

Custodial Services Proposal

Phoenix College

RFP #3209-2



Presented to:

Ren R. Carlson, CPM
Buyer II
Maricopa County Community College District

Presented by:

ABM
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October 29, 2013

October 27, 2013

Ren R. Carlson, CPM
Maricopa County Community College District
2411 West 14th Street
Tempe, AZ 85281

Dear Ren Carlson,

We appreciate the partnership ABM has enjoyed with Phoenix CC for the past 5 years and the opportunity to submit a proposal to continue our services at Phoenix Community College. We've maintained a cost-effective, quality-oriented custodial program that promotes a safer, healthier environment for students, faculty and staff and attracts potential students and donors. Our program incorporates the latest cleaning technology, provides professional onsite leadership and is supported by our strong local presence in Arizona.

Backed by a local team of ABM managers, skilled project teams and experienced safety and human resource managers, your custodial team will be given the necessary leadership and guidance to consistently perform. Most importantly, every member of our staff will be focused on supporting and meeting the needs of your customers: your students.

ABM partnered with our first college in 1921. Since then, we've been building value for Higher Education clients by ensuring that we create an environment that is inviting, safe, comfortable, and increasingly sustainable.

Our team is proud to present this proposal and we hope to continue our partnership with Phoenix Community College. Thank you for this opportunity.

Sincerely,

Wayne Moffet
Regional Sales Manager

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Executive Overview

Building Value for Your Campus

We understand how important a good custodial program is when it comes to attracting potential students. To make your campus more welcoming, cost-effective and sustainable, Maricopa County Community College District needs a customized custodial services program delivered by an experienced, committed partner that knows how to enhance your facilities and meet your financial and operational goals, so you can focus on education and community enrichment. To meet those needs, we'll apply our expertise backed by over 90 years' of experience serving Higher Education clients.

Reducing costs

Since the buildings on Phoenix College's campus are always in use, we'll continue to make operating and maintaining them more efficient with effective labor utilization, process management and innovative technological tools. We've developed a pricing structure that is consistent with your financial goals so you'll receive a program that delivers cost savings and maintains your high standards and contractual service levels. You'll also have the option to take advantage of our additional cost-saving strategies through solutions for Security, Energy, Transportation, Landscaping and Maintenance, all of which we self-perform and can integrate into your program.

Partners in sustainability

Maricopa County Community College District's sustainability objectives will become ours. We'll help you meet short-term goals, with GREEN seal chemicals and HEPA filtration vacuums, and we can help you establish and meet long-term goals, like water efficiency and LEED certification. We have a dedicated Director of Sustainability and certified LEED APs who are ready to work with you on specific plans to update your systems and meet those goals. If you're interested in reducing your energy consumption, we can apply our innovative energy solutions to reduce your energy costs with improved lighting and temperature control, healthier indoor air quality, and reduced ambient noise.

Accountability

Your campus will be overseen by an onsite management team that will be fully accountable to you for the quality of our service. They'll provide service workers with the training, technology and incentives to ensure that we are providing consistent and obligated staffing, which will allow managers to have more time for proactive inspections and staff support.

Preserving your culture

ABM will continue to staff employees who adapt to your culture. Your students and visitors will be greeted with one cohesive image — your image — on campus. We understand your students' sensitivities and faculty and staff's expectations and will continue to integrate ourselves as members of Phoenix Community College's family. Our intention is not to take control of your campus; instead, we want to continue a partnership in which we support your needs and help you meet your goals.

We encourage you to call our references listed in this proposal — a sample of the 200 colleges and universities that are currently benefitting from our solutions.

4.1 Minimum Requirements

- 4.1.1 Must be licensed by the State the business is in, if services requested require such license. ABM is authorized to work in the State of Arizona.
- 4.1.2 Must provide a completed Pricing Sheet signed by an authorized company signatory. See Attached under “Your Service Quote”
- 4.1.3 Must have carefully read and understand all parts of the RFP and certified that the Proposal is made in accordance therewith.
ABM’s representative has read and understands RFP #3209-2
- 4.1.4 A completed Signature Page (Attachment A)
Included in this Proposal
- 4.1.5 A completed Proposers Statement (Attachment B)
Included in this Proposal
- 4.1.6 A completed List of References. (Attachment C)
Included in this Proposal
- 4.1.7 An exceptions/comments sheet (if any exception is taken with the RFP, or additional comments are necessary).
Included in this Proposal
- 4.1.8 Materials to satisfy the requirements of Section 4.2 EVALUATION CRITERIA AND SUBMITTALS.
Included in this Proposal
- 4.1.9 Signed amendments, if any. Amendments submitted after the original Proposal is submitted must also be sealed.
Included in this Proposal if applicable.

Received Addendum NO. 1 RFP #3209-2 by fax on Oct. 16, 2013

4.2 Evaluation Criteria

The following sections cover our response to Item 4.2 of your RFP.

1. Pricing
2. Method of Performance
3. Experience in Janitorial
4. Experience in K-12 / Higher Ed
5. Staffing / Training / Safety
6. Account management / Transition
7. Quality Control – QMS 24/7
8. Reporting Capabilities

Your Service Quote

7. Price Sheet RFP#3209-2 Custodial Services / Phoenix College

Having attended the Mandatory Pre-Proposal Meeting and becoming completely familiar with all local conditions affecting the cost of performing all contract requirements, and having carefully examined the Request for Proposal #3209-2, together with any amendments to such RFP, the undersigned proposes to provide all labor, materials, supervision, insurance, plant, supplies (including ALL paper and plastic products), equipment, TAXES, and other facilities as necessary to provide complete Custodial Services at the price shown below.

Phoenix College (ALL CURRENT LOCATIONS)

TOTAL COST \$34,446 PER MONTH (Including Taxes)
\$413,352 Annually. Labor will be reassigned during PCC Breaks (Excluding Porter Services and Event Staff)

ADDITIONAL COST BREAKOUTS

Total Cleaning Cost \$.11 Per Square foot (including supplies and taxes)

Porter Cost \$14.62 Per hour, per person (including taxes)

Events Staff Cost \$14.62 regular-\$21.93 overtime Per hour, per person (including taxes)

ADDITIONAL SERVICES - BY REQUEST ONLY (Including All Supplies)

Additional Requested Service (standard cleaning) \$ _____ Per Hour/Per Employee

Strip and seal ceramic tile floor \$.18 - \$.27 Per Square Foot

Strip and seal ceramic concrete floor \$.18 - \$.41 Per Square Foot

Strip and seal VCT floor \$.22 - \$.47 Per Square Foot

PROMPT PAYMENT DISCOUNT Negotiable

COMPANY: ABM PHONE: 480-968-8300

ADDRESS: 2632 West Medtronic Way FAX: 800-886-4103

CITY, STATE, ZIP: Tempe, AZ 85281

SIGNATURE: _____ DATE: Oct. 15, 2013

NAME (Print): Wayne Moffet TITLE: Regional Sales Manager

Additional Menu Pricing for PCC & SAVE

Prepared for: Maricopa County Community College District / RFP #3209-2

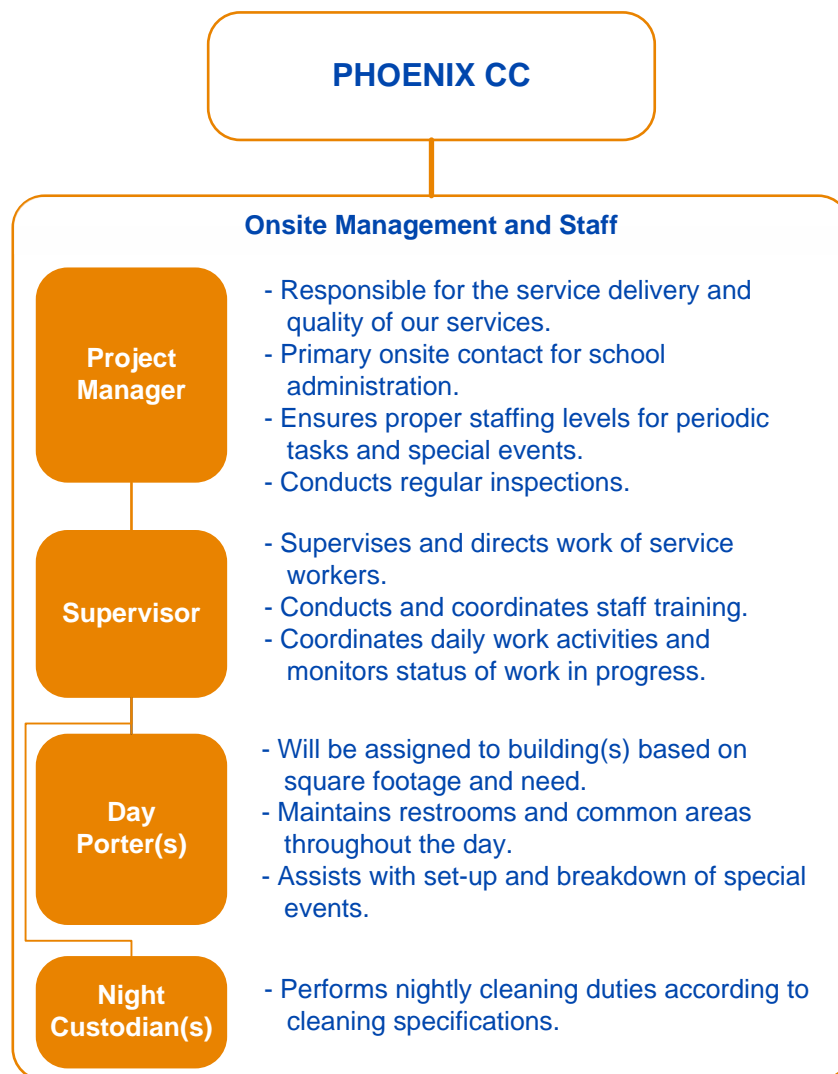
Additional Areas including consumables	\$.079 - \$.12 per square foot
Additional Areas w/o consumables	\$.064 - \$.095 per square foot
Screen and Recoat Wood Floors	\$.55 - \$.70 per square foot
Sand / Stripe / Logo and Seal Gym Floors	\$1.80 - \$3.25 per square foot
Interior Window Cleaning	\$24.00 per hour
Exterior Window Cleaning (Ground Level)	\$24.00 per hour
Exterior Window Cleaning (above Ground Level)	\$24.00-\$48.00 per hour
Additional labor of client directed tasks	\$14.62 - \$29.47 per hour

Pricing will be adjusted depending on a variety of criteria including, but not limited to; first shift, second shift, third shift / ratio of hard surface to carpet / size and location of buildings / adjustment of specifications to cover client's needs.

Method of Performance

Onsite Management and Staffing

Onsite management is a crucial component in a well-run custodial program. We will maintain a Project Manager and supervisory staff who are experienced in the Higher Education environment and are able to coordinate our services for regular work, periodic tasks and special events. They will also be able to manage the multiple shifts that your campus requires. The chart below outlines our staffing plan and the duties for each role.



Offsite Management Support

In addition to the onsite management team, offsite support staff will provide resources and additional checks and balances to ensure the quality of our services.



Conveniently Located to Serve You

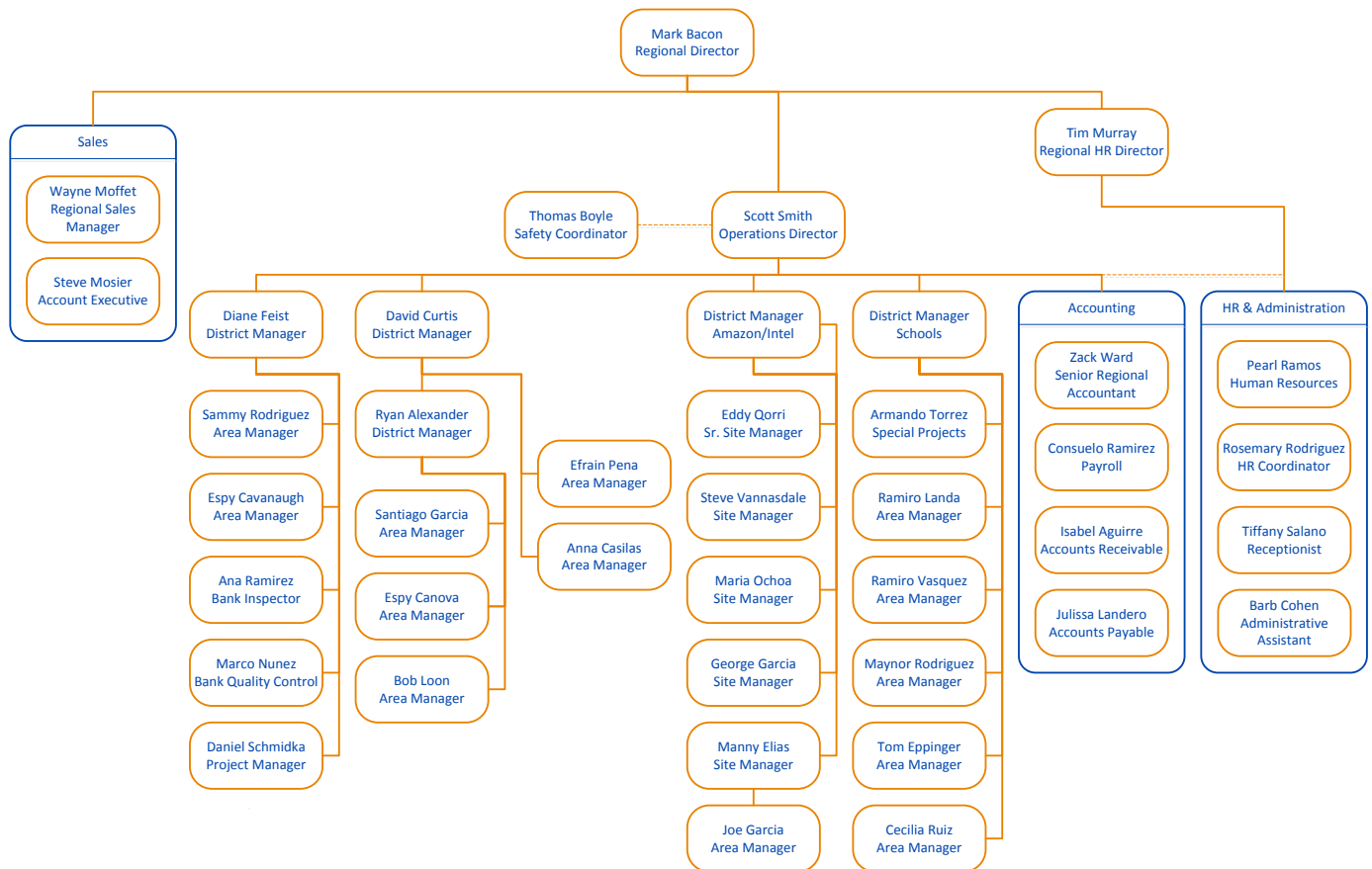
Tempe, AZ Branch Profile

The below organization chart displays key resources within the branch. Resources which are assigned to PCC based on size and scope of work.

Office Information:

2632 W. Medtronic
 Tempe, AZ 85281
 Telephone: 480.968.8300
 Fax: 480.921.8734

Square Footage Cleaned: 35 million sf
Number of Employees: 1,200
Number of Customers: 65
Annual Sales: \$28 million



Cleaning Methodologies

Continuing Service Levels through ABM Approaches to Cleaning

ABM will adhere to the daily specifications as listed in RFP #3209-2 with site based PCC assigned staff. See projected daily hours dedicated to specific areas included in this proposal. In addition, ABM will supply route floor technicians to work with site based staff in the completion of periodical tasks such as terrazzo, carpet and hard floor maintenance. We will implement ABM GreenCare® Level One as our service standard.

Area	Nightly Hours Dedicated
Fannin Library (L) 68,275 gsf	16 Hours
Hannelly Center (HC) 56,220 gsf	20 Hours
Student Union (SU) 11,606 gsf	4 Hours
Building F (F) 21,151 gsf	8 Hours
Gymnasium Building (G) 59,600 gsf	18 Hours
Gym Annex (GA) 1440 gsf	1.5 Hours
Softball Restrooms (SB) 514 gsf	.5 Hour
H Building 11,216 gsf	6 Hours
ART Building (ART) 21,449 gsf	8 Hours
Public Safety Office (S) 2245 gsf	1 Hour
Osborn East (OSE) 4080 gsf	2 Hours
Osborn West (OSW) 11,440 gsf	5 Hours
Osborn South (OSS) Willo, Dome, and Culinary 14,860 gsf	6 Hours
Family Child Care (FCC) 4160 gsf	3 Hours
Classroom Building (N) 843 W. Osborn Road 3200 gsf	2 Hours
PC Downtown (PCDT) 640 N. 1 st Avenue Phoenix, AZ 85003 21,872 gsf	5 Hours



Green Cleaning Overview

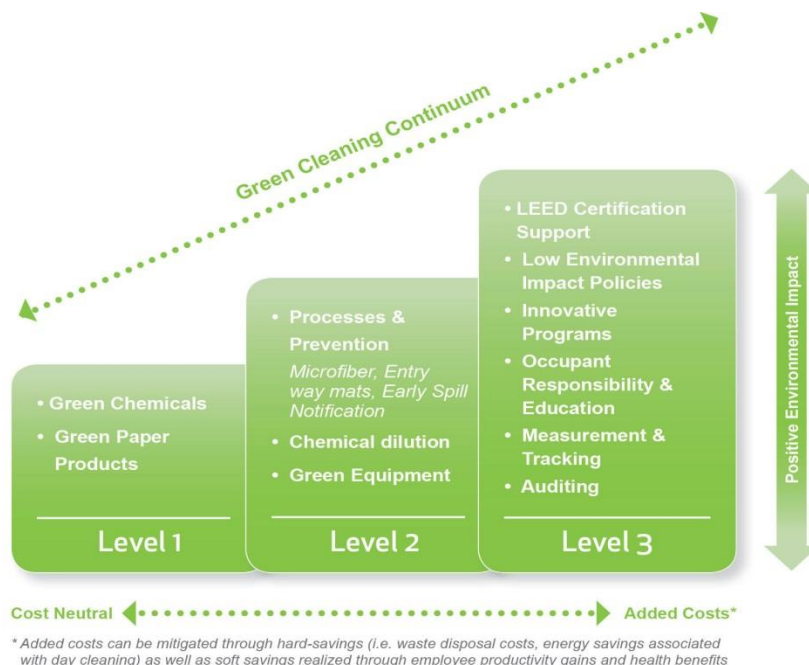
The ABM GreenCare® program focuses on products, tools, equipment, processes and policies. Our program promotes a healthier environment for your building's occupants while significantly reducing the harm done to the environment. Green cleaning also preserves your capital investments (floors, furniture, 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 overseen by Alan France, our dedicated Director of Sustainability. He is supported by LEED APs and Green Associates located throughout the country.



healthier
reducing
preserves
products

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. Based on your sustainability goals, we are recommending Level One, but 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.



ABM GreenCare® Level One



Based on Maricopa County Community College District's sustainability goals and our green cleaning expertise, ABM will implement Level One. Level One covers basic sustainability installations and addresses the chemicals and paper products at your college.

Product Selection

Chemicals

The first step is to substitute Green Seal certified products or Environmentally Preferable Products (as determined by USGBC requirements) in place of traditional ones. Our Director of Sustainability, Environmental Services maintains the ABM GreenCare® Chemical List, which identifies these products. In addition to this cost-neutral step, we'll also reduce the number of chemical choices available onsite and simultaneously switch out the most high-volume use chemicals for more sustainable ones.

If you require a particular chemical that is not available in a Green Seal certified or Environmentally Preferable Products option, we recommend choosing a chemical based upon minimizing environmental and health risks. We will provide training to ensure the substitute products are used according to the manufacturer's specifications.

Paper Products

ABM will evaluate your paper/plastic consumables and determine if they comply with the EPA Comprehensive Procurement Guidelines, Green Seal, or Environmental Choice standards, or that the items are made from rapidly renewable resources or tree-free fibers.

If you have goals for recycled content, we will work with you and our suppliers to identify ways to increase the recycled content levels as a percentage of purchases, balancing sustainability goals with your facility maintenance budget.



Benefits of Using Chemicals and Paper Products Provided by ABM:

- **Purchasing Power** – As the largest consumer of janitorial supplies, we've been able to negotiate prices with our vendors that are almost always lower than what you could get on your own.
- **Quality** – We carefully vet each product before choosing to purchase it. We make sure our chemicals and supplies meet the latest standards set by the organizations that certify green products.
- **Proper Usage** – Service workers will be trained with materials supplied directly from the manufacturer. Because we typically use chemicals from our preferred vendors, our supervisors will be familiar with how to use them and will train our personnel accordingly.
- **Innovation** – Our vendor partnerships ensure that we receive the most innovative products at the lowest costs.

ABM GreenCare® Training

Procedures Manual

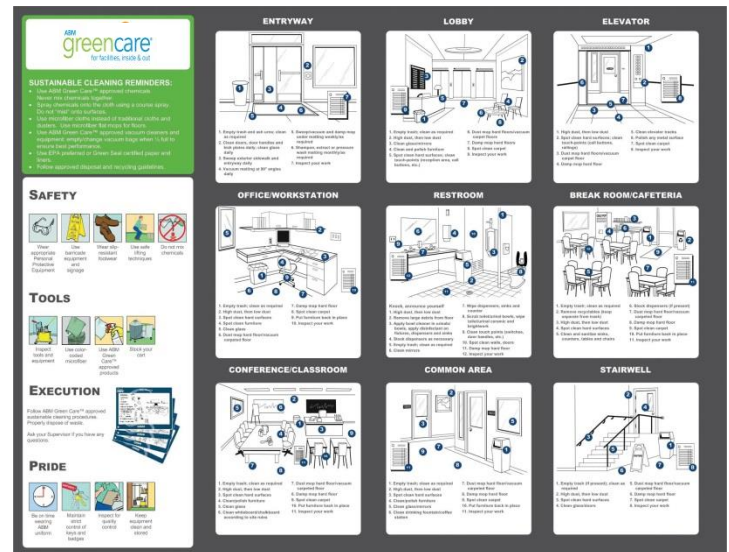
The ABM GreenCare® Procedures Manual outlines proper cleaning processes and ensures our employees effectively use the chemicals, equipment and tools provided and establish proper techniques in their daily tasks. ABM will work with you to establish proper cleaning intervals throughout the day and ensure our staff is following the proper cleaning procedures outlined in the manual.

Wall Chart

The ABM GreenCare® Wall Chart is posted in janitorial closets and serves as a reminder of the processes and procedures taught during training. It provides quick visual instructions on safety, tools, and processes and step-by-step instructions on how to clean every room.

Partnership Training from Vendors

Our chemical and equipment vendors provide training for the products they provide us with, which ensures that they are being used safely and effectively. We have partnered with them to create training cards which outline the proper usage of chemicals and detailed, step-by-step instructions for each part of the process.



Ensuring Quality on Your Campus

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 the guidelines that allows ABM maintain the quality program implemented at your campus. The program will improve efficiencies and allow for greater transparency into your account activity.

Your account is managed with innovative technology tools that improve communication, increase worker productivity and integrate processes to measure results. Your ABM Project Manager and service workers utilize laptops, tablets or other wireless devices for data entry and communication. The staff servicing your school is more dependable because of the efficiency and transparency of our systems and processes.



Benefits You'll 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
- Improved client satisfaction
- Less time spent managing issues

Documenting Our Processes

As part of our Quality Assurance Program each building will receive its own Periodic Schedule. The Periodic Schedule is a calendar illustrating which tasks will be performed daily, weekly, monthly, semi-annually and annually. In addition to this, special requests can be added to this calendar allowing both Phoenix Community College and our custodians to know what tasks they need to perform, where they should be at all times and provides greater transparency into our operations. It is also used by management to ensure that work outlined in the contract is being completed in a timely manner. A copy of the Periodic Schedule is kept in the onsite management office at all times.

Meeting Your Expectations

Benchmarking to Measure Our Service

Whether you choose to measure service based on APPA's "Five Levels of Clean" or mutually agreed upon KPIs, ABM is prepared to develop reports that allow us to measure and analyze service levels on your campus. Some standard KPIs we use for our clients include:

Cost	Quality	Administrative
Zero service unplanned down time	Client satisfaction	Timely billing
Conformance to budgets	Service calls by type	Accuracy in billing
Increased service efficiencies	Training	Work order cycle completion
Service call costs and volume	Safety	Completion time per trouble call
Cost of quality	Response time	Timeliness in reporting schedules
Turnover	Absenteeism	Preventive maintenance conformance to schedule
Safety		

We can also make ourselves accountable to you by including an ABM program called Joint Reviews. Joint Reviews are formal meetings between ABM and our clients which we recommend to be scheduled at minimum every quarter, more often if necessary. During these meetings, we report key performance indicators (KPIs) regarding our service on your campus.

This includes reporting and analyzing our quality scores, survey results, event management, work order statuses, employee turnover, actual year-to-date costs versus budget, or costs outside of scope that you have requested. We'll 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.

Quality Management System

ABM's quality management tool is our web-based control system that supports your quality goals and requirements. The system allows both Phoenix CC and ABM to 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 your school. The flexibility of our system makes it easier for you to request and view the status of the services that are most important on your campus. Sample custom work orders include:

- Event set-up and breakdown
- Construction cleanup
- Screened labor for non-skilled maintenance projects (i.e., painting)
- Graffiti removal and resistance

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, the reporting system is updated. Supervisory personnel will follow up with service workers on issues and requests to make certain all work is completed to our high standards. Any problems that emerge from this follow-up are immediately corrected and the communication loop is then closed—but only when our clients are absolutely satisfied.

Our project manager will perform quality control inspections on a schedule pre-determined during our transition phase. While the facility is being inspected, we encourage your representatives to accompany us. We also use this opportunity to seek and record feedback on our services.

During inspection, tasks are rated on a scale from one to five, producing a percentage of the maximum possible. 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.

Experience in Commercial / Government

ATTACHMENT B PROPOSER REFERENCES

Private Business Contracts

1. Company Name: JP Morgan Chase
Address: All Arizona Locations
Phone #: 602-538-0043 Fax #: paul.h.witham@chase.com
Contact Person: Paul Witham / Facilities Manager
Contract Period: From: 1/2000 To: Current
Describe Services: Janitorial & Day Porter Services
2. Company Name: Cushman & Wakefield
Address: Multiple Arizona Locations
Phone #: 602-229-5829 / 602-501-9414 cell Fax #: 602-229-5830
Contact Person: Robert Mayer / Director
Contract Period: From: 1/2004 To: Current
Describe Services: Janitorial / Day Porter
3. Company Name: Intel Corp
Address: Ocotillo Campus
Phone #: 602-740-8407 Fax #: john.camiscioni@am.jll.com
Contact Person: John Camiscioni
Contract Period: From: 4/2012 To: Current
Describe Services: Janitorial / Day Porter

Experience in Higher Education

Similar Clients

ABM provides facility services to hundreds of campuses across the country. Below is a sampling of ABM's Higher Education clients:

- Art Institute of Atlanta – Atlanta, GA
- Brown University – Providence, RI
- California State University – San Francisco, CA
- Florida A&M University – Jacksonville, FL
- Hamline University – St. Paul, MN
- Lehigh University – Bethlehem, PA
- Phoenix Community College, Phoenix AZ
- Springfield College – Springfield, MA
- University of Chicago – Chicago, IL
- University of North Texas – Dallas, TX
- University of Phoenix – Woodland Hills, CA
- Wayne State University – Detroit, MI
- Yale University – New Haven, CT

Associations

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

- APPA: The Association of Higher Education Facilities Officers
- NACUBO: National Association of College and University Business Officers
- IFMA: International Facilities Management Association

DID YOU KNOW?

- ABM provides facility maintenance services to over **200 campuses** across the country.
- We provide solutions to reduce energy and operational costs while greatly improving comfort levels, all on a self-funding basis.
- We are currently assisting several universities across the country to reach their sustainability goals.

Proven Partnerships

Lehigh University

- 6 million square feet
- Custodial and general maintenance services since 1991
- Currently maintaining LEED Certifications
- ABM has a 91%+ success rate of meeting targets set forth by Lehigh management



Bowie State University

- Over 1 million square feet
- Custodial and on-campus housekeeping services since 1990
- Highly praised customer service, both on-site and at the local level
- Collaborative management and improvement efforts with ABM and Bowie management
- ABM has met or exceeded all Minority Business Enterprise (MBE) sub-contract requirements every year



University of Maryland

- Over 1 million square feet
- Academic, athletic and residential hall custodial services
- Managed room turnovers in campus residence halls
- Implemented our web-based quality management and reporting system
- Highly praised for staff's commitment to the quality of life for facility staff and students



Hamline University

- 4 million square feet
- Provide a bundled service solution including operations, maintenance and custodial services
- Utilized our vendor relationships to meet university's sustainability plan
- Analyzed labor usage to maximize efficiency and labor spend
- Continuing to conduct campus benchmark studies to identify further opportunities for increased efficiencies



PROPOSER REFERENCES (continued)

Federal, State or Other Political Subdivision Contracts

1. Company Name: Scottsdale USD
 Address: 35 Locations / 4,000,000+ Square Feet
 Phone #: 480-484-6154 Fax #: 480-484-6290
 Contact Person: Michael Romanoff / Director of Purchasing
 Contract Period: From: 7/1/2001 To: Current
 Describe Services: Daily Janitorial / Carpet / VCT / Wood Floors

2. Company Name: Dysart Unified School District
 Address: 30 Locations / 3,000,000 +/- Square Feet
 Phone #: 623-764-0141 Fax #: 623-876-7036
 Contact Person: Bob Young / Director of Operations
 Contract Period: From: 7/1/2012 To: Current
 Describe Services: Full Janitorial Services Daily / Periodical

3. Company Name: Tolleson Union High School District
 Address: Entire District / 6 Locations / 1,300,000+ Square Feet
 Phone #: 623-478-4102 Fax #: 623-478-4114
 Contact Person: Richard Oros / Executive Director of Operations
 Contract Period: From: 7/1/2009 To: Current
 Describe Services: Daily Janitorial / Day Porters / Periodical Services

***ADDITIONAL K-12 REFERENCES AVAILABLE UPON REQUEST**

Service Delivery for Phoenix Community College

Our Services

ABM provides a range of services that will keep your campus clean and make a strong impression on visitors, students, faculty and staff. Most importantly, our services enhance the learning environment and allow you to present a polished, welcoming community. College campuses are unique because they tend to house a wide variety of facility types – from classrooms to stadiums. Because of our extensive experience serving nearly every kind of industry, we are able to tailor our services to meet all of your campus’ needs.

Classroom/Office/ Lab Cleaning	Kitchen and Cafeteria Maintenance
Common Area Cleaning	Post-construction Cleanup
Dormitory/Residential Cleaning	Pre/Post Move-in Cleanup
Tour Pathway Cleaning	Window Cleaning
Porter/Matron Services	Pressure Washing
Heavy Rubbish Removal	Athletic Facilities Cleaning
Restroom Cleaning and Supplies	Green Cleaning

Our People

To ensure the safety and comfort of your students, we carefully vet each member of our staff. We meet your expectations through thorough selection, screening and training. Your campus will be staffed by employees who are willing and able to give their best, every day—which ABM’s employees have demonstrated consistently.

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, Phoenix Community College 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
- Staffed by service-oriented campus ambassadors

Attract and Recruit

Recruiting the best

Your campus is staffed by highly qualified professionals who were attracted to ABM because of our strong reputation for employee development and retention.

Your school requires personnel who are able to 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 campus’ needs and ABM’s culture of learning, teamwork and providing high-quality service.

Screen and Select

Careful selection to ensure safety and quality

Through professional interviewing and selection processes, we select quality candidates who meet your needs. To ensure the safety of your students, faculty, staff, visitors and property, we provide a range of employee screening packages. We will conduct tiered screening based on our Higher Education best practices and your school’s requirements.



Our screening packages can include any of the following:

- Standard background checks
- Criminal/sex offender background checks (CORI/SORI)
- Credit checks
- Drug screening (upon contract requirement)
- Professional certification checks
- Additional reference checks

Train and Develop

An emphasis on safety and training

To continue to deliver you the reliable, high-quality service that you expect, we develop training programs and the national and regional level, and emphasize best practices and safety. For more detailed information, see the section titled “Training Program” in this proposal.

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 are allowed to 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.

Employee Training and Development

We provide you with employees that have the training they need to successfully perform their duties on your campus, improve efficiency, and develop new skills. After completing training, all ABM employees understand that our services are centered on creating a clean and safe environment for your students. We emphasize a culture of ownership, which leads to higher productivity, quality and retention. Every ABM employee meets the following criteria:

- Technically proficient with chemicals, equipment and methods
- Familiar with the rules and regulations of your school
- Thoroughly trained in job safety
- Committed to providing outstanding service
- Understands their role as stewards of your campus
- Working around students

New Hire Orientation and Training

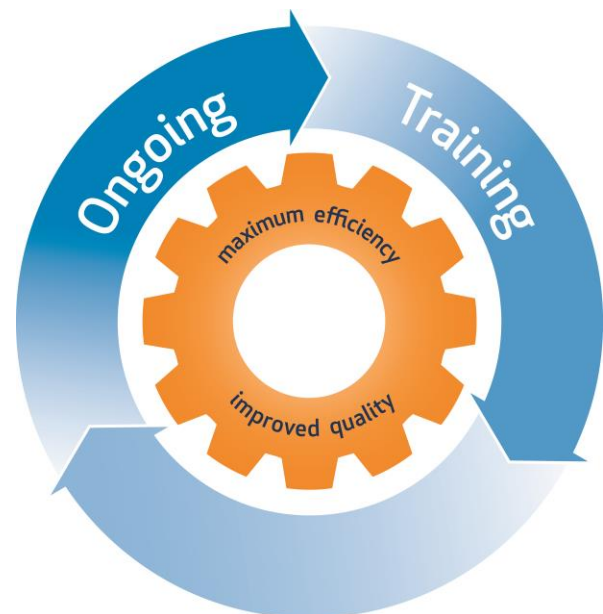
For new hires, our Project Managers and Supervisors conduct employee training sessions at our office and onsite in a classroom setting. These sessions include site-specific rules and regulations, ABM policies and procedures and basic job training.

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

Once initial training is complete, Supervisors perform recurring reviews to make sure that they are maintaining ABM and Phoenix CC standards. By empowering our employees with comprehensive training, we are able to minimize deficiencies and quickly identify opportunities for improvement.

Recurrent Training Sessions

Our managers conduct recurrent training sessions for current and replacement employees at your site(s). These sessions are more technical in nature and concentrate on specific job tasks and duties, such as specialized certifications and interdisciplinary training. Employees are trained in groups specific to their function. Compliance is measured and tracked by



attendance, job performance, tests, etc. to ensure all employees are receiving the proper level of training.

ABM provides ongoing support to our employees as they grow and develop in their careers. Our culture encourages each employee to openly communicate with his or her manager to develop a career path that builds on individual strengths and talents. Performance reviews further facilitate ongoing coaching and development so that each employee continues to prosper.

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 ABM's, superior levels of quality, and client service that our clients expect and demand.

Custodial Training Agenda

Custodians are trained according to the type of building they service. Administrative, Athletic, Residential, Theater, Lab, Art and Dining facilities all have unique needs. Once we assign personnel to each area, we train them according to the scope of work.

- Orientation to ABM and to the campus
- 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.)
- Facility-specific cleaning procedures
- Green cleaning processes via ABM Green Care™
- Explanation of individual job duties
- Key control policies and procedures
- Proper use of tools and equipment
- Waste Disposal
- Site security rules and procedures
- Uniform distribution
- Recurrent Training Sessions
- Chains of command

Customer Service

As members of your community, it's important that our staff understands how to treat your students, visitors, faculty, staff and alumni, and that their role extends beyond basic cleaning. How our employees behave is critical to aligning ourselves with your mission. To that end, ABM's training includes educating our employees that every contact is an opportunity to either attract or repel. Basic customer service attitudes are ingrained in our employees, including pleasant greetings, smiling, and being on the alert for those who may need assistance or directions. ABM trains our employees to become knowledgeable of the campus – to be prepared to give directions and assist with general inquiries whenever possible.

Our custodians keep a laminated map of the campus on their work carts at all times and are trained to be ambassadors for the college. We reward our custodians for this behavior when verbal or written acknowledgements come our way regarding one of our employees. We feel so strongly about this customized training and the impact that it has on our Higher Education clients, we will not allow our custodians to begin working until they have received this training. Monthly, on-going customer service training is included in our program.

Community Stewardship

We also train our staff to be stewards of your campus by taking ownership and doing their part to enhance the community. They will observe and report outages, harmful behavior, and other potential hazards. Despite the challenges of cleaning facilities that are often open around the clock, our staff understands that students and their projects are not to be disturbed under any circumstances. We err on the side of safety, and if a custodian is unsure of whether or not to clean a certain area, they immediately notify a supervisor. If they spot an issue that they cannot rectify, they are trained to know who to notify and will do so quickly. We also emphasize respect for student's space and privacy. We have found that this approach typically results in proactive problem resolution and reduced employee turnover.

Safety Training

ABM Safety Services administers the safety communication program, which includes safety training materials in compliance with government requirements for employee notification. Each month, service workers are trained on a different topic. The training is provided by various departments to ensure that it is comprehensive.

ABM's DVD presentation training has a heavy emphasis on performing work in a safe manner. Topics covered include employee professionalism, PPE utilization, HazComm, MSDS, ABM cleaning products, and corrective action for violating safety policies and rules. This training program is implemented on an on-going basis using hands-on practice; personal, videotape and classroom instruction; seminars and on-site training meetings.

Managing Risk through Safety Programs

Commitment and Belief

To maintain our high levels of productivity and work quality and decrease the chance of incidents, we teach safety awareness to each employee. We take these preventative measures to enhance the safety of your tenants and we ensure that training, inspections and reporting are in compliance with government agencies and company policy—yours and ours.

In the event that an accident happens, we have developed procedures that enable us to report it immediately, file claims documentation properly and provide employees with the resources to be able to return to work in a reasonable timeframe.

Resources

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 sites 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:

- **ABM Safety and Health Manual:** This manual describes the essential policies related to organizational responsibilities, safety program organization, safe work practices and recordkeeping requirements. It helps us apply procedures consistently at every site.
- **Safety Communications:** ABM supervisors have online access to the ABM library, which includes over 130 training topics. Also available in English and Spanish.
- **OSHA Injury and Illness Recordkeeping:** ABM maintains and monitors the OSHA 300 Log recordkeeping process to comply with Federal requirements, and also to track safety performance at the local level, providing real-time incident rate data.
- **Motor Vehicle Record (MVR) Check and Driver's Alert Programs:** We check employees' personal driving records if they are to drive a company vehicle. Periodic re-checks are made to determine their continued eligibility. In addition, we require that all ABM vehicles have a decal asking the public to report unsafe driving via a toll-free number.

- **Loss Control:** ABM monitors our Experience Modification Rates (EMR) to better understand and lower our workers' compensation costs. Since an EMR compares our claims experience to other employers of similar size in our industry, it is a measure of how ABM's loss prevention and control practices stack up to the competition. Our intrastate EMR has been consistently below 1.0, better than the industry average.
- **Medical Coverage:** ABM has partnered with a medical telephonic triage service to give our employees 24/7 access to medical professionals in case of an injury. This program not only advises our employees of the proper care for injuries and when to seek emergency services, but also provides timely reporting of all on-the-job incidents.

Monthly Safety Training Topics



All ABM employees receive safety orientation upon hire and monthly thereafter. A schedule will be sent out quarterly along with the training material. The material is available in video, CD, on-line and hard copy formats.

The attendance roster must be available for inspection at the branch office. A copy of each month's attendance rosters is submitted to the Regional Safety Director by the middle of the following month. Copies must be kept on location as well for the duration of the contract.

- Safe Lifting
- Fire Safety
- Electrical Safety
- Personal Protective Equipment
- Slips, Trips and Falls
- Hazard Communication
- First Aid
- Safe Driving
- Ergonomics Awareness
- Natural Disaster Safety
- Blood borne Pathogens
- Emergency Evacuation
- Barricade Training
- Forklift Training
- Cleaning for Safety
- Pandemic Prevention
- Site Specific Certification – Lock Out / Tag Out, etc.

Ensuring Quality on Your Campus

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 the guidelines that allows ABM maintain the quality program implemented at your campus. The program will improve efficiencies and allow for greater transparency into your account activity.

Your account is managed with innovative technology tools that improve communication, increase worker productivity and integrate processes to measure results. Your ABM Project Manager and service workers utilize laptops, tablets or other wireless devices for data entry and communication. The staff servicing your school is more dependable because of the efficiency and transparency of our systems and processes.



Benefits You'll 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
- Improved client satisfaction
- Less time spent managing issues

Documenting Our Processes

As part of our Quality Assurance Program each building will receive its own Periodic Schedule. The Periodic Schedule is a calendar illustrating which tasks will be performed daily, weekly, monthly, semi-annually and annually. In addition to this, special requests can be added to this calendar allowing both Phoenix Community College and our custodians to know what tasks they need to perform, where they should be at all times and provides greater transparency into our operations. It is also used by management to ensure that work outlined in the contract is being completed in a timely manner. A copy of the Periodic Schedule is kept in the onsite management office at all times.

Meeting Your Expectations

Benchmarking to Measure Our Service

Whether you choose to measure service based on APPA's "Five Levels of Clean" or mutually agreed upon KPIs, ABM is prepared to develop reports that allow us to measure and analyze service levels on your campus. Some standard KPIs we use for our clients include:

Cost	Quality	Administrative
Zero service unplanned down time	Client satisfaction	Timely billing
Conformance to budgets	Service calls by type	Accuracy in billing
Increased service efficiencies	Training	Work order cycle completion
Service call costs and volume	Safety	Completion time per trouble call
Cost of quality	Response time	Timeliness in reporting schedules
Turnover	Absenteeism	Preventive maintenance conformance to schedule
Safety		

We can also make ourselves accountable to you by including an ABM program called Joint Reviews. Joint Reviews are formal meetings between ABM and our clients which we recommend to be scheduled at minimum every quarter, more often if necessary. During these meetings, we report key performance indicators (KPIs) regarding our service on your campus.

This includes reporting and analyzing our quality scores, survey results, event management, work order statuses, employee turnover, actual year-to-date costs versus budget, or costs outside of scope that you have requested. We'll 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.

Quality Management System

ABM's quality management tool is our web-based control system that supports your quality goals and requirements. The system allows both Phoenix CC and ABM to 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 your school. The flexibility of our system makes it easier for you to request and view the status of the services that are most important on your campus. Sample custom work orders include:

- Event set-up and breakdown
- Construction cleanup
- Screened labor for non-skilled maintenance projects (i.e., painting)
- Graffiti removal and resistance

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, the reporting system is updated. Supervisory personnel will follow up with service workers on issues and requests to make certain all work is completed to our high standards. Any problems that emerge from this follow-up are immediately corrected and the communication loop is then closed—but only when our clients are absolutely satisfied.

Our project manager will perform quality control inspections on a schedule pre-determined during our transition phase. While the facility is being inspected, we encourage your representatives to accompany us. We also use this opportunity to seek and record feedback on our services.

During inspection, tasks are rated on a scale from one to five, producing a percentage of the maximum possible. 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.

Equipment, Supplies and Chemicals

The type of equipment utilized on your campus can drastically impact the productivity and quality of work your custodians deliver. For instance, simply switching to a fast-drying carpet cleaning machine reduces the amount of time your areas are not in use and the possibility for mold and mildew to form.

ABM is committed to providing the best delivery, service and employee training on the equipment, supplies and chemicals we use. You save money because we use superior products and methods, requiring fewer man hours.

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:

- Best quality products available at the best possible prices
- Cost control due to our ability to negotiate long-term, fixed-price contracts with our suppliers
- Access to new products and concepts that save time while increasing productivity
- Personal attention when it comes to problem solving for you and managers
- Prompt deliveries and comprehensive training

Equipment

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
- For our Higher Education clients, we select equipment that is quiet, requires little downtime, and removes toxins while minimizing the amount of chemicals introduced into the environment.

Supplies

ABM selects supplies based on our quality standards, and the product's overall ability to meet the rigorous requirements established for your campus. We have a range of products to suit your environment that will maintain maximum efficiency, safety and hygiene. We can tailor product selection as needed to best suit your requirements and offer you a complete solution.

Chemicals

By aligning environmental issues with key business goals, our chemical cleaning program is not only good for the environment—it's good for your school. We consider environmental impact, worker safety and product performance when selecting cleaning products. The chemicals we use are premixed by the manufacturer which eliminates the possibility of improper dilution of cleaning. Also, having fewer types of chemicals on-site reduces the risk of property damage, and the packaging of our various types of chemicals helps you and the service workers easily identify improper chemical usage.

Our chemical cleaning program benefits you in several ways:

- Cleaner, healthier environment for occupants and visitors to your facility.
- Improved indoor air quality
- Reduced possibility of property damage due to improper use of chemicals
- Possibility of reduced liability insurance premiums for your school

ABM advocates consistency at all of our clients' locations by establishing:

- Standardized packaging and dilution ratios (where applicable)
- Optimal choices of products for each cleaning application
- Uniform training on product use
- Simplified HazCom programs
- Services through ABM

Additional Information Requested in RFP

- The majority of questions in the RFP have been answered throughout our response. The following information is specific to PCC and may not have been addressed Previously
- ABM will continue to manage this account with our current Night Supervisor is Michael Martinez who is fluent in Spanish and English. Michael reports directly with Armando Torres, Account Manager.
- ABM is the current provider and therefore a transition plan is not included. We will maintain our current level of service and have made adjustments to our staffing to account for the enhanced specifications as well as the addition of square footage.
- Mark Bacon, ABM Regional Director is the top-level executive in our organization that would be available to solve problems if necessary. Wayne Moffet, Regional Sales Manager /District liaison and Scott Smith, ABM Branch Manager would also be available if the need arises.
- Armando Torres, Account Manager assigned to PCC interfaces weekly with Tom Arnold, PCC Representative to discuss current quality of service as well as any special requests from PCC. A more formal reporting system, such as ABM QMS 24/7, can be implemented with client request. ABM can supply reports in Excel, PDF or another medium depending on the nature af the report.

Required Forms

8. SIGNATURE PAGE

Pursuant to Arizona Revised Statutes 35-391.06 & 35.393.06, proposer certifies that it does not have a scrutinized business operation in either Sudan or Iran.

SIGNATURE _____

PRINTED NAME Wayne Moffet

TITLE Regional Sales Manager

COMPANY ABM Janitorial Services

ADDRESS 2632 West Medtronic Way

CITY, STATE, ZIP Tempe, AZ 85281

TELEPHONE 480-868-8300

FAX NUMBER 800-886-4103

E-MAIL wmoffet@abm.com

Is your firm a:

(X) Corporation* () Partnership () Individual () Joint Venture

* If a corporation, answer the following:

(a) Where incorporated: Delaware

(b) Date incorporated: 1984

(c) Have your Articles ever been suspended or revoked? () Yes (X) No

If yes, when, for what reason, and when were they reinstated:

Has your firm or its parent or subsidiaries ever been debarred or suspended from providing any goods or services to the Federal Government or other public entities? NO

If yes, when, for what reason, and when were they reinstated:



ATTACHMENT A

Interested Bidders are asked to review and provide, as completely and accurately as possible, a **written response** on each applicable section below:

TYPE OF BUSINESS ORGANIZATION

Please check the appropriate box(es).

The Bidder represents that it operates as:

 X A CORPORATION incorporated under the laws of
the State of Delaware

 An INDIVIDUAL

 A PARTNERSHIP

 A NON-PROFIT ORGANIZATION

 A JOINT VENTURE

Federal Employer Identification
Number: 205994719

PARENT COMPANY and IDENTIFYING DATA

A "parent" company, for the purposes of this provision, is one that owns or controls the activities and basic business policies of the Bidder. To own the Bidding company means that the "parent" company must own more than 50 percent of the voting rights in that company. A company may control a Bidder as a "parent" even though not meeting the requirements for such ownership if the "parent" company is able to formulate, determine or veto basic policy decisions of the Bidder through the use of dominant minority voting rights, use of proxy voting or otherwise.

The Bidder:

 IS X IS NOT owned or controlled by a "parent" company.

If the Bidder **IS** owned or controlled by a "parent" company, Bidder shall provide the name, address, phone and fax numbers, and Federal I.D. No. of the company.

ADDITIONAL BUSINESS INFORMATION

Standard Business Hours

1. Days of week available for services: 7 Days a week

2. Business hours of operation: Office is 7:30 – 5:00

3. On-call/Emergency service hours: 24/7

Phone Number(s): 480-968-8300

Web Address: www.abm.com

FAX Number: 480-921-8734

General Information

4. Business License Number: 0292913

5. Number of years in business under current name: 100 years

6. Number of offices in the State of Arizona: (2) Two

7. Business Classification (check applicable category)

Minority Owned Business (MBE) _____

Woman Owned Business (WBE) _____

Does your firm hold this certification from any other agencies or companies?

No: X Yes: _____ With Whom? _____

ADDITIONAL BUSINESS INFORMATION (continued)

8. Name and address of office assigned to handle the MCCCCD account:

 Tempe Branch

 2632 West Medtronic Way

 Tempe, AZ 85281

9. Account Manager Information:

Name: _____ Armando Torres
 Phone: _____ 480-968-8300
 Pager: _____ 480-406-8253 (cell)

10. Contractors License Number(s):

TYPE	NUMBER
N/A _____	_____
_____	_____

11. Do you ever sub-contract any of your services?

_____ NO

X _____ YES

If YES, which services? _____ No services will be sub contacted for this account

ATTACH ADDITIONAL SHEETS IF NECESSARY TO FURTHER DESCRIBE THE EXPERIENCE AND QUALIFICATIONS OF YOUR FIRM FOR PROVIDING THE PRODUCTS/SERVICES UNDER THE CONTRACT



Services through ABM

Become more productive with a single facility service provider

Should your needs expand, we offer a wide range of services to meet your requirements.



Energy

- Energy reduction specialist
- Energy retrofits
- Equipment preventative maintenance plans
- Feasibility analysis and rebate application



HVAC & Mechanical

- HVAC maintenance
- Electrical and plumbing service
- Carpentry, locksmith service
- General repairs / handyman



Landscaping & Groundskeeping

- Grounds maintenance
- Turf management
- Interior plant care
- Seasonal floral programs



Security

- Event, parking and campus housing security
- After-hours patrol and escort service
- Emergency response and evacuation planning
- Security checkpoints



Parking & Transportation

- Campus shuttle service
- Event parking management
- On-street parking enforcement
- Parking and revenue management

Janitorial At A Glance

ABM Janitorial At A Glance

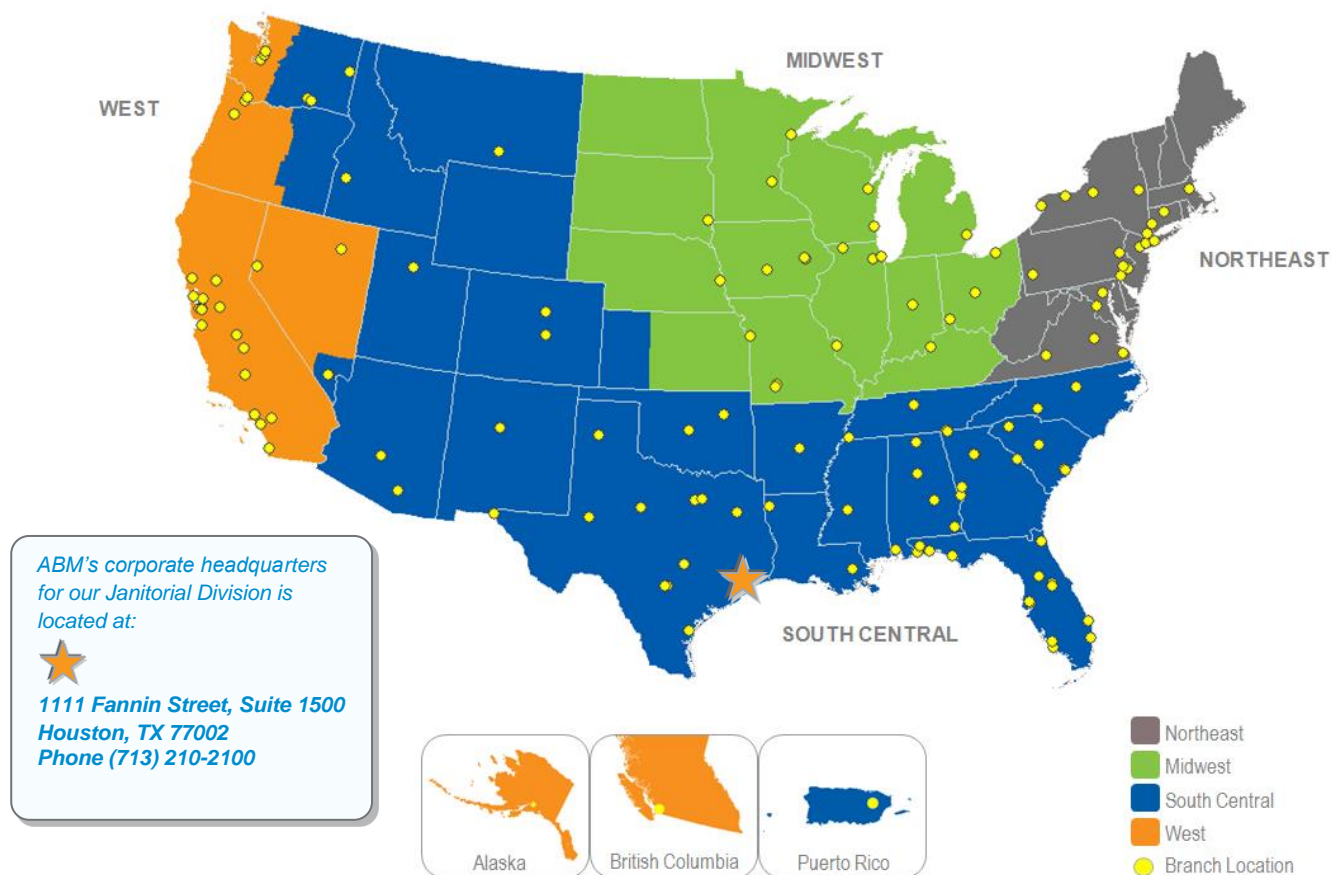
\$2.4 billion in revenues (FY2012)

113 offices nationwide

67,000 employees

Started in 1909

Parent Corporation ABM Industries (NYSE:ABM)



Providing local service in thousands of cities through our 350+ branch offices located throughout the U.S., Puerto Rico and Canada

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 in order 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 all of your sustainability goals, including green cleaning, LEED support, bundled energy solutions, and more.

We Are Ready to Build Value For Phoenix Community College.

