TP Refill

Our goal is to provide you with timely, relevant information. We will customize reports to meet TCNJ's 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



We can assign inspection frequencies and alerts. This feature ensures that all areas of our client's facilities are inspected within a specified timeframe, which also ensures consistency. Daily and trended inspection results can be reviewed at any time via the internet, and we can provide monthly, quarterly and/or semi-annual reports, detailed in tabular and graphical format. Our results can be viewed by:

- Entire Facility
- Individual Building
- Floor
- Inspector
- Cleaner
- Room Type
- Question



Work Order Management

ABM uses Computerized Maintenance Management Software (CMMS) to coordinate the daily flow of work assignments. The CMMS is a web-based enterprise level work order management solution that enables us to automate and streamline manual processes, optimize onsite resources, increase the productivity of ABM personnel, vendors, and subcontractors (if applicable) and provide status updates in near real-time. As a technology agnostic partner, we have experience using all types of CMMS, from third-party solutions to proprietary systems owned by our clients, however, our preferred CMMS is Corrigo.

Regardless of the technology used, work schedules are generated from our work plan and service requests, as they are received and provided to the employees reporting for work. Typically, work schedules are prepared weekly and monthly, but they can be adjusted, when needed, to accommodate immediate requests. Because our team is normally scattered throughout campus, in emergency situations or for urgent work requests, the Site Supervisor coordinates to dispatch the employee via radio communications to the area where the service is required. Once the issue has been addressed, the Site Supervisor inspects the work to confirm it has been addressed satisfactorily, the matter is reported back to be resolved and the service request can be closed.

Tracking Accountability

To provide you with transparent accountability, all work requests will clearly define who is responsible for the work and the time involved for completion. The requests will be time stamped, and automatic escalations are triggered by that time, notifying management. You will have the opportunity to measure, quantify and analyze service delivery, alongside ABM management. This process makes it easy to identify and disseminate best practices. As work is accomplished and work orders are closed, Supervisory personnel will follow up with service workers on issues and requests to ensure all work is completed to our high standards. Any problem that emerges from this follow-up is corrected immediately and the communication loop is then closed—but only when you are absolutely satisfied.

TCNJ will be inspected on a regular schedule and the data is entered into the system via a wireless device, allowing for real-time access to inspection results. During inspections, tasks are rated on a scale of Satisfactory, Unsatisfactory or Not Applicable. The total for all tasks during that inspection becomes the quality score for the site(s). Customized quality control inspection reports showing results and trends will be accessible online or via an Excel spreadsheet. This information allows our managers to determine what actions are necessary to maintain compliance, continuous improvement, and ultimately, your satisfaction.



Communication

Proposed Meetings and Joint Reviews

We believe that personal communication with you enables us to address cleaning issues, spot trends and make necessary adjustments before concerns become problems. To that end, we're proposing two different ways to review our services with you: regular meetings and joint reviews.

Regular meetings are client and site specific and are typically established during the transition phase. These meetings are scheduled at a frequency requested by client management and typically address special needs within the facility, updates on cleaning, and service-related issues.

Joint reviews are formal meetings between ABM and TCNJ which we recommend to be scheduled either quarterly or semi-annually, more often if necessary in the beginning of our transition. During these meetings, we report key performance indicators (KPIs) regarding our service at your sites. This includes reporting and analyzing our quality scores, survey results, work order statuses, employee turnover, actual year-to-date costs versus budget, or costs outside of scope that you have requested. We will incorporate your feedback into our reviews and be on the same page regarding our overall partnership. We also use this opportunity to set future goals and initiatives.

Sample Meeting Schedule

Frequency	Purpose	Performed by	Meeting With
Daily	To address special needs, update on cleaning, etc.	Site Supervisor	Client Representative
Weekly (upon request)	Service relations and quality control inspections	Site and/or Area Manager	Client Representative
Weekly for 30 days	Transition, cleaning and service	Site Supervisor and Area & District Manager	Client Representative
Monthly	Review of service performance and quality control inspections	Site, Area & District Manager	Client Representative
Joint Reviews	Cleaning, service, business issues and service performance review	Site, Area & District Manager	Client Representative

Communication & Issue Resolution

ABM Site Manager	The College of New Jersey Site Management								
		Frequency/Formality						*Protocol*		
	Topic	**DI**	**DF**	**WI**	**WF**	**MI**	**MF**	**Daily**	**Weekly**	**Monthly**
	Service Issues	●	●	●	●		●	**Informally (DI)**	**Informally (WI)**	**Informally (MI)**
	Vehicle Maintenance			●			●	• Voice Mail • E-mail • Verbally • Phone	• Impromptu Meetings • General Discussions	• N/A
	Employee Status	●	●		●		●			
	Training				●		●			
	Repairs	●		●	●		●			
	Special Projects	●			●		●	**Formally (DF)**	**Formally (WF)**	**Formally (MF)**
	Service Level Agreements					●	●	• Supervisor's Report • Fax • E-mail	• Campus Summary • Faxed • E-mail • Management Meetings • Presentations	• Management Meeting (by site) • Safety Update • Service Ret • Presentation
	Safety	●	●		●		●			
	Feedback	●		●	●		●			
	Uniform/Equipment			●			●			
	Recruiting	●			●		●			
	Incentives				●		●			
	Escalations	●	●		●		●			

Issues Resolved at Site Level

Account Manager receives concern, complaint or question.

Issue is processed at the Site Level.

Issue is closed with Client contact.

Issue is reported during theClient Joint Review Committee.

If Issue Cannot be Resolved at Site Level

Account Manager receives concern, complaint or question.

Issue is not or cannot be processed at the Site Level.

Issue is handled by the Regional or Sr. Regional Manager and communicated to the Regional VP.

Issue is reported during the Client Executive Business Review.

STAFFING PLAN

Start-Up Plan

The start-up plan we have highlighted compresses a typical 8-12-week process of milestones and key steps into two weeks from Award to GO LIVE.

Your transition process will be painless because we identify your service needs, select the appropriate personnel, create a detailed implementation plan, and communicate it to everyone involved. Our teams will work to create a smooth start-up, free from time-consuming disruptions.

Importance of Ongoing Communication

In our years of experience, we've learned that the key to a successful transition is clear, ongoing communication of expectations, objectives and outcomes with all parties involved, particularly with management at all levels on both sides. From the beginning, ABM will hold regular meetings with you to discuss all phases of the transition, identify best practices and implement them, as needed. We will survey everyone on your staff who will be affected by the transition in order to address key concerns.

A start-up team will work with TCNJ's designated Project Manager to implement the transition plan. The team will remain dedicated until your planned level of service is achieved and your objectives are being met. ***The TCNJ transition team will consist of Andrew Canicatti, Regional Vice President of Operations, Will Villa, Regional Director of Operations and Randall Glass, Transformational Specialist.***

Transition Phases



TCNJ Start-Up Plan

The following is an outline of the start-up plan we proposed over the summer of one we would implement at TCNJ, showing how ABM becomes an integrated part of your workflow. As we move forward, we will provide a more detailed and customized plan that aligns with specific dates when we will finalize our agreement, gain access to the facility and pinpoint dates for student, faculty and staff reentry. Once the plan is finalized, we complete your transition timetable, identifying each task, who owns it and its expected completion date.

Pre Start Up												
Tasks & Assignments		20-JUL		27-JUL		03-AUG		10-AUG		17-AUG		24-AUG
Contract, Insurance, Licenses												
1	Contract review and negotiation											
2	Finalize contract with TCNJ Procurement/Legal											
3	Order insurance certificate											
4	Submit new business set up documentation in New Jersey											
5	Summarize all final contract details and review with team											
6	Ensure all licenses are in place											
7	Meet with TCNJ stakeholders as required to outline processes and discuss draft of transition plan											
Human Resources												
1	Meet with TCNJ senior leadership to develop appropriate communication plan for new hires from existing employees											
2	Obtain current employee roster from HR/Building Services officials											
3	Meet with TCNJ facility stakeholders to begin employee orientation protocols											
4	Plan any required job fairs in coordination											
5	Work with TCNJ to assist with communicating times and locations of job fairs as applicable											
6	Ensure human resources job fair team plan and coordinate staffing of job fair locations											
7	Conduct background checks for new ABM hires											
8	Employee roster development and initial job scheduling											
9	New employee paperwork completion and submission to human resources											
10	Meet with current employees to conduct initial orientation to ABM											
11	Job descriptions reviewed/presented to employees											
12	Introduce and train employees on daily time keeping procedures											
13	Establish individual staff training records											
14	Implement training programs											

15	Establish employee recognition program												
16	Complete orientation checklist												
17	Plan and schedule initial training, safety awareness, safe equipment handling, PPE distribution												
Tasks & Assignments		**20-JUL**		**27-JUL**		**03-AUG**		**10-AUG**		**17-AUG**		**24-AUG**	
Office and Administrative Set Up													
1	Establish office, IT networking and communication links												
2	Order ABM forms, manuals and any office administrative material												
3	Implement vendor control logs and approved procurement practices												
4	Prepare weekly review for TCNJ liaison & administration												
5	Conduct room inventory of all buildings												
6	Order employee uniforms												
7	Obtain building access keys/codes and phone directory for each building												
8	CBR Meetings - Establish members and set dates for monthly/quarterly meetings												
Safety and Regulatory Compliance													
1	Establish SDS booklets and distribute/post according to TCNJ's policies and procedures												
2	SDS and safety rules reviewed with and issued to employees												
3	Sign off on all employee PPE distribution												
4	Review HazMat procedures with all employees												
5	Review spill management program and procedures												
6	Review lock out-tag out procedures												
Financial Management													
1	Review budget with transition team												
2	Establish monthly budget tracking												
3	Implement payroll procedures and communicate with employees												
4	Set up invoice approval and payment processes												
5	Implement invoicing procedures with TCNJ												
Quality Control													
1	Load TCNJ geography into Total Facilities Management and SmartInspect programs												
2	Implement survey procedures												
3	Implement Total Facilities Management and SmartInspect programs for all operations												

	Tasks & Assignments	20-JUL		27-JUL		03-AUG		10-AUG		17-AUG		24-AUG	
Custodial Program													
1	Review floor plans for each building												
2	Write and implement task assignments for each building												
3	Write and review lock out-tag out procedures												
4	Conduct inventory and assessment of paper towel/toilet tissue/soap dispensers												
5	Receive equipment/distribution												
6	Inventory and tag all ABM capital equipment												
7	Implement operational logbooks												
8	Implement training programs												
9	Implement Safety Tips of the week												
10	Standard operating procedure implementation and roll out to team												
11	Plan initial labor scheduling for campus reentry												
12	Ensure all equipment and supplies are ordered, received and pre-positioned												
Pre-GO LIVE Cleaning													
1	Plan initial labor scheduling for reentry cleaning program												
2	Prepare scope of work orientation and standard operating procedures												
3	Review plans and scheduling with TCNJ coordinators on a daily basis												
TCNJ Sponsored & Hosted Events													
1	Review TCNJ Events Calendar on a continuous basis												
2	Review and plan pre, during and post event support												
3	Plan initial labor support scheduling												
4	Monitor Events Calendar on a continuous basis throughout the year												

Substitute Coverage

Vacation/Sick Leave Back Fill: Unless for extended periods of time, we typically utilize Overtime labor to cover callouts.

Training Substitutes: Our training protocol for temporary replacements is handled in two ways, first, we utilize the ABM University on standard cleaning techniques. Second, our onsite management staff goes through a brief review and cleaners are paired with normal cleaners for additional in person training for a few days before breaking off into their own sections.

Absentee Floater Personnel: See response for Vacation/Sick Leave Back Fill.

ABM Absenteeism Policy

ABM employees are expected to be punctual and regular in attendance, arriving for work as scheduled, on time, and prepared to start work. Employees are expected to remain at work for their entire work schedule, except for meal/break periods or when required to leave on ABM authorized business.

Late arrival, early departure, or other unanticipated and unapproved absences from scheduled hours are disruptive and must be avoided. Such tardiness and absence causes problems for the employee's supervisor and co-workers. When an employee is tardy or absent, the employee's assigned work must be performed by others. Poor attendance and/or excessive tardiness will not be tolerated and may lead to disciplinary action, up to and including termination of employment.

In the absence of a specific local policy, if an employee is unable to report for work on any particular day, the employee must call his or her supervisor at least one (1) hour before the time that the employee is scheduled to begin work that day. If the employee calls less than one (1) hour before the scheduled time to begin work and does not arrive in time to begin work, the employee will be considered tardy for that day. This may be considered cause for denial of absence pay. In all cases of absence or tardiness, employees must provide their supervisor with a reason or explanation. Employees must also inform their supervisor of the expected duration of any absence. If absence is related to a serious medical condition or disability this excessive absenteeism policy may not apply.

An absence is defined as failure to report for or remain at work as scheduled; this includes arriving late and leaving early. Unless an absence has been authorized in advance or is unavoidable, every employee will be expected to work as scheduled. ABM defines excessive absenteeism as three (3) or more absences in a six (6) month period. In the absence of a specific office or branch policy, the following guideline for excessive absenteeism will be used:

- Informal Warning – three (3) absences in a six (6) month period
- Formal Warning – four (4) absences in a six (6) month period
- Probation or Termination – More than four (4) absences in a six (6) month period

An unreported absence, failing to comply with worksite calling in sick procedure, of three (3) consecutive work days or a "No call/No show," without proper notification to the company, will be considered a voluntary termination of employment.*

* Subject to business needs; may vary by office or branch.



Subcontractors

We do not intend on subcontracting any work for our proposed custodial services program for TCNJ, further streamlining your services and vendors.

Our focus on facility services as a core business is a key competitive differentiator. With our level of expertise, we can self-perform most components of your facility services programs –custodial, facility operations and maintenance, grounds maintenance and landscaping, parking and technical services – through our routine and on-demand service structures. For services primarily managed through subcontractors, ABM selects and subcontractors from our Preferred Vendors Program.

EMPLOYEE COMPENSATION

Employee Compensation

We anticipate utilizing an hourly wage of $16.00 which is .70 above the prevailing wage for custodians in Mercer County to comprise the employee compensation plan for hourly Associates. Compensation for our Manager and Supervisor will be based on 'at market' salaries/benefits.

Best-in-the-Industry Talent



Enhancing Talent

Our product is our people. We employ over 130,000 service professionals nationwide who we recruit, train, manage and support. The key to our success is our ability to attract and retain the most qualified, capable people. We offer competitive benefit options, top-notch technical and professional development training programs, advancement opportunities, and compensation packages tailored to meet optimal financial and operating objectives. All human resource functions are addressed by us, freeing up time for our clients to focus on their core business needs.

New Staff

Comprehensive interviews conducted by our Human Resources recruiters, as well as our regional and site operations management personnel, are used to measure each candidate against the client's requirements and specifications. Once final candidates are selected, TCNJ will have the opportunity to interview and provide ABM with feedback. Once an applicant is approved for hire, approval letters will be sent with an Offer of Employment to the selected candidate.

Our People

Our promise to you is fulfilled by our people. Your expectations need to be met by custodians who are willing and able to give their best, every day—which ABM employees demonstrate consistently for clients.

We attract, select and retain employees who will exemplify our core values—respect, integrity, collaboration, innovation and excellence—at every job site. We hire superior employees from diverse backgrounds, give them thorough training, encourage them to be accountable for their work and reward them for exceptional performance.

With well-managed people in the right jobs, TCNJ benefits in many ways:

- Higher quality service
- Increased productivity and reliability
- Professional interaction with students, faculty and staff
- Reduced turnover, resulting in more familiar faces and more consistent service
- Lower costs as a result of a safer workplace



Attract and Recruit

Recruiting the best

Your campus will be staffed by highly qualified professionals who were attracted to ABM because of our strong reputation for employee development and retention.

Your college requires personnel who can adapt to your culture and present themselves in a friendly, professional manner. That is why we make great efforts to recruit employees who don't just match the job profile, but also will adapt to meet your schools' needs and our culture of learning, teamwork and providing high-quality service.

Management Hiring

We seek ambitious, highly motivated on-site Managers because we expect them to be diligent about achieving consistently high-performance scores and to desire advancement. In addition to developing managers internally, we proactively recruit from multiple sources to maximize the number of applicants that align with our expectations. It is very important that we have a mixture of internal promotions and of new applicants so that we continue to motivate within, but also bring in new talent to help keep us current with new technologies.

Retain

Employee benefits and incentives attract and keep good people

Maintaining a broad, competitive benefits program enables us to keep well-trained, experienced employees who are committed to your school and ABM. We provide you with the flexibility to personalize a benefit package that meets your cost objectives while still achieving a work/life balance for the employees.

Grow

Encouraging professional growth

Another component of our retention program is the support we provide to employees as they grow in their careers. Your campus will be serviced by employees who can grow, which typically results in higher productivity and better service quality. Our culture encourages each employee to openly communicate with his or her manager to develop a career path that builds on individual strengths. The quality of each individual employee's service continually improves because of the ongoing coaching facilitated by regular performance reviews.

Retaining Incumbent Personnel

The following provides details regarding our recruiting/hiring processes as they relate to the incumbent workforce and staffing from external resources. We will look at both the incumbent workforce and staffing from external resources to service The College of New Jersey.

Recruitment for the Incumbent Workforce

Hiring a qualified staff is our priority in any project start-up. We will look to the incumbent workforce as our initial source of staffing a project:

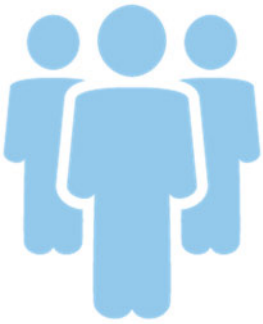
- To provide continuous support to client operations
- To retain the existing knowledge base
- To maintain current levels of productivity and quality during the transition period
- To minimize organizational stress caused by high turnover of staff

Our human resources or management team will meet with current employees during the transition process to establish lines of communication. These initial meetings or series of briefings explain the transition process to the incumbent staff. We provide an overview of our organization, company benefits, and procedures for filling contract positions. These meetings will also provide an opportunity for current custodial supervisors and employees to communicate the work environment, company culture, and such to us.

We will give each incumbent employee the opportunity to apply for the positions to be filled. ABM's operations and human resources specialist will pre-screen each applicant by soliciting input from existing management personnel regarding non-supervisory employees in addition to reviewing files and conducting personal interviews. We review their qualifications, technical expertise, past employment record, and references to determine if a job offer can be extended. Existing service personnel will be evaluated before outside recruiting begins, and we will devote a significant amount of time to this effort since retention of the most qualified employees is important to our future success.

Employee Recognition & Incentives

ABM's Employee Recognition Programs are designed to recognize outstanding employees, improve job performance and satisfaction, and create a positive working environment. Most often formulated and executed at the regional or site level, Employee Recognition Programs are based on quality rating measurements, attendance, and other key service measurement criteria. The result is an incentive program intended to encourage and promote quality and reduce employee turnover. Below are some examples of programs ABM utilizes at current client locations:



- Employee of the Month Awards
- Employee of the Year Awards
- Service Awards Based Upon Length of Service
- Customer Service Awards
- Attendance Bonuses
- Suggestion Bonuses
    - Safety
    - Process Improvements
    - Productivity Improvements

Another key motivator and incentive for employees to stay with ABM is the company culture of promotion from within. Many of our middle and senior managers began their careers at ABM as service workers or front-line supervisors.

Customer Service Awards

The Education Division has a unique employment recognition plan in place in which employees are rewarded with their choice of various ABM branded items at designated years of service. These items include ABM branded tumblers, Bluetooth speakers, hoodies/jackets, duffel bags, water bottles, gift cards and many other items. The service awards are distributed at 1, 5, 10, 15, 20 and 25 years of service. Employees also receive service plaques at 10 years+ and handwritten notes from various levels of management throughout the program. A banquet is held annually to recognize employees hitting major service milestones. ABM provides a yearly luncheon for employees, safety incentive programs and monthly contests tailored to achieving district goals. Additionally, employees receiving compliments from teachers, principals, third parties etc. will be entered into a monthly drawing in which they will win various ABM branded prizes.

At ABM we also believe in recognizing talent and promoting from within. ABM offers a program called STAMP which prepares hourly services workers to take the next step into a management role whether it be with ABM or another company. This program focuses on developing an hourly employees' customer services skills, time management, delegation capabilities, management style and various other professional skills. We have managers at all levels of the organization who began as hourly service workers and have gone through various ABM programs and been promoted to the position they're in now.

Employee Engagement

The continual improvement of our employees through training is of utmost importance to ABM. As changes occur in the custodial services industry, ABM identifies both internal and external opportunities for improvement through training. We believe that to achieve excellence in service quality we must provide extensive training to all our employees and establish training requirements for all contractors. Our training goal is the ongoing enhancement of work force productivity, safety, security, and stability. This will be achieved by developing an experienced, capable pool of promotable employees and providing clearly defined career paths.



Through ABM's internal training programs, considered some of the industry's most comprehensive for Facility Management training and career development, we provide a full range of courses to enhance individual and team success. We encourage employees to pursue a continual process of self-improvement with the aim of outperforming expectations. We support this through a strong commitment to continuous learning, which comes in many forms. Some examples include internal training courses, online training courses offered monthly and semi-annually and annual Core Curriculum Requirements.

Our Management Training Program provides future managers with training in a structured and flexible environment, while integrating them into ABM's operations. To ensure that each trainee is well-groomed to be a successful leader at ABM, this three-month program teaches future managers the necessary skills and core competencies such as leadership, communication, safety, quality, customer service, operations management and continuous improvement. Training is delivered in a blended approach including classroom facilitation, self-paced learning, online trainings and on-the-job training with ABM's Management Team. Upon successful completion of the program, trainees will enter the Mentorship Program for an additional three months to continue their learning. To remain at the forefront of the industry in training and educating employees, it is critical that the core curriculum for ABM's training program be current and relevant. Our success depends upon continuous growth in skills and knowledge. Our goal is to provide a superior level of expertise and become one of the most valued custodial services resources for our customers.

Employee Discount Program

ABM believes that our employees are our most valuable asset. We want to help them take care of themselves and their families. In addition to a comprehensive selection of employer health and wellness benefits, we've partnered with some of the biggest names in retail to provide our employees with significant discounts on the services and products they use every day.

BENEPLACE

Insurance	Education	Financial Tools
• Annuities • Auto & Home • Long-term Care • Pet Insurance	• Brain Games • Test Prep • Tuition Savings	• Banking • Credit & ID Protection • Financial Planning • Student Loan Refinancing
Automotive	**Electronics**	**Retail**
• Financing / Refinancing • Parts & Accessories • Auto Purchase Programs • Auto Services	• Audio / Video • Cameras • Computers • Software	• Books & Magazines • Perfumes • Jewelry & Cosmetics • Shoes & Clothing
Dining & Grocery	**Entertainment**	**Sports & Outdoors**
• Food & Water Delivery • Grocery • Wholesale Clubs • Gourmet Foods • Restaurants	• Theme Parks • Movie Tickets • Live Events • Tourist Attractions	• Camping Gear • Recreation • Ski Tickets • Sports Tickets

Liberty Mutual

at&t

SAMSUNG

Health & Welfare

We factored a participation rate of 100% based on participation other ABM schools in the region.

Benefits Summary

With an array of plan offerings, ABM is flexible and offers a choice of benefit packages in order to meet your desired cost and retention objectives. Depending upon eligibility and contract requirements, ABM offers some or all the following benefits to its employees:

- Health and Dental Insurance – including a health plan that meets the employer mandates of the Affordable Care Act.
- Marketplace Mall for employee discounts
- Life Insurance
- Paid Vacation
- Accidental Death and Dismemberment
- Paid Holidays
- Long- and Short-term Disability
- Personal Days
- 401(k)
- Vision
- Bereavement Leave
- Employee Assistance Plan
- Health Care Flexible Spending Account
- Employee Stock Purchase Plan

Union employees receive benefits based on the requirements of their collective bargaining agreement.

Note: The Benefits Guide is available upon request.

Employee Benefits – Service Workers Only

Plan Summaries

Medical – Preventive Care Plans

BASIC PLAN	MIDDLE PLAN	HIGH PLAN
Hospitalization Benefit: $300/first day	**Hospitalization Benefit:** $1,000/first day	**Hospitalization Benefit:** $1,000/first day
Doctor's Visit: $25/visit	**Doctor's Visit:** $50/visit	**Doctor's Visit:** $100/visit
Inpatient Surgery Benefit: Not Included	**Inpatient Surgery Benefit:** Up to $500/occurrence	**Inpatient Surgery Benefit:** Up to $1,000/occurrence
Outpatient Surgery Benefit: Not Included	**Outpatient Benefit:** Up to $250/occurrence	**Outpatient Benefit:** Up to $1,000/occurrence
Preventive Care: $0 copay/100% of covered expense	**Preventive Care:** $0 copay/100% of covered expense	**Preventive Care:** $0 copay/100% of covered expense
Prescription Drug: $10/$20/$40 maximum cost	**Prescription Drug:** $10/$20/$40 maximum cost	**Prescription Drug:** $10/$20/$40 maximum cost

Below are a few of the common preventive health services the plan covers. The plan may also cover a service that is not listed, as long as the service is a covered preventive health service as described in the plan document.

Covered Services for Children & Adolescents: Well Child Exams –physical exams & vision acuity; Assessments –developmental & behavioral; Immunizations –diphtheria, tetanus and pertussis; Screenings – hearing loss, lead poisoning and depression.

Covered Services for Adults: Annual Preventive Care Visits –physicals & history; Immunizations –hepatitis & influenza; General Health Screenings –blood pressure, cholesterol & diabetes; Prescription - contraceptives for women.

Dental

ABM offers employees a choice between two dental plans through MetLife. With the MetLife dental PPO plans you can receive care from any provider; however, you will receive a higher level of benefit if you stay in network. Even though the reimbursement percentages are the same for in- and out-of-network services, out-of-network providers do not agree to discounted fees which can make out-of-network utilization more expensive. Out-of-network charges are subject to reasonable and customary limitations. To find an in-network provider, visit metlife.com/mybenefits.

PREMIUM DENTAL PPO (IN-NETWORK BENEFITS)	
Type of Plan	A PPO dental plan allows you to see any participating dentist you like
Deductible	$25/$50 (individual / family)
Cleaning Cost	100% of discounted rate (deductible is waived)
Orthodontia	50% of covered cost (after deductible); $2,500 lifetime orthodontia maximum
Annual Benefit Maximum	$3,000 annually per covered person

STANDARD DENTAL PPO (IN-NETWORK BENEFITS)	
Type of Plan	A PPO dental plan allows you to see any participating dentist you like
Deductible	$50/$150 (individual / family)
Cleaning Cost	100% of discounted rate (deductible is waived)
Orthodontia	50% of covered cost (after deductible); $1,000 lifetime orthodontia maximum
Annual Benefit Maximum	$1,500 annually per covered person

Vision

If you wear glasses or contacts, you know vision expenses can add up. At ABM, vision benefits are provided by EyeMed. Even if you don't wear contacts or glasses, annual eye exams are recommended. To find an in-network optometrist or ophthalmologist near you, go to eyemedvisioncare.com/locator/.

VISION BASE PLAN	
Type of Plan	A comprehensive Vision Plan with copays for exams, glasses, and lenses
Exam Cost	$10 copay
Lenses	$20 copay
Frames	$160 allowance, 20% off balance over $160
Contacts	$140 allowance, 15% off balance over $140

QUALITY ASSURANCE/ABILITY TO SUCCEED

Quality Management Plan

ABM fully embraces the Performance-Based nature of this contract which would involve usage of the SmartInspect inspection tool, perform joint ABM/TCNJ daily/weekly/monthly inspections, report at prescribed intervals and create/implement corrective action plans that would assess training and retraining needs.



Ensuring Quality at TCNJ

We've established a quality culture that focuses on client satisfaction, involves employees, measures performance, and is continuously improving. To support your quality goals and requirements, we use a unifying quality management system that places a variety of processes into a single framework. This framework acts as a starting point from which TCNJ and ABM will customize a quality assurance program for the College. The program will improve efficiencies and allow for greater transparency into your account activity.

Your account will be managed with innovative technology tools that improve communication, increase worker productivity and integrate processes to measure results.

In addition, we embrace utilizing a performance-based contract approach (**SmartInspect** and third-party verification) which is a best practice at many of our higher education and business & industry accounts. We would work with TCNJ's custodial consulting firm of **CORE Management Services** who would audit our quality assurance inspection program on an annual basis.

CORE's professionals would visit campus to audit, meet with both ABM and TCNJ representatives and then conduct an exhaustive inspection of all buildings on campus. The results of which would be presented to TCNJ as a comprehensive assessment of ABM's cleaning policies and procedures; verify we have achieved an APPA Level 2 in most buildings; and offer prescriptive recommendations if they identify any deficiencies.

Benefits You Will Receive:

- Automated communication, resulting in reduced response time
- Complete, up-to-date work order status
- Round-the-clock access, communication and tracking
- Periodic scheduling and tracking
- Customized inspection and work order reports providing data for process improvement
- Third-party verification of cleaning standards, policies and procedures
- Improved client satisfaction
- Less time spent managing issues

Reporting

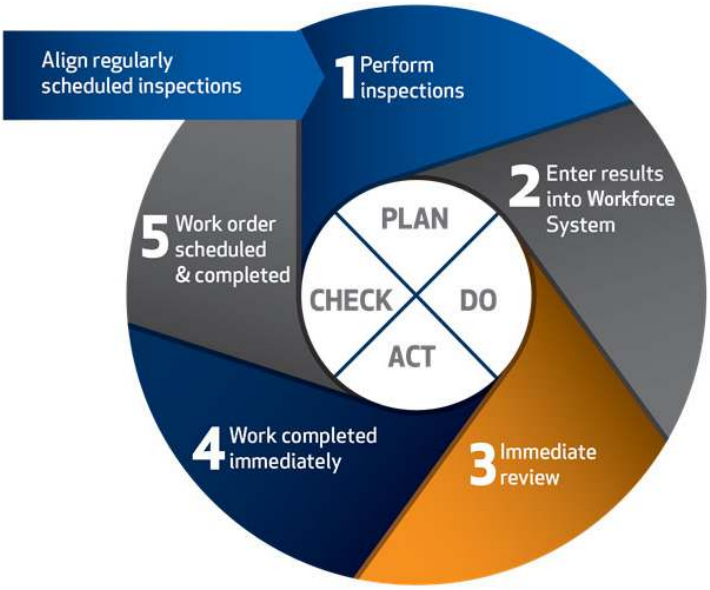
We can assign inspection frequencies and alerts. This feature ensures that all areas of our client's facilities are inspected within a specified timeframe, which also ensures consistency.

Daily and trended inspection results can be reviewed at any time via the internet, and we can provide monthly, quarterly and/or semi-annual reports, detailed in tabular and graphical format. Our results can be viewed by entire facility, individual building, floor, inspector, cleaner, room type and question.

Performance Monitoring

KPI's: Recognizing the importance of KPI's to TCNJ, we will work with the College to establish customized reporting formats for client business reviews. Key Performance Indicators (KPI's) are mutually agreed upon to track the criteria that is important to you. These are reviewed in detail during prescheduled business review meetings. Established and measured regularly, criteria such as the following are common areas of interest among our current clients. KPI's such as these can be tracked in order to set improvement goals and illustrate progress over time.

- Accomplishments / Action Items from Previous Quarter
- Risk Management
    - Safety Audit Results
    - Incidents
    - Safety Training
- Quality Assurance
    - Inspection Scores
    - Performance Survey Results
    - Work Order Management
    - Scope Modifications or Changes
    - Ongoing Training
- Cost Analysis
    - Out of Scope Invoicing
- Value Added Services
- Future Initiatives / Goals



Quality Management System

ABM proposes to use the SmartInspect quality inspection system that would be integrated with ABM's proprietary management system which would be a web-based control system that will support your quality goals and requirements. SmartInspect along with ABM's work order management system will allow both TCNJ and ABM to create and view inspection results, work order statuses, periodic maintenance schedules, and reports through a central online portal. ABM focuses on:

- Analyzing inspection results
- Automating work order management
- Establishing and tracking accountability
- Continually improving processes
- Custom Work Orders and Reports

ABM understands the importance of being able to provide custom work order requesting, along with resulting custom reports, to TCNJ. For example, we can create custom work orders and reports for graffiti removal and resistance. The flexibility of our system makes it easier for you to request and view the status of the services that are most important in your College.

Tracking Accountability



In order to provide you with transparent accountability, all work requests will clearly define who is responsible for the work and the time involved for completion. The requests will be time stamped, and automatic escalations are triggered by that time, notifying management. You will have the opportunity to measure, quantify and analyze service delivery, alongside ABM management. This process makes it easy to identify and disseminate best practices.

As work is accomplished and work orders are closed, Supervisory personnel will follow up with service workers on issues and requests to ensure all work is completed to our high standards. Any problem that emerges from this follow-up is corrected immediately and the communication loop is then closed—but only when you are absolutely satisfied.

Your College will be inspected on a regular schedule using the SmartInspect tool, and the data is entered into the system via a wireless platform, allowing for real-time access to inspection results. During inspections, tasks are rated on a scale of Satisfactory, Unsatisfactory or Not Applicable. The total for all tasks during that inspection becomes the quality score for the site(s). Customized quality control inspection reports showing results and trends will be accessible online or via an Excel spreadsheet. This information allows our managers to determine what actions are necessary to maintain compliance, continuous improvement, and ultimately, your satisfaction.

Third Party Verification

Our quality assurance approach including participation with your third-party verification firm and performance-based inspection standards helps us identify where to focus our efforts. We optimize our processes to achieve more efficient results for you through planning, standardization, employee engagement and other means. We continuously look to identify areas of opportunity and target any problem areas, formulate a detailed strategy, and promptly execute the solution. When we engage in a proactive process improvement strategy, we can build upon our foundation of best practices, procedures and processes so you receive the best service.

ABM Technology Platform

ABM's SITE Technology platform uses web enabled devices to make communication with TCNJ more extensive and immediate. The system includes:

- SITE system interface to the SmartInspect quality inspection solution.
- Mobile Devices allow notes and pictures to be taken and sent for more accurate job set-ups and helps with work completion verification.
- TCNJ can also access the data via their desk computer via portal.

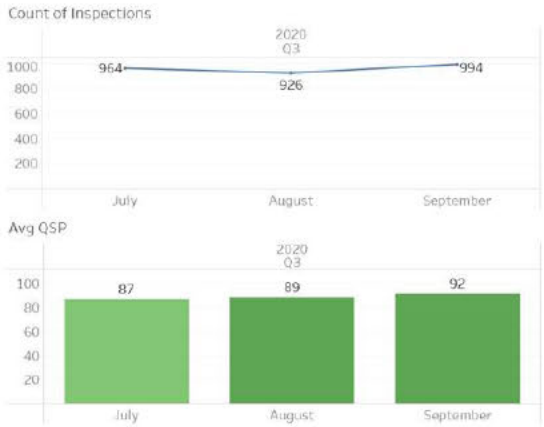
How it Works

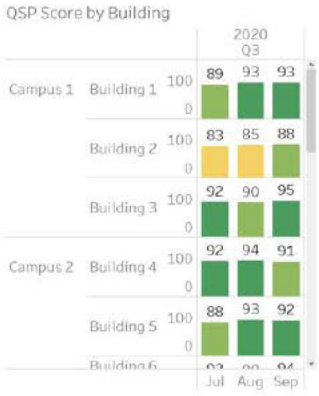
The web-enabled mobile device is carried by ABM on-site managers, day and night. It is also used by ABM District and Operations Managers as they visit the property. All of their day-to-day activity, from work schedules, emails, job descriptions to specifications, and work orders, are operable at all times. This allows our site managers to be in the service areas rather than in an office.

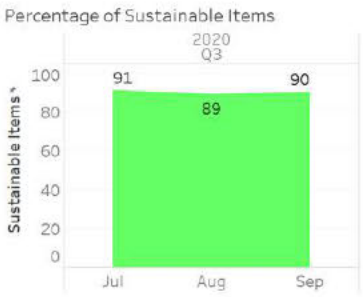
TCNJ attends meetings with our ABM managers and use SITE to review services, work orders and SmartInspect inspections. TCNJ can also learn about various services through photographs and short video vignettes that help educate clients on the many services we provide. Clients have the option to sign electronically for services immediately or have a file sent for their approval later. All correspondence is done online, the only paper copies are those made by clients that wish to maintain files.

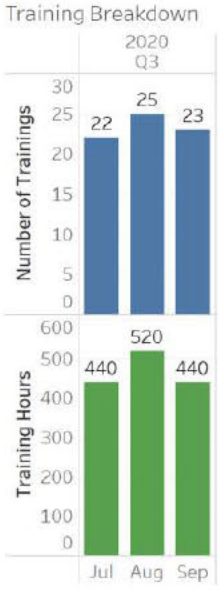
Inspections and periodic work completion information are input by ABM site managers. Simple reports are available or can be automatically sent to our customers at a set frequency. Results are reviewed by ABM management with our customers at regular meetings and at quarterly client business review meetings.

TCNJ THE COLLEGE OF NEW JERSEY Example Monthly Dashboard









Training

Through ABM's use of its online tools of "ABM University" and "The Learning Spot" as well as classroom and in-field training, we have an industry leading program that elevates quality, improve guest satisfaction and provides career growth opportunities for hourly and salaried associates alike.



ABM has a mandatory training program that integrates web-based evaluation tools and safety and skills training to ensure 100% compliance. We have multiple managerial, supervisory, technical, custodial and other service training programs that include between 40 to 80 hours of training per year, depending upon the employee level and responsibilities. This includes specific TCNJ site training, skills & trades training, and safety training.

New Hire Orientation and Training

During the start-up phase, our Site Managers and supervisors will conduct employee training sessions at one of your locations in a classroom setting. These sessions include TCNJ site-specific rules and regulations, ABM policies and procedures and basic job training. Our Managers demonstrate each task step-by-step, detailing the importance of each step along the way, and train them to perform visual inspections before completing work.

Safety Training

ABM maintains an impeccable record of reducing accidents because safety procedures are a top priority. We support our employees through direct onsite training, a web-based safety training library, and customized site-specific procedures. Our formal classroom and web training program is approved by OSHA, the National Safety Council, NFPA, and the American Red Cross. All employees are required to attend training within 30 days of their hire date. Course material includes:

- Blood borne pathogens
- Personal protective equipment
- Material safety data sheets and chemical handling
- Electrical safety
- Fire safety
- Non-Destructive testing
- Asbestos and other hazardous materials
- Preparation for natural disasters and emergencies
- Slip and fall prevention
- Lifting and ladders
- Accident and unsafe work condition reporting
- Eye injury prevention
- Hand and finger safety

During the transition process, we will evaluate all staff members and recommend minimum training programs during the first year of employment. We will balance training and workloads to ensure that training time in no way impacts operations.

Custodial Training Agenda

- Orientation to ABM and to the college
- Orientation to specific facility rules and regulations
- ABM policies and procedures
- Safety training (policies, emergency procedures, chemical use and handling, personal protective equipment, blood-borne pathogens, hazard recognition, lifting and material handling, etc.)
- Office, restroom and common area cleaning procedures
- Green cleaning processes via ABM GreenCare®
- Explanation of individual job duties
- Key control policies and procedures
- Proper use of tools and equipment
- Waste Disposal
- Site security rules and procedures
- Newly branded ABM Uniform distribution
- Recurrent Training Sessions (particularly if service levels change)
- Understanding contracts and agreements for after-hours access
- Observing and reporting student behavior
- Data services/systems that monitor key usage

Chemical Safety & Training

In addition to ensuring that we provide products that are safe to use and are environmentally friendly we also assure the following:

- Proper Product labeling
- All products have easy to read labels that surpass OSHA standards are laminated to ensure durability.
- Products are assigned a numeric and color-coded identifier to aid employees in recognizing the product.
- Telephone numbers are provided to allow the employees to call with questions and/or address any emergency question 24 hours a day.
- Chemical Specific Training for All Employees
- Chemical training includes but is not limited to:
- School Maintenance Online Training Videos
- Accessible Safety Data Sheets. SDS are maintained at each work site in addition to being available at any time by contacting our Supply Division directly.

Management Training

Satisfied and highly trained employees who recognize the potential for career advancement are eager to serve clients with excellence. Training is an investment in our employees' – and company's future. We support our managers' continuing education efforts with training curricula and support related to a myriad of relevant topics, including:

- Business acumen
- Client service
- Communication skills
- Leadership and managerial development
- Employment law and supervisory skills
- Software training
- Professional association memberships
- Safety certification courses
- Conferences or seminars
- Key Control Procedures

Development opportunities such as the ones offered at ABM, help employees hone leadership, management and other skills that can be directly applied on the job. Thus, employees feel encouraged to move forward both personally and professionally. Our commitment to training helps the company retain top talent, which directly impacts us, superior levels of quality, and client service that our clients expect and demand.

Management Development

We utilize a variety of tools to help establish a development plan for individual growth. Many of our regional managers have advanced through various ranks, and while good for the employees, it is good for our company and our clients.

As part of the ABMWay, Manager Development is one of the four key areas that focuses on identifying and developing effective frontline leader attributes and behaviors to enable success. Through our Center of Excellence, we have codified 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:

- Prioritize and Plan
- Engage Your Team
- Set New Hire Expectations
- Hold Regular Team Check-Ins
- Conduct Site Walk-Throughs
- Hold Regular Client Check-Ins
- Be Responsive to Clients
- Drive Performance

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

Drive Performance

- Proactively monitor performance, identifying and seizing opportunities to improve
- Display a "can-do" attitude, even when faced with challenges

Prioritize and Plan

- Prioritize operational tasks and effectively manage time
- Make quality and timely decisions
- Plan communication around direction and priorities

Be Responsive to Clients

- Respond quickly to the client, conveying a sense of urgency and follow-up
- Deliver solutions that meet client expectations



Engage Your Team

- Treat employees with respect and be consistent with your actions
- Create an environment where employees feel appreciated
- Foster team building

Hold Regular Client Check-Ins

- Gain insight into client needs
- Identify opportunities that benefit the client
- Establish and maintain effective client relationship

Set New Hire Expectations

- Provide orientation to role, team and organization
- Provide training and mentorship support to new hires

Conduct Site Walk-Throughs

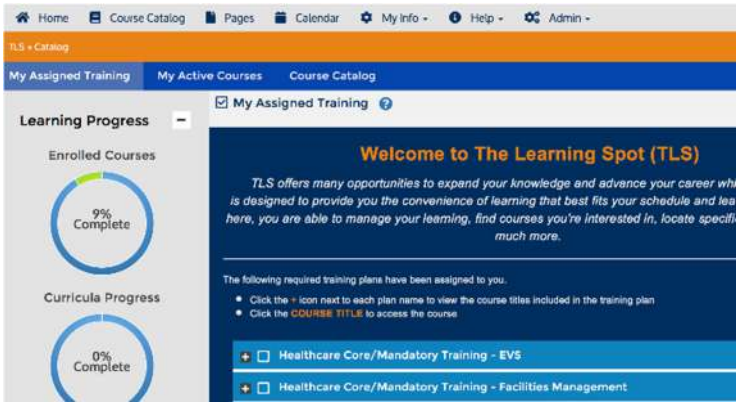
- Be visible to your team and client
- Identify operational challenges and opportunities

Hold Regular Team Check-Ins

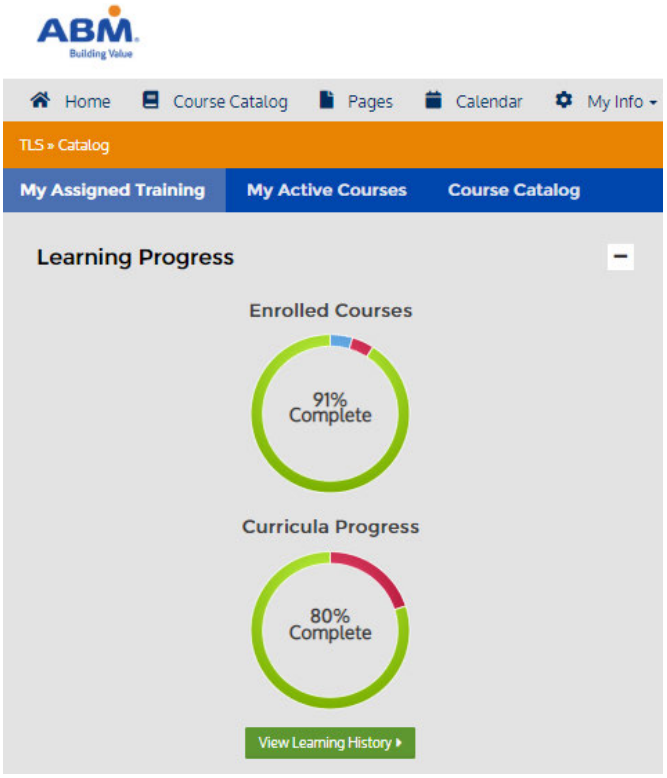
- Provide regular, consistent communication to team
- Explain the "why"
- Coach and ask for feedback to promote communication and collaboration

ABM University

To ensure consistency and accessibility, we utilize our own online training platform for new team member onboarding and ongoing staff development called *ABM University*. The ABM University platform enables management and hourly staff to access a comprehensive variety of service-specific and career development training courses and curricula.



Management dashboards provide leadership with a quick look at individua progress via a Training Plan Progress Chart. We design a specific training plan for each team member, affording continuous on-demand training throughout the year.

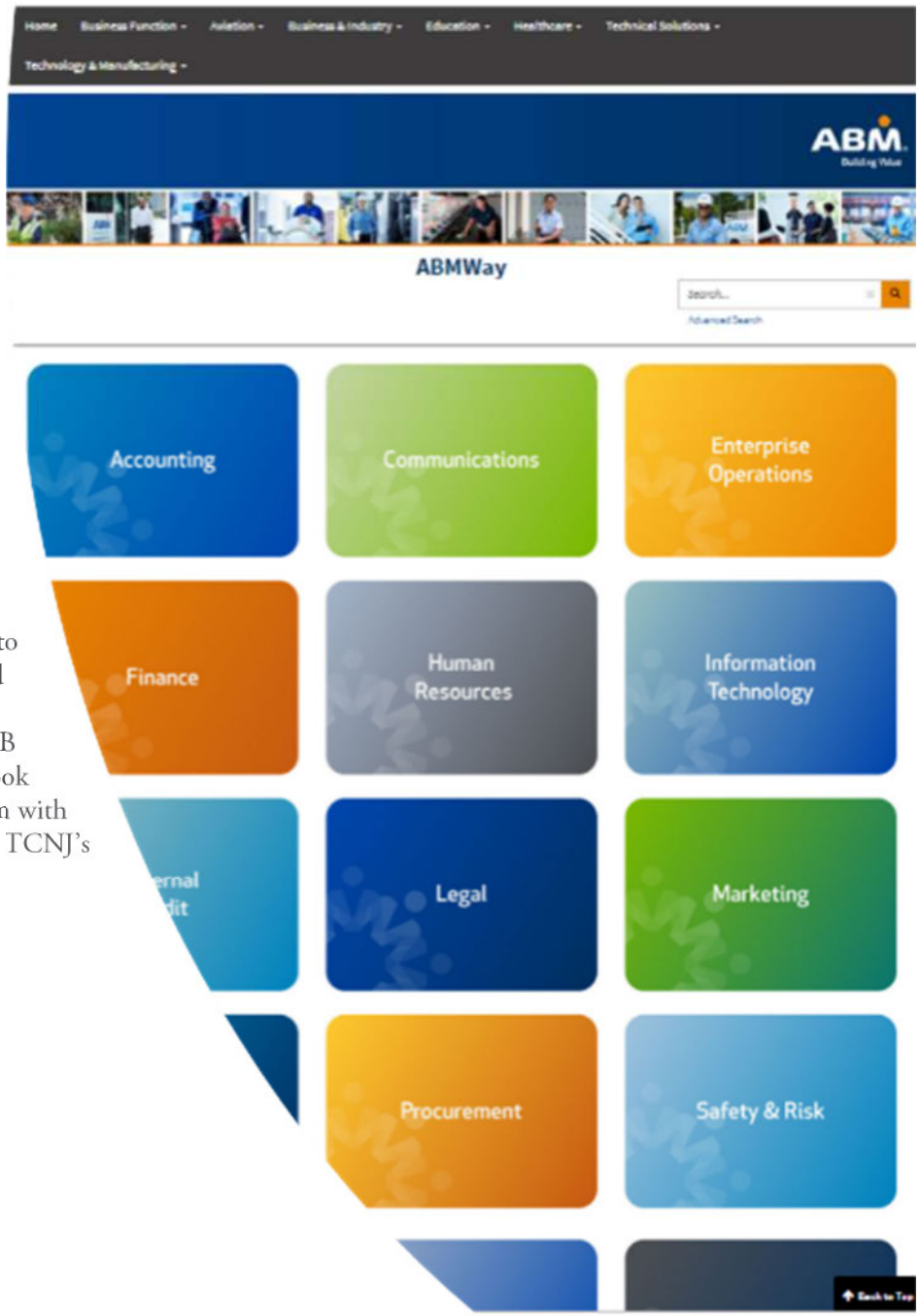


Team member portals grant access to testing and assessments in a "Netflix" style course catalogue (thumbnail view). Topics include safety, infection control, and general cleaning techniques, clean-room techniques, maintenance, and many more service-line subjects. Team members can provide feedback and rate the courses they take to help us provide the most effective training possible.

Whether self-directed or done in small workgroups, ABM University helps team members stay certified, compliant, and ready to expand their skill sets. These learning opportunities have a tremendous positive impact on team member engagement and organizational performance. We continuously update and add new videos throughout the year to stay current with the most up-to-date materials/topics specific to job functions and infection prevention/control practices.

Standard Operating Procedures

To achieve sustainable, repeatable high-quality performance, we created APPA-influenced best practice standard operating procedures that we use to train our teams. The ABMWay HUB is our online portal of all our documented standard operating practices (SOPs) and work instructions. The HUB makes the procedures available on demand as a single point of reference that provides a clear path to consistent performance and service delivery. The focused approach of having our SOPs and work instructions tailored to service lines makes training and compliance monitoring more effective. Additionally, the HUB allows us to customize a playbook like the Core Janitorial Program with all the services provided within TCNJ's scope of work.





Available SOPs and Work Practices currently on the HUB for Janitorial/Custodial services:

SOPs

ENO.ENT.1000	WOR - Weekly Operating Review
SLS.EDU.2004	Education Pro Forma Tool
SVO.EDU.1003	Start-up Orders for Equipment and Supplies
SVO.EDU.1900	Custodial Orientation Training
SVO.EDU.2000	Core Custodial Program Essentials
SVO.EDU.2001	Client Business Review CBR
SVO.EDU.2002	Automated Report Card and Survey
SVO.EDU.2005	Reduction of Cold and Prevention of Influenza Outbreaks
SVO.EDU.2009	Cleaning Cart set-up
SVO.EDU.2014	Managing Lice and Scabies in the Education setting
SVO.EDU.2020	Custodial Closets
SVO.ENT.2006	Enterprise Sustainability "Green" practices
SVO.ENT.2007	Carpet Maintenance Program
SVO.ENT.2008	Hard Surface Floor Maintenance Program
SVO.ENT.2011	Restroom Maintenance Program
SVO.ENT.2013	SITE Quality Inspections

Work Instructions

SVO.EDU.5014	Classroom - How to clean
SVO.ENT.5002	Floor Mats and Runners - Preventive Maintenance
SVO.ENT.5004	Hard Surface Floors - Routine Maintenance - Dry Soil Removal
SVO.ENT.5008	Hard Surface Floors - Routine Maintenance - Wet cleaning
SVO.ENT.5010	Hard Surface Floors - Periodic Maintenance - Burnish & Top Scrub (conventional)
SVO.ENT.5011	Hard Surface Floors - Periodic/Restorative - Finish Application
SVO.ENT.5013	Hard Surface Floors - Restorative - Finish Removal (Stripping)
SVO.ENT.6000	Dusting - How to Dust
SVO.ENT.6001	General Cleaning or Washing - How to do
SVO.ENT.6002	Trash - How to Remove
SVO.ENT.6003	Carpet - Routine - How to Vacuum Carpets
SVO.ENT.6004	Stainless Steel - How to Clean
SVO.ENT.6005	Brass - How to Polish
SVO.ENT.6006	Floors - How to Sweep
SVO.ENT.6007	Floor - How to Wet Mop
SVO.ENT.6008	Restrooms - How to Use Disinfectant When Cleaning
SVO.ENT.6009	Glass and Mirrors -How to Clean
SVO.ENT.6010	Sinks and Counters - How to Clean
SVO.ENT.6011	Toilets and Urinals - How to Clean
SVO.ENT.6012	Roll Towel Dispensers - How to Load and Clean
SVO.ENT.6013	Soap and Towel Dispensers - How to Load and Clean
SVO.ENT.6014	Restroom Floors - How to Sweep
SVO.ENT.6015	Sanitary Product Trash -How to Remove and Clean holder
SVO.ENT.6016	Restroom - How to Wash Walls and Partitions
SVO.ENT.6017	Floor drains - How to Clean, Disinfect and deodorize

SVO.ENT.6020	Refrigerators/Freezers -Upright - How to Clean
SVO.ENT.6021	Common Areas & Lobbies - How to clean
SVO.ENT.6022	Shop or Production area - How to Clean
SVO.ENT.6023	Conference Room - How to Clean
SVO.ENT.6024	Stairwells - How to Clean
SVO.ENT.6025	Elevators - How to Clean
SVO.ENT.6026	Kitchen - How to Clean
SVO.ENT.6027	Windows - How to Wash
SVO.ENT.6028	LIghts and Diffusers - How to Clean
SVO.ENT.6029	Venetian Blinds - How to Clean
SVO.ENT.6030	Furniture - How to Oil
SVO.ENT.6031	Smoke-eaters - How to Clean
SVO.ENT.6032	Restroom Care - The Ten Key Learning Points
SVO.ENT.6033	Restroom Cleaning Preparation
SVO.ENT.6034	Restrooms - Daily Cleaning Instructions
SVO.ENT.6035	Restrooms - Instructions for After Cleaning
SVO.ENT.6036	Restroom Cleaning - Periodic
SVO.ENT.6037	Restrooms - Self Inspection Tools
SVO.ENT.6038	Office - Daily Cleaning Instructions
SVO.ENT.6039	Locker Room - Routine Cleaning
SVO.ENT.6070	Carpet Maintenance Program - Detail
SVO.ENT.6071	Carpet - Routine - Spot Removal Procedures
SVO.ENT.6072	Carpet - Routine - Spotter Guide
SVO.ENT.6073	Carpet - Periodic/Restorative -Prespray Carpet Care Procedures
SVO.ENT.6075	Carpet - Restorative - Extraction Cleaning Procedures
SVO.ENT.6077	Carpet - Chemical and mineral neutralization

Managing Risk through Safety Programs

Safety is the cornerstone of ABM's operations. As part of the ***ABMWay***, our documented processes designed to ensure success for our customers, employees, and company, we are committed to fostering a safe working environment for every employee at all locations we service, every day. It is our responsibility to embrace the ABM ThinkSafe culture and proactively prevent, detect and correct any safety or risk concern that may arise. ThinkSafe is an ABM program that promotes the idea that all workplace accidents are preventable – if you make focusing on safety an integral part of your day. At ABM, we strive to create a world-class culture in all we do, and safety is a vital part of that objective.

At ABM, Risk Management consists of both Safety and Claims Management, working jointly with Operations, to ensure the safety and well-being of our employees, our customers and our customers' clients.

ThinkSafe
People. Materials. Environment.

It is ABM's policy to:

- Maintain a safe workplace for its employees
- Use methods and processes to protect our employees and the public and to prevent damage to property and the environment
- Maintain and enforce a program to fulfill this responsibility

To ensure common goals and objectives, both Safety and Claims Management report to the Vice President of Risk and Safety. We have a team of dedicated safety professionals that liaise with our Branch Operations to ensure the ABM safety culture is forefront in our employees' minds – every day. Each industry group is supported by dedicated safety professionals who are familiar with their work.

ThinkSafe Programs



To reach approximately 140,000 employees, we have developed the following programs that are the cornerstone of ABM's ThinkSafe Program:

- **Moment for Safety:** Every day at ABM, our managers share a **Moment for Safety** with their teams. It promotes employees' safety awareness to the specific topic of the day and sets their minds to carry out their tasks safely. Examples of **Moment for Safety** topics include:
  - COVID-19 Topics
  - How to Avoid Accidents
  - Safe Lifting Techniques
  - Hand Protection
  - Ladder Safety
  - Fire Safety
  - Slips and Falls
  - First Aid
  - Personal Protective Equipment
  - Machine Guard Use
  - Power Truck Safety
  - Lock Out for Safety
  - Learn from Near-Accidents
  - Safe Walking

- An extensive **Safety Champion Program** was implemented to promote a safe working environment by creating and maintaining each employee's active interest in safety; to minimize the frequency of accidents; to identify innovative processes to address safety hazards; and to implement corrective measures to mitigate recognized safety opportunities. The goal of the program is to set the tone for safety by:



  - Assessing account conditions
  - Providing and receiving feedback from frontline management and team members
  - Recognizing safe work practices and innovative processes and procedures that drive results
  - Developing a library of safety programs known to generate results across ABM
  - Establishing a Safety Champion Network to share best practices / lessons learned and to implement and promote future safety initiatives
- **Leadership and Engagement Tours:** are designed to foster senior management engagement and ownership in Safety and Risk. Leaders conducting the tours include Branch Managers, Regional Vice Presidents, Regional Operations Managers, industry group and C-suite executives. These tours are designed to enhance the understanding of employees' daily tasks and promote dialogue about safety and safe working environments. They also visibly demonstrate ABM's commitment to the safety and welfare of our employees.
- **Empowerment of Field Locations:** Every operations manager, supervisor, and site lead, together with all employees, is a crucial part of ABM's Injury and Illness Prevention Program. The aim of this program is to:
  - Provide safety orientation training for all new employees
  - Train employees in the procedures and practices that would keep them safe
  - Conduct site safety inspections
  - Perform hazard assessments to identify safety system and process deficiencies
  - Take proactive actions to mitigate identified hazards
  - Perform and document safety work observations
  - Provide necessary documents to injured employees; arrange for their timely medical assistance; and expedite their return to work
  - Conduct thorough investigations of incidents and implement preventive actions

These programs have been embedded into ABM's culture and provide opportunities to minimize injuries and property damage. When incidents do occur our risk management programs become essential to get employees back to good health and back to work as quickly as possible. Our Safety and Risk Management teams have developed powerful tools to identify and mitigate hazards and other risk-related issues.

Risk Management Resources and Programs

As an ABM client you'll have resources to depend on, including specialists in safety, training, prevention, workers' compensation, Sarbanes-Oxley (SOX), liability, claims and insurance management. To manage the safety of your site and stay ahead of the latest safety procedures, ABM's Safety Committee meets monthly to:

- Report on training, inspections and incidents
- Revisit safety objectives and loss prevention goals
- Provide recommendations for the prevention of future incidents
- Review monthly Branch Safety Reports

Below are a few of the primary tools we use to teach safety awareness and manage performance:

- *COVID-19 Exposure Control Plan: This plan offers enterprise-wide protection of our team members and the public to reduce COVID-19 exposures, and to be the model of excellence in workplace safety and health. It includes the development of program standards to ensure compliance with guidelines established by the Occupational Safety and Health Administration (OSHA), the Center for Disease Control and Prevention (CDC), as well as State Reopening Guidelines.*
- ABM Safety and Health Manual
- Safety Communications
- OSHA Injury and Illness Recordkeeping
- Loss Control
- Motor Vehicle Record (MVR) Check and Driver's Alert Programs
- Safety Hotline
- Telematics
- Stay-at-Work Program
- Safe Work Observation Process (SWOP
- Safety Training Videos
- Medical Evaluation and treated promptly and properly. *US Only*
- National Clinic Program
- Telephone Nurse Case Management (TCM)



Chemical and Equipment List

We have furnished a detailed list of chemicals used for day-to-day cleaning that is part of our GreenCare program. In addition, we have listed the CDC approved disinfectants that are used to perform ABM's "EnhancedClean" cleaning/disinfecting. A complete list of an equipment will be amortized over the six months of this project range from Custodial Cart set-ups to specific pieces of equipment and vehicles needed to implement our program.

ABM has standardized the equipment that our service workers use, providing benefits for you, including:

- Better cleaning results due to better product and equipment selection
- Increased safety because our employees are thoroughly trained and familiar with the equipment
- Reduced training time and expense because we limit the types of equipment used

Equipment Supply Program

ABM has strong, established relationships with industry-leading supply, chemical and raw material manufacturers that share our commitment to excellence. This affords us cost-control advantages over our competitors and provides you with several distinct advantages:



- National long-term, fixed-price contracts with industry leaders to mitigate costs
- Strong vendor relations give access to new, innovative products and training support
- Environmentally friendly products selected based on ABM quality standards & customer specifications
- Personal attention when it comes to problem solving for you and managers
- Prompt deliveries and comprehensive training
- Centralized purchasing department for inventory control
- Consumables can be purchased and supplied at an additional cost

Vendor Profiles

Tennant® Company supplies ABM with all commercial and industrial cleaning equipment.

Tennant® is one of the world's leading manufacturers of industrial floor maintenance equipment.

ABM purchases lightweight backpack vacuum cleaners from ProTeam®.

ProTeam® is recognized as the original innovator of lightweight ergonomic backpack vacuum cleaners.

Aztec supplies ABM with propane buffers and floor strippers.

For 35+ years, over 2,500 businesses and floor contractors worldwide depend on Aztec products and services.

Rubbermaid® supplies ABM with hard plastic and mop items such as:

- *mops,*
- *buckets & wringers,*
- *Brute® barrels,*
- *handles,*
- *maid carts,*
- *floor safety signs*
- *& barricades.*

Service and Maintenance

Optimal performance depends on a solid maintenance program. ABM relies on factory-trained service experts to maintain our machines and keep downtime to a minimum. In addition, ABM follows manufacturer maintenance schedules to ensure maximize up time and useful life.

Warranty

All Tennant® and Aztec equipment comes with a 3-year warranty in which they will come pick up the equipment for repairs.

- Cordless equipment (battery powered): = **3 years** – Parts, Travel & Labor
- Corded equipment: = **2 years** – Parts; **1 year** – Travel & Labor

Coverage only applies to defects in the equipment. Equipment damages due to misuse or wear items are not covered under warranty programs.

Repair

ABM utilizes local Tennant® and HP product service centers to maintain and repair our equipment onsite. Below is a sample of ABM's equipment repair & maintenance log.

- Track any repair or maintenance to each piece of equipment on this form.
- One form is used for each piece of equipment.
- Once the equipment sustainability log is returned, we will send you the manufacturers cut sheet for any newer equipment, and it should be kept with each of these sheets.
- When you retire a unit, please donate it, return to repair shop. Do not send to the dumpster. Indicate what you did on the repair sheet.

Equipment Repair History

Manufacturer:		Model #:
Serial Number:		Equipment Cut Sheets must be included One sheet per piece of equipment to track any repairs
Date of Purchase:		

Repair History

Date	Hours	Part(s)	Comments

Equipment List

Cleaning Equipment	Qty	Unit Cost	Total
15" E5 Self Contained Carpet Extractor	1	$ 1,885.00	$ 1,885.00
1.1 Cu Yard Tilt Truck	4	$ 569.00	$ 2,276.00
20" FM2022 20HD Single Speed Floor Machine	2	$ 644.00	$ 1,288.00
All Surface (Kaivac)	1	$ 3,204.00	$ 3,204.00
Blower 3 speed Air Mover	2	$ 169.00	$ 338.00
Brute Barrel Dolly/Caddy	3	$ 55.00	$ 165.00
ProTeam Battery Backpack GoFree Flex Pro	1	$ 1,658.00	$ 1,658.00
ProTeam Corded Backpack	6	$ 363.00	$ 2,178.00
ProTeam V-WD-24 24-gal. Wet/dry Vacuum	2	$ 589.00	$ 1,178.00
Custodial "Set-ups"	11	$ 420.00	$ 4,620.00
Square Scrub Corded Scrubber	1	$ 2,260.00	$ 2,260.00
T1 15" Walk Behind Micro Scrubber	1	$ 2,063.00	$ 2,063.00
T300 24" Auto Scrubber	3	$ 6,810.00	$ 20,430.00
T500 28" Auto Scrubber	1	$ 10,346.00	$ 10,346.00
T7 26" Auto Scrubber	1	$ 13,314.00	$ 13,314.00
Tennant Walk Behind Battery Burnisher B5	2	$ 6,221.00	$ 12,442.00
Office Equipment			
Smartphones	2	$ 100.00	$ 200.00
Desktop Computers	1	$ 1,450.00	$ 1,450.00
Desktop Printers	1	$ 300.00	$ 300.00

Chemicals List

In accordance with our Green Cleaning program, the following chemicals are from our ABM Greencare® program. More information about our green cleaning program follows.

For the chemical list used to combat COVID-19 and other infectious diseases, please see the Background Section of this proposal.

ABM GreenCare®

Creating a Healthy, High-Performance Environment for Your Students

We are in full support of TCNJ's green cleaning policy and efforts as we have our own corporate sustainability initiatives. The ABM GreenCare® program focuses on products, tools, equipment, processes and policies. Our program promotes a healthier environment for your building's occupants while significantly reducing the harm done to the environment. Green cleaning also preserves your capital investments (floors, furniture, etc.) because green products are less harsh than traditional products. We use environmentally preferable products and sustainable procedures following the requirements of the U.S. Green Building Council, Green Seal, Environmental Protection Agency, Environmental Choice, and the Carpet and Rug Institute, who provide nationally recognized standards for green products and procedures. Our program is supported by LEED APs and Green Associates located throughout the country.

Basic Principles

- Focus on entryways inside and out
- Minimize particles and chemicals in the air
- Use chemical management systems
- Ensure proper vacuuming
- Focus on preventative measure
- Focus on touch-points
- Apply disinfectant in restrooms properly
- Promote safety and prevent cross-contamination



A Flexible Program to Meet Your Sustainability Goals

We've made the program flexible by offering three distinct levels. We'll help you take a more holistic approach to green cleaning, whether it's switching to green cleaning products, implementing sustainable equipment and processes or assisting with LEED certification. If you would like to select components from different levels to customize your program, we will gladly accommodate your request. We'll use our Assessment and Transition Plan Tool to assess your existing sustainability efforts and develop pricing and a transition plan to implement green cleaning.



- 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

"ABM has played a key part in introducing and continuing the successful use of the District's green cleaning program that started in 2009. The program has contributed to lower absenteeism rates. ABM continues to partner with Cherry Creek Schools to achieve the common goal of a clean and healthy environment in our school system."

- Facilities Operations Manager
Cherry Creek School District

Chemical List

ABM greencare for facilities, inside & out



		Sustainability Criteria						
		Certified Green Seal GS-37	Certified Green Seal GS-40	USDA Biopreferred	Greenguard	Ecologo/UL	CARB VOC Compliant	USGBC LEED Compliant
Daily Use Products	**Glance® NA #2 Glass & Multi-Surface Cleaner Non-Amm.** Glass and Multi-Purpose Cleaner	•			•	•	•	•
	Pur-Eco® Glass and Surface Cleaner BioBased Glass and Multi-Purpose Cleaner			•		•	•	•
	Alpha-HP® #52 Multi-Surface Cleaner Hydrogen Peroxide Multi-Purpose Cleaner	•			•		•	•
	Stride® Citrus #3 HC Neutral Cleaner (Except 5 gal and SmartDose) Neutral Cleaner	•			•		•	•
	Pur-Eco® Floor and Surface Cleaner BioBased Floor and Hard Surface Cleaner			•		•	•	•
	Prominence™/MC #66 Heavy Duty Floor Cleaner (Except Accumix) Heavy Duty Floor Cleaner	•					•	•
	Pur-Eco® General Purpose Cleaner BioBased General Purpose Cleaner			•		•	•	•
	Crew® #44 Bathroom Cleaner & Scale Remover Restroom Cleaner and Scale Remover	•			•	•	•	•
	Pur-Eco® Bowl and Bathroom Cleaner BioBased Bowl and Restroom Cleaner			•		•	•	•
	Pur-Eco® Restroom Floor and Surface Cleaner BioBased Restroom Floor and Surface Cleaner			•		•	•	•
	Orbio® Multi-Surface Cleaner Electrolyzed Water Multi-Surface Cleaner	•			•	•		•
	Orbio® MultiMicro™ 200 Electrolyzed Water Disinfectant/Sanitizer				•	•		•
Specialty Products	**Shine Up™/MC Lemon Furniture Polish** Wood Polish						•	•
	Deep Gloss® Maintainer for Stainless Steel Stainless Steel Cleaner						•	•
	Good Sense® Odor Eliminator Odor Counteractant					•	•	•
	Emerel® Plus Creme Cleanser Hard Surface Cleanser					•	•	•
	Alpha-HP® #67 Multi-Surface Disinfectant Cleaner Hospital Grade Hydrogen Peroxide Disinfectant Cleaner						•	•
	Virex® II 256 #5 Disinfectant Cleaner and Deodorant Quaternary-Based Disinfectant Cleaner						•	•
	Oxivir® TB Disinfectant Cleaner Tuberculosis Disinfectant						•	•
Floor Care	**Aquaria® Floor Finish** Zinc-Free Floor Finish		•			•	•	•
	Pro Strip SC High Efficiency Floor Stripper Low Odor Floor Finish Remover		•				•	•
	PERdiem™/MC General Purpose Cleaner with Hydrogen Peroxide Carpet Extraction, PreSpray and Spotter	•				•	•	•
	Defoamer Neutral Defoaming Agent						•	•

Meets California Code of Regulations maximum VOC Levels by category

• Wood Cleaner (non-aerosol) ≤ 4% • General Purpose Cleaner (non-aerosol) ≤ 4% • Metal Polish/Cleanser ≤ 30% • Air Freshener (liquid/pump sprays) ≤ 18%
• Floor Polishes or Waxes (resilient flooring) ≤ 7% • Floor Polishes or Waxes (nonresilient flooring) ≤ 10% • Carpet and Upholstery Cleaner (non-aerosols) ≤ 0.1%

Chemical List

ABM greencare for facilities, inside & out

		Sustainability Criteria						
		Certified Green Seal GS-41	Certified Ecologo/ UL-2784	Non-Antimicrobial	USDA Biopreferred Certified	Certified Ecologo/ UL-2783	CARB VOC Compliant	USGBC LEED Compliant
Hand Soaps & Sanitizers	**Diversey Soft Care® Foam General Purpose Hand Soap** Hand Soap	•		•			•	•
	Diversey Soft Care® Hand Soap Hand Soap			•			•	•
	Diversey Soft Care® Hair and Body Wash Hair and Body Wash			•				•
	GOJO® E1 Handwash Hand Soap	•	•	•				•
	GOJO® Deluxe Lotion Soap with Moisturizers Hand Soap			•				•
	GOJO® Enriched Lotion Soap Hand Soap			•				•
	GOJO® Pink & Klean Skin Cleanser Hand Soap			•				•
	GOJO® Green Certified Foam Hand Cleaner Hand Soap	•	•	•				•
	GOJO® Green Certified Lotion Hand Cleaner Hand Soap	•	•	•				•
	PURELL® Instant Hand Sanitizer Alcohol-Based Waterless Hand Sanitizer				•	•		•
	PURELL® Instant Hand Sanitizer Foam Waterless Foaming Antimicrobial Hand Rinse				•	•		•

What is Green Seal and Ecologo?

They are independent, non-profit organizations. To become certified, a product goes through rigorous testing by Green Seal or Ecologo.

To carry out the Green Seal or Ecologo Certification, the product must:

- Reduce health risks to product users and building occupants
- Reduce environmental impact
- Be cost effective
- Work as well as or better than traditional products
- Meet current testing requirements by the organization

http://www.greenseal.org http://www.ecologo.org *Green certification standards only exist today for a limited number of chemicals.

Green Seal Criteria

Acute Toxicity – Undiluted product acute oral LD50 is ≤ 5000 mg/kg, and the inhalation LC50 is ≤ 20 mg/L at 1 hr.
Skin And Eyes Irritation – Undiluted product is not corrosive to skin or cause serious eye damage as defined by the GHS. Furthermore, it does not have a pH of 2 or less, or a pH of 11.5 or greater.
Carcinogens, Mutagens Or Reproductive Toxins – Undiluted product does not contain any ingredients or components that are carcinogens, mutagens or reproductive toxins.
Ingredients That Cause Asthma – Undiluted product does not contain any ingredients that have been identified as asthmagens.
Skin Sensitization – Undiluted product is not a skin sensitizer as tested by the LLNA or following the EPA test guidelines for skin sensitization.
Skin Absorption – Undiluted product does not contain ingredients that are listed on the ACGIH Threshold Limit Value carrying a skin notation.
Prohibited Ingredient – Undiluted product does not contain: Heavy Metals (including zinc, lead, cadmium, cobalt, hexavalent chromium, mercury or selenium), alkylphenol ethoxylates, phthalates or 2-butoxyethanol.
Ozone Depleting Compounds – Undiluted product does not contain any ingredients that are ozone-depleting compounds.
Volatile Organic Compound Content – Undiluted product does not contribute significantly to the production of photochemical smog, tropospheric ozone or poor indoor air quality, and the volatile organic content of the product as used does not exceed 0.1% by weight for dilutable carpet cleaners, 1% by weight for general purpose, restroom, glass and ready-to-use carpet cleaners, as determined by California Air Resources Board Method 310.
Inhalation Toxicity – The product as used does not contain ingredients that cause chronic inhalation toxicity as evidenced by Green Seal's approved testing methods.
Toxicity To Aquatic Life – The product as used (or all ingredients in the formula) has an acute LC50 for algae, daphnia, or fish ≥ 100 mg/L.
Bioaccumulating Compounds – Product as used does not contain any ingredients that bioaccumulate or that form degradation products that bioaccumulate.
Aquatic Biodegradation – Each organic ingredient exhibits ready biodegradability in accordance with OECD definition (except a FIFRA registered bathroom cleaner active), as measured by ISO 9439 carbon dioxide (CO_2) evolution test, ISO 10708 (two-phase closed bottle test), ISO 10707 (closed bottle test), or ISO 7827 (dissolved organic carbon removal). Within a 28-day test, the ingredient shall meet one of the following criteria within 10 days of the time when biodegradation first reaches 10%: Removal of dissolved organic carbon (DOC) > 70%; Biological oxygen demand (BOD) > 60%; % of BOD of theoretical oxygen demand (ThOD) > 60%; % CO_2 evolution of theoretical > 60%. For organic ingredients that do not exhibit ready biodegradation, the biodegradability in sewage treatment plants using the Coupled Units Test found in OECD 303A has demonstrated dissolved organic carbon (DOC) removal > 90%.
Eutrophication – Product as used does not contain more than 0.5% by weight of total phosphorus.
Combustibility – Undiluted product is not combustible and 99% by volume of the product ingredients have a flash point above 150°F.
Fragrances – Fragrances added to the product must follow the Code of Practice of the International Fragrance Association.
Color Components – Any color component shall be FDA certified and permitted for FD&C use or be a natural color component.
Optical Brighteners – Undiluted product does not contain any ingredients that are optical brighteners.
Concentrates – Product is a concentrate except toilet bowl/urinal cleaners, dry/absorbent compound carpet cleaners or pdocuts solely labeled as carpet spot removers, with recommended minimum use dilution for General Cleaners: 1:32; Glass, restroom and carpet cleaners: 1:16.
Animal Testing – Animal testing is discouraged and mixtures need not be tested if existing information demonstrates that each of the ingredients complies with a criterion.
Recyclable Packaging – Primary package is recyclable.

Chemical List – EnhancedClean, COVID Cleaning/Disinfecting

Use Oxivir® Tb one-step cleaner disinfectant to wipe hard, non-porous surfaces.

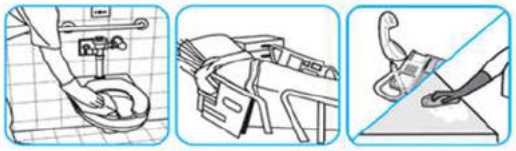




Pull wipe from canister, wipe surfaces, allowing them to stay wet for one minute. **Allow to air dry or rinse according to use instructions on some surfaces.**

Use Oxivir® 1 one-step cleaner disinfectant to wipe hard, non-porous surfaces.





Pull wipe from canister, wipe surfaces, allowing them to stay wet for one minute. **Allow to air dry or rinse according to use instructions on some surfaces.**

Use Virex® II 256 One-Step Disinfectant Cleaner and Deodorant to clean restroom toilets, sinks, floors and walls.





Apply use-solution to hard, nonporous surfaces. Thoroughly wet surface with a cloth, mop, sponge, sprayer or by immersion. **Allow to remain wet for 10 minutes.** Wipe dry or allow to air dry.

Use VirexTM II 256 One-Step Disinfectant Cleaner and Deodorant to clean restroom toilets, sinks, floors and walls.





Apply use-solution to hard, nonporous surfaces. Thoroughly wet surface with a cloth, mop, sponge, sprayer or by immersion. **Allow to remain wet for 10 minutes.** Wipe dry or allow to air dry.

Use Oxivir® Five 16 Concentrate One Step Disinfectant Cleaner to clean and disinfect hard, non-porous surfaces.





Apply use solution. **Let stand for 5 minutes.** Wipe or allow to air dry.

National Procurement Program

ABM has a centralized procurement department that falls under the direct management of our Chief Procurement Officer. Consolidating this major department allows us to leverage our size and scale through numerous national, regional and local agreements with major suppliers of products and services used in the execution of our facility management contracts. This includes vendor management and service agreements as well as equipment and supply agreements.

Our national franchise network offers janitorial supplies such as paper products, cleaning chemicals, soaps, trashcan liners and cleaning equipment, MRO supplies such as HVAC, lighting, fasteners, safety and industrial supplies. In addition to these agreements, we also have national agreements for uniforms, fleet vehicles, IT and telecom services that are directly associated with the services we supply to our client base. In many cases, we are the largest customer to our vendors. By aggregating our large spend in these categories, we can negotiate exceptional discounts at the highest possible levels and, with increased purchase power, offer significant discounts to our clients.

Vendors and suppliers are pre-qualified using a third-party platform, Avetta, to ensure that both ABM and our clients' requirements are met. We require our key providers to continually present innovative technology and products to us on a monthly basis to ensure we have industry leading programs. Vendor/Supplier compliance and internal compliance is monitored and tracked with built in volume discounts.

We have national agreements for uniforms, fleet vehicles, IT and telecom that are directly associated with the services we supply to our client base. By aggregating our large spend in these categories, we can negotiate exceptional discounts at the highest possible levels and these prices are passed on to our clients in our pricing.



BuySMART ABM has partnered with GEP to develop a unified procure-to-pay process on the SMART P2P platform. This platform, branded as ABM BuySMART, allows our workforce to efficiently order goods and services from our preferred and approved vendors, gain visibility to the supply chain process from requisition to invoice, and ensure quality and value for our clients. BuySMART enables effective and streamlined purchasing in the following ways:

- The portfolio of preferred manufacturers and materials are hosted on electronic catalogs within BuySMART. This provides our workforce quick access to our most used items at negotiated pricing as they make daily purchases. We also provide punch-out catalogs to a vast portfolio of purchases leveraging strategic agreements with approved vendors. Catalogs are actively managed to ensure that the right goods and services are offered at competitive prices.
- Workflow is handled in-system to ensure that all purchases are properly reviewed.
- There is transparency throughout the entire ordering process, from the creation of a requisition, the placement of an order, the delivery of the service and the receipt of the invoice. We have enabled a two-way purchase order and invoice matching process that facilitates efficient ordering and payment. This allows our team to deliver our services on time and on budget.
- Enhanced spend cube visibility allows our strategic sourcing team to manage our vendors and make informed purchasing decisions. Vendor performance and pricing are closely monitored to make sure that we always deliver the greatest value to our customers. Strategic agreements are reviewed annually to strengthen our strategic relationships and leverage market dynamics.

We currently receive and process orders and invoices electronically for many clients using systems like Ariba, SAP, and Avid Exchange. We utilize a JD Edwards/Oracle platform that provides tremendous in-house EDI/EFT exporting capabilities in addition to utilizing client systems and portals. We also provide monthly electronic invoice statements in a variety of formats and often accompany electronic invoices with property and account detail in an Excel workbook or other flat file format.

CLARIFICATIONS AND CONFIRMATION

Exceptions/Deviations

ABM views contract documents as the cornerstone of our relationship with each client. To achieve the mutual goal of service satisfaction, ABM believes it is in our client's and ABM's interest for the contract documents to accurately reflect both parties' understanding of the requirements and intentions. If ABM is the successful bidder, ABM requests the opportunity to enter negotiations regarding the terms of the Contract to be entered between the parties.

i. A provision allowing for increases in price by ABM for other factors beyond ABM's reasonable control, including but not limited to, government increases to minimum, prevailing or living wages, benefits, or healthcare, and increases required by collective bargaining agreements, if applicable.

ii. A provision allowing for increases in price at the end of each 12 months based on the lesser of 5% or the annual Consumer Price Index for All Urban Consumers (CPI-U) increases.

iii. A provision allowing a mutual termination for convenience upon 30 day written notice.

iv. ABM's indemnification obligation, imitation of liability and warranty as set forth in the attached Contract and to only claims caused by the negligence, misconduct, or other fault of ABM, its agents and employees, and which arise out of work performed under this Contract.

v. Slight adjustments to the insurance requirements, which do not reduce the amount of coverage but rather restructure the language to comply with ABM's insurance policies.

vi. A provision that provides for a written notice and a 10-day Cure Period prior to any term for cause/default.

Should ABM be the successful bidder, we look forward to discussing these concerns in further detail.



SERVICE AGREEMENT

This Service Agreement (the "Agreement") is made January 2, 2021 between ABM Industry Groups, LLC and its Affiliates ("ABM"), and The College of New Jersey ("Client").

("Affiliate(s)" means any legal entity that, directly or indirectly, (i) is owned and/or controlled by, (ii) owns and/or controls, or (iii) is under common ownership and/or control with ABM.)

1. Services. ABM will provide services to Client or its agent at the location(s) listed on the attached Exhibit A and according to the specifications in Exhibit A (the "Services"). ABM may perform the Services by any reasonable means and shall not be responsible for delays in performance beyond its control.

2. Term. This Agreement shall be in effect for (3) three years(s), commencing [INSERT DATE SERVICES BEGIN], and shall continue thereafter for successive periods of twelve months, subject to any termination pursuant to the terms and conditions of this Agreement.

3. Termination. If Client is dissatisfied with the quality of the Services, Client may inform ABM in writing of the specific areas of dissatisfaction, and if ABM shall fail to substantially correct the deficiencies within 30 days, Client may then terminate this Agreement by thirty (30) days' written notice to ABM. Either party may terminate this Agreement by providing thirty (30) days' written notice to the other party, and ABM may terminate services at any time without notice for nonpayment. All property and equipment furnished by ABM under this Agreement shall remain its property. Upon the termination of this Agreement, ABM shall have a reasonable time to remove its property and equipment from Client's premises.

4. Price. Client agrees to pay ABM monthly for the Services in accordance with the schedule attached as Exhibit B. Invoices shall be distributed by ABM in PDF format via an automated email process unless other arrangements are agreed to in writing by the parties. All third-party fees for billing and invoice processing shall be the responsibility of Client, and shall be billed by ABM to Client as third-party fees are incurred. Payment shall be due within thirty (30) days from the earlier of the date of invoice or the last day of each month for which the Services were performed. A late charge of the lesser of (a) 1.5% per month or (b) the maximum rate permitted by law, shall be paid by Client to ABM on any past due payment not received within fifteen (15) days after the payment due date. If Client's account is referred to an agency or attorney for collection, Client shall reimburse ABM for its attorneys' fees and collection costs. The price is based upon the service area and frequency of the Services in the attached specifications. If there is any change in either, Client and ABM agree to negotiate a reasonable price adjustment.

5. Adjustments for Wages and Fringe Benefits. The attached price schedule is based on present wages and fringe benefits. If wages or fringe benefits increase above those in effect on the date of this Agreement, Client agrees to proportionate increase in the price. Since wage and fringe benefit increases may be retroactive, price increases due to such cost increases shall be payable retroactively. ABM will notify Client as soon as possible if retroactive payments may be due. Client's obligation for such price adjustments shall survive the termination of this Agreement.

6. Adjustments for CPI. At the end of each twelve (12) month period during the Term of this Agreement, the price shall be increased by the greater of: (a) two percent (2%), or (b) a percentage equal to the percentage increase in the Consumer Price Index for All Urban Consumers (CPI-U) during the twelve (12) month period immediately prior to the first day of the then current annual period; provided, however, that the percentage of increase in the price determined under this provision shall never exceed five percent (5%) in any twelve (12) month period.

7. Extraordinary Cost Changes. If any extraordinary event affects ABM's costs, upon notice to Client the parties agree to negotiate a reasonable adjustment. Such events shall include armed hostilities, riots, strikes, picketing, boycott, acts of God, national financial or economic disturbances, epidemics, and other events not reasonably foreseeable or against which ABM reasonably cannot protect itself.

8. Equipment. In event that this Agreement is cancelled or terminated prior to the expiration of its then current term, Client shall pay ABM within thirty (30) days after such cancellation or termination for any unamortized costs of any equipment purchased by ABM for use at the Client's locations. The amortization period shall be based on the date that the equipment was put into service.

9. Holidays. ABM is not obligated to perform the Services on the following holidays: _____

_____Services on holidays, when requested, shall be charged on an over-time basis. A holiday on the sixth or seventh day of the work week shall be subject to additional charge of a full day at straight time if wages are required to be paid for that day.

10. Indemnification. ABM shall indemnify, defend and hold harmless Client from loss, liability, cost, or expense (including reasonable attorneys' fees) for bodily injury, death, and property damage (hereinafter, referred to as "Claims") but only to the extent same are caused by the negligence, misconduct, or other fault of ABM, its subcontractors, agents, and employees, and which arise out of Services performed under this Agreement. The foregoing provision shall only benefit Client if Client notifies ABM in writing of such Claim within five (5) days of same being reported to Client or its representative. Notwithstanding the foregoing, if ABM is required by Client to clean or wax floors when being used by employees, customers, tenants, or visitors, ABM shall not be responsible for any Claim in connection therewith. ABM shall not be liable for delay, loss, or damage caused by warfare, riots, strikes, boycotts, criminal acts, acts or omissions of others, fire, water damage, natural calamity, or causes beyond ABM's reasonable control. ABM shall not be liable for disposal of documents or valuable items left on floors, and Client shall indemnify and hold harmless ABM from Claims for such disposal. Client agrees to keep its facilities in a safe condition and in conformance with federal, state, and local laws, ordinances and regulations. Client shall indemnify, defend and hold harmless ABM from Claims to ABM's employees and others resulting from the condition of Client's premises or equipment, but only to the extent same are not caused by ABM's fault.

11. Insurance and Taxes. ABM agrees to maintain in full force and effect during the term of this Agreement the following insurance coverage for the work performed for Client under this Agreement:

a. Commercial General Liability insurance with limits for bodily injury and property damage of not less than $1,000,000 per occurrence, $2,000,000 general aggregate;

b. Commercial Automobile Liability insurance with limits of liability for bodily injury and property damage of not less than $1,000,000 per occurrence; and

c. Workers Compensation insurance with statutory limits and with an Employers Liability Coverage of at least $500,000.

d. Sexual Misconduct & Molestation Liability insurance with limits of $3,000,000 per victim.

e. Excess or Umbrella Liability insurance on a follow-form basis with respect to the Commercial General Liability, Employers' Liability, Commercial Automobile Liability, and Sexual Misconduct & Molestation Liability of not less than $5,000,000 per occurrence, $5,000,000 general aggregate.

ABM has the right to be self-insured where permitted by state law or to provide such coverage subject to a deductible or self-insured retention. ABM will provide Client with a certificate of insurance describing the coverage provided in accordance with these provisions and include Client as an additional insured. ABM, Client, and their insurers shall waive all rights of subrogation against one another for property damage claims. ABM shall be responsible for paying all payroll-based taxes affecting its employees. Client agrees to pay for any sales and use taxes as well as increases in any taxes, workers' compensation, liability insurance, and other similar expenses of ABM.

12. **Independent Contractor**. ABM is an independent contractor and all persons employed to furnish the Services hereunder are employees of ABM and not of Client. The employees performing the Services for ABM will be employees of ABM, and ABM will pay for all wages, expenses, federal, and state payroll taxes and any similar tax relating to such employees; and will provide uniforms in accordance with ABM's established standards. In the event any employees or former employees of ABM or its affiliates are employed by Client or by any of Client's affiliates during the term of this Agreement or within 90 days after its termination, Client agrees to pay to ABM a fee equal to 10 percent (10%) of the annualized compensation of each such employee or former employee.

13. **Employees**. Upon written request by Client, ABM will remove from service any employee assigned to Client's premises who has engaged in improper conduct, including without limitation, a breach of Client policies or failure to perform the duties herein, provided such request is in accordance with applicable laws and collective bargaining agreements. ABM shall supervise its employees through ABM's designated personnel. In the event Client assumes any supervisory duties toward the ABM's employees or directs their acts or services, Client shall assume responsibility and shall indemnify, defend, and hold ABM harmless from loss, liability, or expense arising therefrom.

14. **Keys**. ABM shall not be provided master keys to any property. Should access to a master key be required, Client will provide a key box or lock box for such master key(s) at the property. Notwithstanding anything to the contrary in this Agreement, ABM shall not be responsible for any damages including, without limitation, any costs incurred in re-keying or changing locks caused by the loss or theft of such key(s).

15. **Notices**. Notices, requests, demands, etc., shall be written and delivered or mailed with postage prepaid

to Client at:

_____

_____

_____

ATTN: _____

to ABM at:

ABM

_____

_____

ATTN: _____

With a copy to:
ABM Legal Department
3800 Buffalo Speedway, Suite 325
Houston, TX 77098

16. **Entire Agreement**. This Agreement contains the entire agreement between the parties. All prior negotiations between the parties are merged in this Agreement, and there are no understandings or agreements other than those incorporated herein. This Agreement may not be modified except by written instrument signed by both parties. In the event of conflict between any of the foregoing provisions of this Agreement and any other contract, purchase order, agreement, request for proposal, or specification between the parties, this Agreement shall be controlling. This Agreement shall inure to and bind the successors, assigns, agents and representatives of the parties.

IN WITNESS WHEREOF, the parties hereto have executed this Agreement as of the date first written above.

CLIENT

By: _____

Name: _____

Title: _____

ABM INDUSTRY GROUPS, LLC

By: _____

Name_____

Title: _____

Exhibit A
Scope of Services

Exhibit B
Pricing and Payment of Schedule

SERVICE AGREEMENT

This Service Agreement (the "Agreement") is made [INSERT DATE], between **ABM Industry Groups, LLC** and its Affiliates ("ABM"), and [INSERT PROPER ENTITY NAME OF CLIENT] ("Client"). ("Affiliate(s)" means any legal entity that, directly or indirectly, (i) is owned and/or controlled by, (ii) owns and/or controls, or (iii) is under common ownership and/or control with ABM.)

17. Services. ABM will provide services to Client or its agent at the location(s) listed on the attached ***Exhibit A*** and according to the specifications in ***Exhibit B*** (the "Services"). ABM may perform the Services by any reasonable means and shall not be responsible for delays in performance beyond its control.

18. Term. This Agreement shall be in effect for [INSERT TERM] years(s), commencing [INSERT DATE SERVICES BEGIN], and shall continue thereafter for successive periods of twelve months, subject to any termination pursuant to the terms and conditions of this Agreement.

19. Termination. If Client is dissatisfied with the quality of the Services, Client may inform ABM in writing of the specific areas of dissatisfaction, and if ABM shall fail to substantially correct the deficiencies within 30 days, Client may then terminate this Agreement by thirty (30) days' written notice to ABM. Either party may terminate this Agreement by providing thirty (30) days' written notice to the other party, and ABM may terminate services at any time without notice for nonpayment. All property and equipment furnished by ABM under this Agreement shall remain its property. Upon the termination of this Agreement, ABM shall have a reasonable time to remove its property and equipment from Client's premises.

20. Price. Client agrees to pay ABM monthly for the Services in accordance with the schedule attached as ***Exhibit C***. If Client requires issuance of a Purchase Order Number ("PO") in order for ABM to submit an invoice, Client shall provide ABM with a PO promptly upon Contract execution and shall provide ABM thirty (30) days written notice in advance of any change or update to an existing PO. Any PO issued by Client shall note the location listed above and all new, updated and PO renewals must be sent to PO_Update@abm.com and the local ABM point of contact. Invoices shall be distributed by ABM in PDF format via an automated email process unless other arrangements are agreed to in writing by the parties. All third-party fees for billing and invoice processing shall be the responsibility of Client and shall be billed by ABM to Client as third-party fees are incurred. Payment shall be due within thirty (30) days from the earlier of the date of invoice or the last day of each month for which the Services were performed. A late charge of the lesser of (a) 1.5% per month or (b) the maximum rate permitted by law, shall be paid by Client to ABM on any past due payment not received within fifteen (15) days after the payment due date. If Client's account is referred to an agency or attorney for collection, Client shall reimburse ABM for its attorneys' fees and collection costs. The price is based upon the service area and frequency of the Services in the attached specifications. If there is any change in either, Client and ABM agree to negotiate a reasonable price adjustment.

21. Adjustments for Wages and Fringe Benefits. The attached price schedule is based on present wages and fringe benefits. If wages or fringe benefits increase above those in effect on the date of this Agreement, Client agrees to proportionate increase in the price. Since wage and fringe benefit increases may be retroactive, price increases due to such cost increases shall be payable retroactively. ABM will notify Client as soon as possible if retroactive payments may be due. Client's obligation for such price adjustments shall survive the termination of this Agreement.

22. Adjustments for CPI. At the end of each twelve (12) month period during the Term of this Agreement, the price shall be increased by the greater of: (a) three percent (3%), or (b) a percentage equal to the percentage increase in the Consumer Price Index for All Urban Consumers (CPI-U) during the twelve (12) month period immediately prior to the first day of the then current annual period; provided, however, that the percentage of increase in the price determined under this provision shall never exceed five percent (5%) in any twelve (12) month period.

23. Extraordinary Cost Changes. If any extraordinary event affects ABM's costs, upon notice to Client the parties agree to negotiate a reasonable adjustment. Such events shall include armed hostilities, riots, strikes, picketing, boycott, acts of God, national financial or economic disturbances, epidemics, and other events not reasonably foreseeable or against which ABM reasonably cannot protect itself.

24. Equipment. In event that this Agreement is cancelled or terminated prior to the expiration of its then current term, Client shall pay ABM within thirty (30) days after such cancellation or termination for any unamortized costs of any equipment purchased by ABM for use at the Client's locations. The amortization period shall be based on the date that the equipment was put into service.

25. Holidays. ABM is not obligated to perform the Services on the following holidays: _____ Services on holidays, when requested, shall be charged on an over-time basis. A holiday on the sixth or seventh day of the work week shall be subject to additional charge of a full day at straight time if wages are required to be paid for that day.

26. Indemnification. ABM shall indemnify, defend and hold harmless Client from loss, liability, cost, or expense (including reasonable attorneys' fees) for bodily injury, death, and property damage (hereinafter, referred to as "Claims") but only to the extent same are caused by the negligence, misconduct, or other fault of ABM, its subcontractors, agents, and employees, and which arise out of Services performed under this Agreement. The foregoing provision shall only benefit Client if Client notifies ABM in writing of such Claim within five (5) days of same being reported to Client or its representative. Notwithstanding the foregoing, if ABM is required by Client to clean or wax floors when being used by employees, customers, tenants, or visitors, ABM shall not be responsible for any Claim in connection therewith. ABM shall not be liable for delay, loss, or damage caused by warfare, riots, strikes, boycotts, criminal acts, acts or omissions of others, fire, water damage, natural calamity, or causes beyond ABM's reasonable control. ABM shall not be liable for disposal of documents or valuable items left on floors, and Client shall indemnify and hold harmless ABM from Claims for such disposal. Client agrees to keep its facilities in a safe condition and in conformance with federal, state, and local laws, ordinances, and regulations. Client shall indemnify, defend and hold harmless ABM from Claims to ABM's employees and others resulting from the condition of Client's premises or equipment, but only to the extent same are not caused by ABM's fault.

27. Limitation of Liability. As the Services set forth on ***Exhibit B*** include Disinfecting and/or Sanitizing Services, ABM and Client agree that the Disinfecting and/or Sanitizing Services are designed to create a visually clean environment and reduce but not eliminate the risks of spreading infectious disease and viruses. The Disinfecting and/or Sanitizing Services will align with the most current recommendations and guidelines on environmental cleaning published by relevant public health and occupational safety organizations, but there is no guarantee that the Disinfecting and/or Sanitizing Services or any cleaning services will completely eliminate the risks of spreading infectious disease and viruses. Therefore, ABM and Client agree that ABM shall have no obligation to defend Client against any Claims arising out of, alleging, or

resulting from exposure to communicable disease or pathogens causing any such disease (each, an "Exposure Claim"). Further, ABM's indemnity obligation in connection with an Exposure Claim will be limited to loss or damage found by a court of competent jurisdiction to have been caused by the negligence or willful misconduct of ABM and in no event will ABM's indemnity obligations in connection with an Exposure Claim exceed $1,000,000. The foregoing shall include, without limitation, all defense costs, settlements, and verdicts.

The Disinfecting and/or Sanitizing Services are provided as is, where is, and for commercial use only without any representation or warranty of effectiveness or success. There are no other warranties or conditions, express or implied, including without limitation those of merchantability, satisfactory quality, or fitness for a particular purpose. ABM expressly disclaims any representations or warranties that Client's use of the Disinfecting and/or Sanitizing Services will satisfy any statutory or regulatory obligations, or will assist with, guarantee, or otherwise ensure compliance with any applicable laws or regulations. ABM also expressly disclaims any representations or warranties made by the manufacturers or distributors of any cleaning products or equipment used by ABM to perform the Disinfecting and/or Sanitizing Services. Client assumes all responsibility for determining whether the Disinfecting and/or Sanitizing Services and selected cleaning products and equipment are sufficient for Client's desired purposes.

Except as may be owed to a third party under a party's indemnification obligations, neither ABM nor Client, or their respective owners, officers, directors, employees, agents, or affiliates, shall be liable one to the other whether under contract, statute, tort (including negligence) or otherwise, for any indirect, exemplary, unforeseeable, loss of profits, loss of use, punitive or consequential, incidental, or special damages, even if that party is notified in advance of such possibility, regardless of the form of the claim or action.

28. **Insurance and Taxes**. ABM agrees to maintain in full force and effect during the term of this Agreement the following insurance coverage for the work performed for Client under this Agreement:

f. Commercial General Liability insurance with limits for bodily injury and property damage of not less than $1,000,000 per occurrence, $2,000,000 general aggregate.

g. Commercial Automobile Liability insurance with limits of liability for bodily injury and property damage of not less than $1,000,000 per occurrence.

h. Workers Compensation insurance with statutory limits and with an Employers Liability Coverage of at least $500,000.

i. Sexual Misconduct & Molestation Liability insurance with limits of $3,000,000 per victim.

j. Employee Dishonesty/Fidelity insurance with limits of $2,000,000 each occurrence.

k. Excess or Umbrella Liability insurance on a follow-form basis with respect to the Commercial General Liability, Employers' Liability, Commercial Automobile Liability, and Sexual Misconduct & Molestation Liability of not less than $5,000,000 per occurrence, $5,000,000 general aggregate.

ABM has the right to be self-insured where permitted by state law or to provide such coverage subject to a deductible or self-insured retention. ABM will provide Client with a certificate of insurance describing the coverage provided in accordance with these provisions and include Client as an additional insured. ABM, Client, and their insurers shall waive all rights of subrogation against one another for property damage claims.

ABM shall be responsible for paying all payroll-based taxes affecting its employees. Client agrees to pay for any sales and use taxes as well as increases in any taxes, workers' compensation, liability insurance, and other similar expenses of ABM.

29. **Independent Contractor**. ABM is an independent contractor and all persons employed to furnish the Services hereunder are employees of ABM and not of Client. The employees performing the Services for ABM will be employees of ABM, and ABM will pay for all wages, expenses, federal, and state payroll taxes and any similar tax relating to such employees; and will provide uniforms in accordance with ABM's established standards. In the event any employees or former employees of ABM or its affiliates are employed by Client or by any of Client's affiliates during the term of this Agreement or within 90 days after its termination, Client agrees to pay to ABM a fee equal to 10 percent (10%) of the annualized compensation of each such employee or former employee.

30. **Employees**. Upon written request by Client, ABM will remove from service any employee assigned to Client's premises who has engaged in improper conduct, including without limitation, a breach of Client policies or failure to perform the duties herein, provided such request is in accordance with applicable laws and collective bargaining agreements. ABM shall supervise its employees through ABM's designated personnel. In the event Client assumes any supervisory duties toward the ABM's employees or directs their acts or services, Client shall assume responsibility and shall indemnify, defend, and hold ABM harmless from loss, liability, or expense arising therefrom.

31. **Keys**. ABM shall not be provided master keys to any property. Should access to a master key be required, Client will provide a key box or lock box for such master key(s) at the property. Notwithstanding anything to the contrary in this Agreement, ABM shall not be responsible for any damages including, without limitation, any costs incurred in re-keying or changing locks caused by the loss or theft of such key(s).

32. **Use**. Client consents to ABM's use of Client's name, trademark, and/or logo in promotional materials, publicity releases, advertising, or any other similar publications or communications.

33. **Notices**. Notices, requests, demands, etc., shall be written and delivered or mailed with postage prepaid

to Client at:	to ABM at:
Name of Client	ABM Industry Groups, LLC
Address	Local ABM Office
City, State Zip	City, State, Zip
ATTN:	ATTN:

With a copy to:

ABM Legal Department

1350 Euclid Avenue, Suite 1600

Cleveland, OH 44115

Attn: Assistant General Counsel

34. **Entire Agreement**. This Agreement contains the entire agreement between the parties. All prior negotiations between the parties are merged in this Agreement, and there are no understandings or agreements other than those incorporated herein. This Agreement may not be modified except by written instrument signed by both parties. In the event of conflict between any of the foregoing provisions of this Agreement and any other contract, purchase order, agreement, request for proposal, or specification between the parties, this Agreement shall be controlling. This Agreement shall inure to and bind the successors, assigns, agents and representatives of the parties.

IN WITNESS WHEREOF, the parties hereto have executed this Agreement as of the date first written above.

CLIENT	**ABM INDUSTRY GROUPS, LLC**
By: _____	By: _____
Name: _____	Name_____
Title: _____	Title: _____
Date: _____	Date: _____

Exhibit A

Service Locations

Exhibit B

Scope of Services

Exhibit C

Pricing and Payment of Schedule

Understanding of KPIs

We are very familiar with Quality Success Percentage (QSP) measurement and Key Performance Indicators found in the RFP and other partnerships which utilize a performance-based quality inspection program. In addition to the required KPIs we would propose consideration of additional KPIs measuring: guest/customer satisfaction, cost savings, safety, budget, inventory, work-order response time, staff retention, job satisfaction and students accessing ABM's thought leadership.

We confirm our understanding and compliance with the Performance Criteria & Key Performance Indicators (KPIs) described in the Statement(s) of Work, the specification(s), and other requirements stated in the RFP.

We will work diligently to provide best-in-class services to the College of New Jersey and meet, indeed exceed, your expectations.

In addition to the the Key Performance Indicators that begin on page 5 of the RFP, which include:

- Joint TCNJ and ABM Inspection Scores
- Third-Party Quality Audits
- Staffing Levels
- Floorcare and Carpet Care Schedule
- Quarterly Business Reviews

ABM proposes to consider the following KPIs as possible metrics we foresee may help to improve the overall program:

- **Guest/Customer Satisfaction** – Based on client/customer surveys measuring levels of satisfaction
- **Cost Savings** – Savings identified and actioned (i.e. equipment, supplies, process, OT reduction, etc.) that can be reinvested into the program in the form of associate compensation, equipment or donations to TCNJ's scholarship fund.
- **Safety Inspections** – in addition to the quality scores, keep a measurement on Safety Days
- **Training Completion** – staff training has a direct impact on quality so we could measure the number of hours, number of courses and the number of associates who complete ABM training sessions (online and in-person instruction)
- **Budget** – SAM (Supplies Allotment Management)
- **Inventory** – SOH (Supplies on Hand)
- **Work-Order Response Time** – Measurement of time to resolve work-order requests.
- **Staff Retention –** measure annual retention of staff
- **Staff Job Satisfaction** – perform independent surveys measuring satisfaction, work/life balance, etc.
- **Knowledge-Sharing** – The amount of students who are engaged to participate as mentees, interns, student employees and access of research/resources from ABM to advance their understand and experiential learning in the areas of energy efficiency, waste reduction, water conservation, etc.

Wage Confirmation

We can confirm that our proposed hourly wage rates are in compliance with current minimum wage, prevailing wage (New Jersey Department of Labor, Mercer County) and healthcare laws.



What To Expect
From ABM

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 100 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've got expertise to support your sustainability goals, including green cleaning, LEED support, bundled energy solutions, and more.

We Are Ready to Build Value for

TCNJ THE COLLEGE OF NEW JERSEY

Required Forms

- Signed Cover Sheet
- Mandatory Equial Employment Opportunity Language
- Certificate of Employee Information Report
- Statement of Ownership Disclsoure
- Non-Collusion Statement
- Disclosure of Political Contributions
- Source Disclosure Certification
- Disclosure of Investment in Iran
- Vendor Qualification Sheets
- New Jersey Business Registration Certificate
- New Jersey Certificate of Good Standing
- Vendor W-9
- Certificate of Insurance
- Addendum 1

- *Per RFP instructions, the Pricing Workbook and ABM's Full Disclosure is submitted separately*

TCNJ THE COLLEGE OF NEW JERSEY

Number: AB210011
Date Issued: November 30, 2020
Purchasing Contact: Anup Kapur
Phone: (609) 771-2859
Email: kapura@tcnj.edu
Requesting Department: Office of Facilities Management
Fiscal Year: 2021

Bids will be due on **December 18, 2020 at 2 p.m.**

Important: This bid must be received at or before the opening time and date stated above. Late bids will not be accepted. Return bid to:

The College of New Jersey
Office of Finance & Business Services, Purchasing Dept.
Administrative Services Building, Room 201
2000 Pennington Road
P.O. Box 7718
Ewing, New Jersey 08628-0718
609-771-2495

PURPOSE AND INTENT OF BID:

Solicit bids for a vendor to provide Supplemental Cleaning Services to The College of New Jersey.

INSTRUCTIONS TO VENDORS FOR COMPLETING THIS BID

1. Read the entire bid, including all terms and conditions and specifications.
2. All prices must be typed or written in ink. Any corrections, erasures or other forms of alteration to unit and/or total prices must be initialed by the vendor.
3. **THIS BID IS TO BE SIGNED BELOW (LINE 18).**
4. Bid prices shall include delivery of all items F.O.B. destination or as otherwise provided.
5. Address all inquiries and correspondence to the buyer at the email, phone or address shown above.
6. All communication during the bid process shall be directed to the Purchasing Department only.
7. All instructions must be followed and signatures must be provided for bid to be accepted.

MANDATORY TO BE COMPLETED BY THE VENDOR

8. Payment discount terms: 0.25
9. Prices quoted are firm through issuance of contract until the following date 90 days
10. Your Federal I.D. Number (FEIN): [redacted]
11. Company Name: ABM Industry Groups, LLC
12. Vendor telephone number: [redacted]
13. Vendor fax number: [redacted]
14. Print Name: Thomas Martin
15. Email Address: [redacted]
16. Title: Senior Vice President of Operations
17. Date: December 16, 2020

Thomas J Martin

18. ORIGINAL SIGNATURE OF VENDOR (MUST BE SIGNED)

Signature of the vendor attests that the vendor has read, understands, and agrees to all terms, conditions, and specifications set forth in the request for bid unless otherwise stated in writing and submitted with the bid.

PRE-BID CONFERENCE / ON-SITE INSPECTION IS NOT REQUIRED

MANDATORY EQUAL EMPLOYMENT OPPORTUNITY LANGUAGE
N.J.S.A. 10:5-31 et seq., N.J.A.C. 17:27

GOODS, PROFESSIONAL SERVICES AND GENERAL SERVICE CONTRACTS

During the performance of this contract, the contractor agrees as follows:

The contractor or subcontractor, where applicable, will not discriminate against any employee or applicant for employment because of age, race, creed, color, national origin, ancestry, marital status, affectional or sexual orientation, gender identity or expression, disability, nationality or sex. Except with respect to affectional or sexual orientation and gender identity or expression, the contractor will ensure that equal employment opportunity is afforded to such applicants in recruitment and employment, and that employees are treated during employment, without regard to their age, race, creed, color, national origin, ancestry, marital status, affectional or sexual orientation, gender identity or expression, disability, nationality or sex. Such equal employment opportunity shall include, but not limited to the following: employment, upgrading, demotion, or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices to be provided by the Public Agency Compliance Officer setting forth provisions of this nondiscrimination clause.

The contractor or subcontractor, where applicable will, in all solicitations or advertisements for employees placed by or on behalf of the contractor, state that all qualified applicants will receive consideration for employment without regard to age, race, creed, color, national origin, ancestry, marital status, affectional or sexual orientation, gender identity or expression, disability, nationality or sex.

The contractor or subcontractor, where applicable, will send to each labor union or representative or workers with which it has a collective bargaining agreement or other contract or understanding, a notice, to be provided by the agency contracting officer advising the labor union or workers' representative of the contractor's commitments under this act and shall post copies of the notice in conspicuous places available to employees and applicants for employment.

The contractor or subcontractor where applicable, agrees to comply with any regulations promulgated by the Treasurer pursuant to **N.J.S.A. 10:5-31 et seq.** as amended and supplemented from time to time and the Americans with Disabilities Act.

The contractor or subcontractor agrees to make good faith efforts to afford equal employment opportunities to minority and women workers consistent with Good faith efforts to meet targeted county employment goals established in accordance with **N.J.A.C. 17:27-5.2**, or Good faith efforts to meet targeted county employment goals determined by the Division, pursuant to **N.J.A.C. 17:27-5.2**.

The contractor or subcontractor agrees to inform in writing its appropriate recruitment agencies including, but not limited to, employment agencies, placement bureaus, colleges, universities, labor unions, that it does not discriminate on the basis of age, creed, color, national origin, ancestry, marital status, affectional or sexual orientation, gender identity or expression, disability, nationality or sex, and that it will discontinue the use of any recruitment agency which engages in direct or indirect discriminatory practices.

The contractor or subcontractor agrees to revise any of its testing procedures, if necessary, to assure that all personal testing conforms with the principles of job-related testing, as established by the statutes and court decisions of the State of New Jersey and as established by applicable Federal law and applicable Federal court decisions.

In conforming with the targeted employment goals, the contractor or subcontractor agrees to review all procedures relating to transfer, upgrading, downgrading and layoff to ensure that all such actions are taken without regard to age, creed, color, national origin, ancestry, marital status, affectional or sexual orientation, gender identity or expression, disability, nationality or sex, consistent with the statutes and court decisions of the State of New Jersey, and applicable Federal law and applicable Federal court decisions.

The contractor shall submit to the public agency, after notification of award but prior to execution of a goods and services contract, one of the following three documents:

Letter of Federal Affirmative Action Plan Approval
X Certificate of Employee Information Report
Employee Information Report Form AA302

The contractor and its subcontractor shall furnish such reports or other documents to the Division of Public Contracts Equal Employment Opportunity Compliance as may be requested by the Division from time to time in order to carry out the purposes of these regulations, and public agencies shall furnish such information as may be requested by the Division of Public Contracts Equal Employment Opportunity Compliance for conducting a compliance investigation pursuant **to Subchapter 10 of the Administrative Code at N.J.A.C.17:27.**

IF AWARDED A CONTRACT YOUR COMPANY/FIRM WILL BE REQUIRED TO COMPLY WITH THE AFFIRMATIVE ACTION REQUIREMENTS LISTED ABOVE.

Firm Name: ABM Industry Groups, LLC

Signature: (Thomas Martin)

Title: Senior Vice President of Operations

Date: December 16, 2020