

TAB ONE

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Appendix A: VENDOR CONTRACT AND SIGNATURE FORM

This Vendor Contract and Signature Form ("Contract") is made as of 11/12/19, by and between Strategic Market Alliance ("Vendor") and Region 10 Education Service Center ("Region 10 ESC") for the purchase of JANITORIAL AND SANITATION SUPPLIES, EQUIPMENT AND RELATED SOLUTIONS ("the products and services").

RECITALS

WHEREAS, both parties agree and understand that the following pages will constitute the contract between the successful vendor(s) and Region 10 ESC, having its principal place of business at **Education Service Center, Region 10, 400 E Spring Valley Rd, Richardson, TX 75081**

WHEREAS, Vendor agrees to include, in writing, any required exceptions or deviations from these terms, conditions, and specifications; and it is further understood that if agreed to by Region 10 ESC, said exceptions or deviations will be incorporated into the final contract "Vendor Contract."

WHEREAS, this contract consists of the provisions set forth below, including provisions of all attachments referenced herein. In the event of a conflict between the provisions set forth below and those contained in any attachment, the provisions set forth below shall control.

WHEREAS, the Vendor Contract will provide that any state, county, special district, local government, school district, private K-12 school, technical or vocational school, higher education institution (including community colleges, colleges and universities, both public and private), other government agencies or non-profit organization may purchase products and services at prices indicated in the Vendor Contract upon registering and becoming a member with Region 10 ESC; and it being further understood that Region 10 ESC shall act as the Lead Agency with respect to all such purchase agreements.

WHEREAS, Equalis Group has the administrative and legal capacity to administer purchases on behalf of Region 10 ESC under the Vendor Contract with participating public agencies and entities, as permitted by applicable law.

ARTICLE 1- GENERAL TERMS AND CONDITIONS

1.1 Equalis Group shall be afforded all of the rights, privileges and indemnifications afforded to Region 10 ESC under the Vendor Contract, and such rights, privileges and indemnifications shall accrue and apply with equal effect to Equalis Group, including, without limitation, Vendor's obligation to provide insurance and other indemnifications to Lead Agency.

1.2 Awarded vendor shall perform all duties, responsibilities and obligations, set forth in this agreement, and required under the Vendor Contract.

1.3 Equalis Group shall perform its duties, responsibilities and obligations as administrator of purchases, set forth in this agreement, and required under the Vendor Contract.

1.4 **Customer Support:** The vendor shall provide timely and accurate technical advice and sales support to Region 10 ESC staff, Equalis Group staff and participating agencies. The vendor shall respond to such requests within one (1) working day after receipt of the request.

ARTICLE 2- ANTICIPATED TERM OF AGREEMENT

1.1 **Term:** The term of the Contract shall commence upon award and shall remain in effect for a period of three (3) years, unless terminated, canceled or extended as otherwise provided herein. The Contractor agrees that Region 10 ESC shall have the right, at its sole option, to renew the Contract for two (2) additional one-year periods or portions thereof. In the event that Region 10 ESC exercises such rights, all terms, conditions and provisions of the original Contract shall remain the same and apply during the renewal period with the possible exception of price and minor scope additions and/or deletions.

1.2 **Automatic Renewal:** Renewal will take place automatically for one (1) year unless Region 10 ESC gives written notice to the awarded supplier at least ninety (90) days prior to the expiration.

ARTICLE 3- REPRESENTATIONS AND COVENANTS

Scope: This contract is based on the need to provide the economic benefits of volume purchasing and reduction in administrative costs through cooperative purchasing to schools and other members.

Compliance: Cooperative Purchasing Agreements between Equalis Group and its Members have been established under state procurement law.

Respondent's promise: Respondent agrees all prices, terms, warranties, and benefits granted by Respondent to Members through this contract are comparable to or better than the equivalent terms offered by Respondent to any present customer meeting the same qualifications or requirements.

ARTICLE 4- FORMATION OF CONTRACT

4.1. **Respondent contract documents:** Region 10 ESC will review proposed Respondent contract documents. Vendor's contract document shall not become part of Region 10 ESC's contract with vendor unless and until an authorized representative of Region 10 ESC reviews and approves it.

4.2. **Form of contract:** The form of contract for this solicitation shall be the Request for Proposal, the awarded proposal(s) to the lowest responsible Respondent(s), and properly issued and reviewed purchase orders referencing the requirements of the Request for Proposal. If a firm submitting a proposal requires Region 10 ESC and/or Member to sign an additional agreement, a copy of the proposed agreement must be included with the proposal.

4.3. **Entire Agreement (Parol evidence):** The contract, as specified above, represents the final written expression of agreement. All agreements are contained herein and no other agreements or representations that materially alter it are acceptable.

4.4. **Assignment of Contract:** No assignment of contract may be made without the prior written approval of Region 10 ESC. Purchase orders and payment can only be made to awarded vendor unless otherwise approved by Region 10 ESC. Awarded vendor is required to notify Region 10 ESC when any material change in operations is made that may adversely affect members (i.e. awarded vendor bankruptcy, change of ownership, merger, etc.).

4.5. **Contract Alterations:** No alterations to the terms of this contract shall be valid or binding unless authorized and signed with a "wet signature" by a Region 10 ESC staff member.

4.6. **Order of precedence:** In the event of a conflict in the provisions of the contract as accepted by Region 10 ESC, the following order of precedence shall prevail:

- Special terms and conditions
- General terms and conditions
- Specifications and scope of work
- Attachments and exhibits
- Documents referenced or included in the solicitation

4.8 **Supplemental Agreements:** The entity participating in the Region 10 ESC contract and awarded vendor may enter into a separate supplemental agreement to further define the level of service requirements over and above the minimum defined in this contract i.e. invoice requirements, ordering requirements, specialized delivery, etc. Any supplemental agreement developed as a result of this contract is exclusively between the participating entity and awarded vendor. Neither Region 10 ESC, Equalis Group, its agents, members and employees shall be made party to any claim for breach of such agreement.

ARTICLE 5- TERMINATION OF CONTRACT

5.1. **Cancellation for non-performance or contractor deficiency:** Region 10 ESC may terminate any contract if Members have not used the contract, or if purchase volume is determined to be low volume in any 12-month period. Region 10 ESC reserves the right to cancel the whole or any part of this contract due to failure by contractor to carry out any obligation, term or condition of the contract. Region 10 ESC may issue a written deficiency notice to contractor for acting or failing to act in any of the following:

- i. Providing material that does not meet the specifications of the contract;
- ii. Providing work and/or material that was not awarded under the contract;
- iii. Failing to adequately perform the services set forth in the scope of work and specifications;
- iv. Failing to complete required work or furnish required materials within a reasonable amount of time;
- v. Failing to make progress in performance of the contract and/or giving Region 10 ESC reason to believe that contractor will not or cannot perform the requirements of the contract; and/or
- vi. Performing work or providing services under the contract prior to receiving a Region 10 ESC reviewed purchase order for such work.

Upon receipt of a written deficiency notice, contractor shall have ten (10) days to provide a satisfactory response to Region 10 ESC. Failure to adequately address all issues of concern may result in contract cancellation. Upon cancellation under this paragraph, all goods, materials, work, documents, data and reports prepared by contractor under the contract shall become the property of the Member on demand.

5.2 **Termination for cause:** If, for any reason, the Vendor fails to fulfill its obligation in a timely manner, or if the vendor violates any of the covenants, agreements, or stipulations of this contract, Region 10 ESC reserves the right to terminate the contract immediately and pursue all other applicable remedies afforded by law. Such termination shall be effective by delivery of notice, to the vendor, specifying the effective date of termination. In such event, all documents, data, studies, surveys, drawings, maps, models and reports prepared by vendor for this solicitation may become the property of the participating agency or entity. If such event does occur then vendor will be entitled to receive just and equitable compensation for the satisfactory work completed on such documents.

5.3 **Delivery/Service failures:** Failure to deliver goods or services within the time specified or within a reasonable time period as interpreted by the purchasing agent, or failure to make replacements or corrections of rejected articles/services when so requested shall constitute grounds for the contract to be terminated. In the event that the participating agency or entity must purchase in an open market, contractor agrees to reimburse the participating agency or entity, within a reasonable time period, for all expenses incurred.

5.4 **Force Majeure:** If by reason of Force Majeure, either party hereto shall be rendered unable wholly or in part to carry out its obligations under this Agreement then such party shall give notice and full particulars of Force Majeure in writing to the other party within a reasonable time after occurrence of the event or cause relied upon, and the obligation of the party giving such notice, so far as it is

affected by such Force Majeure, shall be suspended during the continuance of the inability then claimed, except as hereinafter provided, but for no longer period, and such party shall endeavor to remove or overcome such inability with all reasonable dispatch.

The term Force Majeure as employed herein, shall mean acts of God, strikes, lockouts, or other industrial disturbances, act of public enemy, orders of any kind of government of the United States or the State of Texas or any civil or military authority; insurrections; riots; epidemics; landslides; lighting; earthquake; fires; hurricanes; storms; floods; washouts; droughts; arrests; restraint of government and people; civil disturbances; explosions, breakage or accidents to machinery, pipelines or canals, or other causes not reasonably within the control of the party claiming such inability. It is understood and agreed that the settlement of strikes and lockouts shall be entirely within the discretion of the party having the difficulty, and that the above requirement that any Force Majeure shall be remedied with all reasonable dispatch shall not require the settlement of strikes and lockouts by acceding to the demands of the opposing party or parties when such settlement is unfavorable in the judgment of the party having the difficulty

5.5 **Standard Cancellation:** Either party may cancel this contract in whole or in part by providing written notice. The cancellation will take effect 90 business days after the other party receives the notice of cancellation. After the 90th business day all work will cease following completion of final purchase order. Region 10 ESC reserves the right to request additional items not already on contract at any time.

ARTICLE 6- LICENSES

6.1 **Duty to keep current license:** Vendor shall maintain in current status all federal, state and local licenses, bonds and permits required for the operation of the business conducted by vendor. Vendor shall remain fully informed of and in compliance with all ordinances and regulations pertaining to the lawful provision of services under the contract. Region 10 ESC reserves the right to stop work and/or cancel the contract of any vendor whose license(s) expire, lapse, are suspended or terminated.

6.2 **Suspension or Debarment:** Respondent shall provide a letter in the proposal notifying Region 10 ESC of any debarment, suspension or other lawful action taken against them by any federal, state, or local government within the last five (5) years that precludes Respondent or its employees from participating in any public procurement activity. The letter shall state the duration of the suspension or action taken, the relevant circumstances and the name of the agency imposing the suspension. Failure to supply or disclose this information may be grounds for cancellation of contract.

6.3 **Survival Clause:** All applicable software license agreements, warranties or service agreements that were entered into between Vendor and Customer/participating member under the terms and conditions of the Contract shall survive the expiration or termination of the Contract. All Purchase Orders issued and accepted by Order Fulfiller shall survive expiration or termination of the Contract.

ARTICLE 7- DELIVERY PROVISIONS

7.1 **Delivery:** Vendor shall deliver said materials purchased on this contract to the participating member issuing a Purchase Order. Conforming product shall be shipped within 7 days of receipt of Purchase Order. If delivery is not or cannot be made within this time period the vendor must receive authorization from the purchasing agency for the delayed delivery. At this point the participating entity may cancel the order if estimated shipping time is not acceptable.

7.2 **Inspection & Acceptance:** If defective or incorrect material is delivered, purchasing agency may make the determination to return the material to the vendor at no cost to the purchasing agency. The vendor agrees to pay all shipping costs for the return shipment. Vendor shall be responsible for arranging the return of the defective or incorrect material.

7.3 **Responsibility for supplies tendered:** Vendor shall be responsible for the materials or supplies covered by this contract until they are delivered to the designated delivery point.

7.4 **Shipping Instructions:** Unless otherwise specified, each case, crate, barrel, package, etc, delivered under this contract must be plainly labeled, securely tagged, stating Vendor's name, purchase order number, quantity contained therein, and delivery address as indicated in the order. Deliveries must be made within the hours of 8:00 am – 4:00 pm. Deliveries at any other time (including Saturdays, Sundays and holidays) will not be accepted unless arrangements have been made in advance with the receiver at the delivery point. Vendor understands that it is their responsibility to ensure compliance with the delivery instructions outlined in this agreement.

7.5 **Additional charges:** Unless bought on F.O.B. "shipping point" and Vendor prepays transportation, no delivery charges shall be added to invoices except when express delivery is authorized and substituted on orders for the method specified in the contract. In such cases, the difference between freight or mail and express charges may be added to the invoice.

7.6 **Buyer's delays:** Region 10 ESC will not be responsible for any late fees due the prime contractor by the participating member. The prime contractor will negotiate with the participating agency for the recovery of damages related to expenses incurred by the vendor for a delay for which the Region 10 ESC member is responsible, which is unreasonable, and which was not within the contemplation of the parties to the contract between the two parties.

ARTICLE 8- BILLING AND REPORTING

8.1 **Payments:** The participating entity using the contract will make payments directly to the awarded vendor.

Payment shall be made after satisfactory performance, in accordance with all provisions thereof, and upon receipt of a properly completed invoice.

8.3 **Progress payments:** Progress payments may be made by the participating agency to the contractor on the basis of a duly certified and approved estimate of the work performed during the preceding month, if both parties agree to such a payment schedule. All progress payments must be invoiced to the participating member. It is the responsibility of the member to review and approve any estimates of work completed. If the member issues a written statement to the Respondent that the estimate of work is not approved and certified, the member may withhold an amount from the progress payment that the member reasonably expects to incur in correcting the deficiency set forth in the written finding, as permitted by applicable State law. In such cases, the Respondent agrees to hold member harmless for any deficiency payment.

The prime contractor must agree to pay any subcontractors or material vendors within seven (7) days of their receipt of the progress payment, unless otherwise agreed on in writing between the parties involved. The contractor shall pay Equalis Group progress payments in accordance with this paragraph.

At the time all bonds are in place, the prime contractor and the participating member will agree upon a schedule of payments based on identifiable milestones. Acceptance of final payment is a waiver of all claims except unsettled claims previously made in writing.

8.4 **Tax Exempt Status:** Since this is a national contract, knowing the tax laws in each state is the sole responsibility of the Vendor.

8.5 **Performance and Payment Bonds** (in applicable states): Upon execution of a contract between participating agency and prime contractor, performance and payment bonds shall be provided to the member as required by pertinent state law. The prime contractor agrees to notify the participating member in writing of this requirement before accepting any work orders. If the prime contractor fails to deliver any required performance or payment bonds, the contract with Region 10 ESC may be terminated. The contractor may be asked to supply copies of performance and payment bonds to Region 10 ESC for administrative purposes.

An irrevocable payment bond in an amount equal to 100% of the price specified in the contract between the prime contractor and the participating member shall be executed by a surety company authorized to do business in the state of the member or in the ruling jurisdiction of the member. This bond will protect all persons supplying labor and material to the prime contractor for the performance of the work provided in the contract. Such bonds are taxable at the contractor's tax rate. An irrevocable performance bond in an amount equal to 100% of the price specified in the contract between the participating member and the prime contractor shall be executed by a surety company authorized to do business in the state of the member or the ruling jurisdiction of the member.

8.6 **Retention:** When fifty (50) percent of the work is completed, one half of the amount retained shall be paid to the prime contractor if the prime contractor requests payment and if the participating member is satisfied with the progress of the work. After the work is fifty (50) percent completed, no

more than five percent of the amount of any subsequent progress payments shall be retained, unless the governing board of the participating member determines satisfactory progress is not being made, at which point ten percent retention shall be reinstated.

Ten (10) percent of all contract payments shall be retained by the participating member as insurance of proper performance of the prime contractor. Participating member shall deposit retained amounts into an interest-bearing account, if required by applicable law governing the participating member. Interest earned on the retained amounts shall be paid to the prime contractor upon completion of the project, or as otherwise required by applicable governing the participating member. Prime contractor agrees to identify the amount to be retained on invoices to participating member for each progress payment.

If the participating member and the prime contractor agree to a substitute security, the prime contractor must provide participating member with a signed and acknowledged waiver of any right or power of the obligor to set off any claim against the member.

8.7 **Reporting:** Vendor shall electronically provide Equalis Group with a detailed line item monthly report showing the dollar volume of all member product sales under the contract for the previous month. Reports shall be sent via e-mail to Equalis Group offices at reporting@equalisgroup.org. Reports are due on the **fifteenth (15th)** day after the close of the previous month. It is the responsibility of the awarded vendor to collect and compile all sales under the contract from participating members and submit one (1) report. The report shall include at least the following information as listed in this section:

Member Data	Equalis Member ID
	Vendor Customer Number
	Customer Name
	Customer Street Address
	Customer City
	Customer Zip Code
	Customer State
Distributor Data	Distributor Name
	Distributor ID
	Distributor Street Address
	Distributor City
	Distributor Zip Code
	Distributor State
Product Data	Product Category level 1
	Product Category level 2 (<i>Where available or applicable</i>)
	Product Category level 3 (<i>Where available or applicable</i>)
	Distributor Product Number
	Manufacturer Product Number
	Product Description

	Product Brand Name
	Product packaging Unit of Measure level 1
	Product packaging Unit of Measure level 2
	Product packaging Unit of Measure level 3
Spend Data	Purchase Unit of Measure
	Purchase Quantity
	Distributor Landed Cost Total \$ (without deviations)
	Distributor Landed Cost Total \$ (with mfr deviations)
	Customer Purchase Total \$
	Admin Fee %
	Admin Fee \$

ARTICLE 9- PRICING

9.1 **Market competitive guarantee:** Vendor agrees to provide market competitive pricing, based on the value offered upon award, to Region 10 ESC and its participating public agencies throughout the duration of the contract.

9.2 **Price increase:** Should it become necessary or proper during the term of this contract to make any change in design or any alterations that will increase expense, Region 10 ESC must be notified immediately. Price increases must be approved by Lead Agency and no payment for additional materials or services, beyond the amount stipulated in the contract, shall be paid without prior approval. All price increases must be supported by manufacture documentation, or a formal cost justification letter.

Vendor must honor previous prices for thirty (30) days after approval and written notification from Region 10 ESC if requested.

It is Vendor's responsibility to keep all pricing up to date and on file with Region 10 ESC. All price changes must be provided to Region 10 ESC, using the same format as was accepted in the original contract.

9.3 **Additional Charges:** All deliveries shall be freight prepaid, F.O.B. destination and shall be included in all pricing offered unless otherwise clearly stated in writing.

9.4 **Price reduction and adjustment:** Price reduction may be offered at any time during contract and shall become effective upon notice of acceptance from Region 10 ESC. Special, time-limited reductions are permissible under the following conditions: 1) reduction is available to all Members equally; 2) reduction is for a specific time period, normally not less than thirty (30) days; 3) original price is not exceeded after the time-limit; and 4) Region 10 ESC has approved the new prices prior to any offer

of the prices to a Member. Vendor shall offer Region 10 ESC any published price reduction during the contract period.

9.5 **Prevailing Wage:** It shall be the responsibility of the Vendor to comply, when applicable, with the prevailing wage legislation in effect in the jurisdiction of the purchaser (Region 10 ESC or its Participating Members). It shall further be the responsibility of the Vendor to monitor the prevailing wage rates as established by the appropriate Department of Labor for any increase in rates during the term of this contract and adjust wage rates accordingly.

9.6 **Administrative Fees:** The Vendor agrees to pay administrative fees to Equalis Group based on the terms set in Attachment A. All pricing submitted to Region 10 ESC shall include the administrative fee to be remitted to Equalis Group by the awarded vendor.

ARTICLE 10- PRICING AUDIT

10.1 **Audit rights:** Vendor shall, at Vendor's sole expense, maintain appropriate due diligence of all purchases made by Region 10 ESC and any participating entity that accesses this Agreement. Equalis Group and Region 10 ESC each reserve the right to audit the accounting for a period of three (3) years from the time such purchases are made. This audit right shall survive termination of this Agreement for a period of one (1) year from the effective date of termination. In the State of New Jersey, this audit right shall survive termination of this Agreement for a period of five (5) years from the date of final payment. Such records shall be made available to the New Jersey Office of the State Comptroller upon request. Region 10 ESC shall have the authority to conduct random audits of Vendor's pricing that is offered to eligible entities at Region 10 ESC's sole cost and expense. Notwithstanding the foregoing, in the event that Region 10 ESC is made aware of any pricing being offered to eligible agencies that is materially inconsistent with the pricing under this agreement, Region 10 ESC shall have the ability to conduct an extensive audit of Vendor's pricing at Vendor's sole cost and expense. Region 10 ESC may conduct the audit internally or may engage a third-party auditing firm. In the event of an audit, the requested materials shall be provided in the format and at the location designated by Region 10 ESC or Equalis Group.

ARTICLE 11- PROPOSER PRODUCT LINE REQUIREMENTS

11.1 **Current products:** Proposals shall be for materials and equipment in current production and marketed to the general public and education/government agencies at the time the proposal is submitted.

11.2 **Discontinued products:** If a product or model is discontinued by the manufacturer, Vendor may substitute a new product or model if the replacement product meets or exceeds the specifications and

performance of the discontinued model and if the discount is the same or greater than the discontinued model.

11.3 **New products/Services:** New products and/or services that meet the scope of work may be added to the contract. Pricing shall be equivalent to the percentage discount for other products. Vendor may replace or add product lines to an existing contract if the line is replacing or supplementing products on contract, is equal or superior to the original products offered, is discounted in a similar or to a greater degree, and if the products meet the requirements of the solicitation. No products and/or services may be added to avoid competitive procurement requirements. Region 10 ESC may require additions to be submitted with documentation from Participating Members demonstrating an interest in, or a potential requirement for, the new product or service. Region 10 ESC may reject any additions without cause.

11.4 **Options:** Optional equipment for products under contract may be added to the contract at the time they become available under the following conditions: 1) the option is priced at a discount similar to other options; 2) the option is an enhancement to the unit that improves performance or reliability.

11.5 **Product line:** Vendors with a published catalog may submit the entire catalog. Region 10 ESC reserves the right to select products within the catalog for award without having to award all contents. Region 10 ESC may reject any addition of equipment options without cause.

11.6 **Warranty conditions:** All supplies, equipment and services shall include manufacturer's minimum standard warranty and one (1) year labor warranty unless otherwise agreed to in writing.

11.7 **Buy American requirement:** (for New Jersey and all other applicable States) Vendors may only use unmanufactured construction material mined or produced in the United States, as required by the Buy American Act. Where trade agreements apply, to the extent permitted by applicable law, then unmanufactured construction material mined or produced in a designated country may also be used. Vendors are required to check state specific requirements to ensure compliance with this requirement.

ARTICLE 12- SITE REQUIREMENTS

12.1 **Cleanup:** Vendor shall clean up and remove all debris and rubbish resulting from their work as required or directed by Member. Upon completion of the work, the premises shall be left in good repair and an orderly, neat, clean and unobstructed condition conducive to the Member's business purpose.

12.2 **Site Preparation:** Vendor shall not begin a project for which Participating Member has not prepared the site, unless Vendor does the preparation work at no cost, or until Participating Member includes the cost of site preparation in a purchase order to the contractor. Site preparation includes, but is not limited to moving furniture, moving equipment or obstructions to the work area, installation of wiring for networks or any other necessary pre-installation requirements.

12.3 **Registered sex offender restrictions:** For work to be performed at schools, Vendor agrees that no employee or employee of a subcontractor who has been adjudicated to be a registered sex offender will perform work at any time when students are or are reasonably expected to be present. Vendor agrees that a violation of this condition shall be considered a material breach and may result in the cancellation of the purchase order at the Participating Member's discretion. Vendor must identify any additional costs associated with compliance of this term. If no costs are specified, compliance with this term will be provided at no additional charge. Vendor is also responsible for ensuring that their employees or contractors who have direct contact with students are properly fingerprinted and background checked in accordance with local state law, if applicable.

12.4 **Safety measures:** Vendor shall take all reasonable precautions for the safety of employees on the worksite, and shall erect and properly maintain all necessary safeguards for protection of workers and the public. Vendor shall post warning signs against all hazards created by its operation and work in progress. Proper precautions shall be taken pursuant to state law and standard practices to protect workers, general public and existing structures from injury or damage.

12.5 **Smoking/Tobacco:** Persons working under the contract shall adhere to local tobacco and smoking (including e-cigarettes/vaping) policies. Smoking will only be permitted in posted areas or off premises.

12.6 **Stored materials:** Upon prior written agreement between the vendor and Member, payment may be made for materials not incorporated in the work but delivered and suitably stored at the site or some other location, for installation at a later date. An inventory of the stored materials must be provided to Participating Member with the application for payment seeking compensation for stored materials. Such materials must be stored and protected in a secure location, and be insured for their full value by the vendor against loss and damage. Vendor agrees to provide proof of coverage and/or addition of Participating Member as an additional insured upon Participating Member's request. Additionally, if stored offsite, the materials must also be clearly identified as property of buying Participating Member and be separated from other materials. Participating Member must be allowed reasonable opportunity to inspect and take inventory of stored materials, on or offsite, as necessary.

Until final acceptance by the Participating Member, it shall be the Vendor's responsibility to protect all materials and equipment. Vendor warrants and guarantees that title for all work, materials and equipment shall pass to the Member upon final acceptance.

12.7 **Maintenance Facilities and Support:** It is preferred that each contractor should have maintenance facilities and a support system available for servicing and repair of product and/or equipment. If a third party is to be used to provide maintenance and support to the participating member, Respondent must notify Region 10 ESC of that third party information. All technicians, applicators, installers shall be fully certified, trained and licensed to perform said duties.

ARTICLE 13- MISCELENOUS

13.1 **Funding Out Clause:** Any/all contracts exceeding one (1) year shall include a standard “funding out” clause. A contract for the acquisition, including lease, of real or personal property is a commitment of the entity’s current revenue only, provided the contract contains either or both of the following provisions:

“Retains to the entity the continuing right to terminate the contract at the expiration of each budget period during the term of the contract and is conditioned on a best efforts attempt by the entity to obtain appropriate funds for payment of the contract in the subsequent fiscal year.”

13.2 **Disclosures:** Vendor affirms that he/she has not given, offered to give, nor intends to give at any time hereafter any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor or service to a public servant in connection with this contract.

Vendor has a continuing duty to disclose a complete description of any and all relationships that might be considered a conflict of interest in doing business with participants in Equalis Group.

Vendor affirms that, to the best of his/her knowledge, the offer was arrived at independently, and was submitted without collusion with anyone to obtain information or gain any favoritism that would in any way limit competition or give an unfair advantage over other vendors in the award of this contract.

13.3 **Indemnity:** Vendor shall protect, indemnify, and hold harmless both Region 10 ESC and Equalis Group and its participants, administrators, employees and agents against all claims, damages, losses and expenses arising out of or resulting from the actions of Vendor, Vendor employees or Vendor subcontractors in the preparation of the solicitation and the later execution of the contract, including any supplemental agreements with members. Any litigation involving either Region 10 ESC or Equalis Group, its administrators and employees and agents shall be in a court of competent jurisdiction in Dallas County, Texas. Texas law shall apply to any such suit, without giving effect to its choice of laws provisions. Any litigation involving Equalis Group participating members shall be in the jurisdiction of the participating agency.

13.4 **Franchise Tax:** Vendor hereby certifies that he/she is not currently delinquent in the payment of any required franchise taxes, and shall remain current on any such franchise taxes throughout the term of this contract.

13.5 **Marketing:** Vendor agrees to allow Region 10 ESC and Equalis Group to use their name and logo within website, marketing materials and advertisement. Any use of the Region 10 ESC or Equalis Group name and logo or any form of publicity, inclusive of press releases, regarding this contract by Vendor must have prior approval from Region 10 ESC.

13.6 **Insurance:** Unless otherwise modified elsewhere in this document, prior to commencing services under this contract for a participating member, contractor shall procure, provide and maintain during the life of this agreement comprehensive public liability insurance to include course of construction insurance and automobile liability, providing limits of not less than \$1,000,000.00 per

occurrence. The insurance form will be an “all risk” type of policy with standard exclusions. Coverage will include temporary structures, scaffolding, temporary office trailers, materials, and equipment. Contractor shall pay for the deductibles required by the insurance provided under this agreement.

Certificates of insurance shall be delivered to the participant prior to commencement of work. The insurance company shall be licensed to do business and write the appropriate lines of insurance in the applicable state in which work is being conducted. Vendor shall give the participating entity a minimum of ten (10) days notice prior to any modifications or cancellation of policies. Vendor shall require all subcontractors performing any work to maintain coverage as specified.

Prior to commencing any work under this contract, any subcontractor shall also procure, provide, and maintain, at its own expense until final acceptance of the work performed, insurance coverage in a form acceptable to the prime contractor. All subcontractors shall provide worker’s compensation insurance which waives all subrogation rights against the prime contractor and member.

13.7 Subcontracts/Sub Contractors: If Vendor serves as prime contractor, it shall not enter into any subcontract subject to this solicitation without prior approval from Region 10 ESC. Any/all subcontractors shall abide by the terms and conditions of this contract and the solicitation.

No subcontract relationships shall be entered into with a party not licensed to do business in the jurisdiction in which the work will be performed. Contractor must use subcontractors openly, include such arrangements in the proposal, and certify upon request that such use complies with the rules associated with the procurement codes and statutes in the state in which the contractor is conducting business.

Contractor agrees to pay subcontractors in a timely manner. Failure to pay subcontractors for work faithfully performed and properly invoiced may result in suspension or termination of this contract. Prior to participating member’s release of final retained amounts, Contractor shall produce verified statements from all subcontractors and material suppliers that those entities have been paid in full amounts due and owing to them.

13.8 Legal Obligations: It is the Respondent’s responsibility to be aware of and comply with all local, state, and federal laws governing the sale of products/services identified in this RFP and any awarded contract and shall comply with all while fulfilling the RFP. Applicable laws and regulation must be followed even if not specifically identified herein.

13.9 Boycott Certification: Respondents hereby certify that during the term of any Agreement, it does not boycott Israel and will not boycott Israel. “Boycott” means refusing to deal with, terminating business activities with, or otherwise taking any action that is intended to penalize, inflict economic harm on, or limit commercial relations specifically with Israel, or with a person or entity doing business in Israel or in an Israeli-controlled territory, but does not include an action made for ordinary business purposes.

13.10 **Venue:** All parties agree that venue for any litigation arising from this contract shall lie in Richardson, Dallas County, Texas, and that the laws of the State of Texas shall govern the rights of the parties and the validity and interpretation of any purchase order, contract, or service agreement that shall arise from and include this proposal request.

[Remainder of Page Intentionally Left Blank- Signatures follow on Signature Form]

CONTRACT SIGNATURE FORM

The undersigned hereby proposes and agrees to furnish goods and/or services in strict compliance with the terms, specifications and conditions at the prices proposed within response unless noted in writing. The undersigned further certifies that he/she is an officer of the company and has authority to negotiate and bind the company named below and has not prepared this proposal in collusion with any other Respondent and that the contents of this proposal as to prices, terms or conditions of said proposal have not been communicated by the undersigned nor by any employee or agent to any person engaged in this type of business prior to the official opening of this proposal.

Prices are guaranteed: **120 days**

Company name Strategic Market Alliance

Address 13024 Ballantyne Corp Place, Suite 600

City/State/Zip Charlotte, NC 28277

Telephone No. 770-789-7510

Fax No. 704-268-3461

Email address mrenkoski@smasolutions.com

Printed name Martha Renkoski

Position with company National Accounts – Public Sector

Authorized signature *Martha Renkoski*

Acknowledgement of Addendum #1 : *Martha Renkoski*

1/1/20

12/31/22

Term of contract _____ **to** _____

Unless otherwise stated, all contracts are for a period of **three (3)** years with an option to renew annually for an additional **two (2)** years if agreed to by Region 10 ESC. Vendor shall honor all administrative fees for any sales made based on the contract whether renewed or not.

Region 10 ESC Authorized Agent

Date

Print Name
Equalis Group Contract Number _____

Appendix D: GENERAL TERMS & CONDITIONS ACCEPTANCE FORM

Signature on the Vendor Contract Signature form certifies complete acceptance of the General Terms and Conditions in this solicitation, except as noted below (additional pages may be attached, if necessary).

Check one of the following responses to the General Terms and Conditions:

We take no exceptions/deviations to the general terms and conditions

(Note: If none are listed below, it is understood that no exceptions/deviations are taken.)

We take the following exceptions/deviations to the general terms and conditions. All exceptions/deviations must be clearly explained. Reference the corresponding general terms and conditions that you are taking exceptions/deviations to. Clearly state if you are adding additions terms and conditions to the general terms and conditions. Provide details on your exceptions/deviations below:

(Note: Unacceptable exceptions shall remove your proposal from consideration for award. Region 10 ESC shall be the sole judge on the acceptance of exceptions/deviations and the decision shall be final.)

ATTACHMENT A: Requirements for Lead Agency Agreement To be administered by Equalis Group

The following exhibits are used in evaluating and administering Lead Agency Agreements and are preferred by Equalis Group. Respondents must select one of the following options for submitting their response.

- Respondent agrees to all terms and conditions outlined in each of the following exhibits

 - XX Respondent wishes to negotiate directly with Equalis Group on terms and conditions outlined in each of the following exhibits. Negotiations will commence after sealed bids are opened and Region 10 has determined the respondent met all requirements in their response and may be eligible for award.

 - Respondent has amended or redlined their proposed terms and conditions for the following exhibits in the RFP response to Region 10 ESC.
-
- Equalis Group Exhibit A – EQUALIS GROUP RESPONSE FOR LEAD AGENCY AGREEMENT

 - Equalis Group Exhibit B – EQUALIS GROUP ADMINISTRATION AGREEMENT

 - Equalis Group Exhibit C – EQUALIS GROUP MASTER INTERGOVERNMENTAL COOPERATIVE PURCHASING AGREEMENT

 - Equalis Group Exhibit D – EQUALIS GROUP CONTRACT SALES REPORTING TEMPLATE
Equalis Group

TAB TWO

Appendix E: QUESTIONNAIRE

Appendix E: QUESTIONNAIRE

Please provide responses to the following questions that address your company’s operations, organization, structure and processes for providing products and services.

1. States Covered

Respondent must indicate any and all states where products and services can be offered.

Please indicate the price co-efficient for each state if it varies.

XXX **50 States & District of Columbia** (Selecting this box is equal to checking all boxes below)

- | | |
|---|---|
| <input type="checkbox"/> Alabama | <input type="checkbox"/> Montana |
| <input type="checkbox"/> Alaska | <input type="checkbox"/> Nebraska |
| <input type="checkbox"/> Arizona | <input type="checkbox"/> Nevada |
| <input type="checkbox"/> Arkansas | <input type="checkbox"/> New Hampshire |
| <input type="checkbox"/> California | <input type="checkbox"/> New Jersey |
| <input type="checkbox"/> Colorado | <input type="checkbox"/> New Mexico |
| <input type="checkbox"/> Connecticut | <input type="checkbox"/> New York |
| <input type="checkbox"/> Delaware | <input type="checkbox"/> North Carolina |
| <input type="checkbox"/> District of Columbia | <input type="checkbox"/> North Dakota |
| <input type="checkbox"/> Florida | <input type="checkbox"/> Ohio |
| <input type="checkbox"/> Georgia | <input type="checkbox"/> Oklahoma |
| <input type="checkbox"/> Hawaii | <input type="checkbox"/> Oregon |
| <input type="checkbox"/> Idaho | <input type="checkbox"/> Pennsylvania |
| <input type="checkbox"/> Illinois | <input type="checkbox"/> Rhode Island |
| <input type="checkbox"/> Indiana | <input type="checkbox"/> South Carolina |
| <input type="checkbox"/> Iowa | <input type="checkbox"/> South Dakota |
| <input type="checkbox"/> Kansas | <input type="checkbox"/> Tennessee |
| <input type="checkbox"/> Kentucky | <input type="checkbox"/> Texas |
| <input type="checkbox"/> Louisiana | <input type="checkbox"/> Utah |
| <input type="checkbox"/> Maine | <input type="checkbox"/> Vermont |
| <input type="checkbox"/> Maryland | <input type="checkbox"/> Virginia |
| <input type="checkbox"/> Massachusetts | <input type="checkbox"/> Washington |
| <input type="checkbox"/> Michigan | <input type="checkbox"/> West Virginia |
| <input type="checkbox"/> Minnesota | <input type="checkbox"/> Wisconsin |
| <input type="checkbox"/> Mississippi | <input type="checkbox"/> Wyoming |
| <input type="checkbox"/> Missouri | |

All U.S. Territories & Outlying Areas (Selecting this box is equal to checking all boxes below)

- | | |
|---|--|
| <input type="checkbox"/> American Samoa | <input type="checkbox"/> Northern Marina Islands |
| <input type="checkbox"/> Federated States of Micronesia | <input type="checkbox"/> Puerto Rico |
| <input type="checkbox"/> Guam | <input type="checkbox"/> U.S. Virgin Islands |
| <input type="checkbox"/> Midway Islands | |

2. Diversity Programs

- Do you currently have a diversity program or any diversity partners that you do business with? Yes No
- If the answer is yes, do you plan to offer your program or partnership through Equalis Group Yes No

(If the answer is yes, attach a statement detailing the structure of your program, along with a list of your diversity alliances and a copy of their certifications.)

In an increasingly diverse global society, supplier diversity is more than the right thing to do at SMA. As the premier cleaning solutions provider throughout the United States, supplier diversity is a strategic business imperative providing measurable benefits to us and to the number of minorities, woman, disadvantaged, LGBTQIA, and veteran-owned business enterprises. SMA's supplier diversity initiative is a top-down/bottom-up commitment. We are dedicated to identifying MWD/LGBTQIA/VBEs that can provide SMA with high quality products at competitive prices. Our program is a comprehensive written program that includes our Supplier Diversity Strategic Plan, a Power Point Presentation and Web Site Information, with reporting capabilities for the end-user. This initiative may include utilization of a third-party data base that provides "matching capabilities" of opportunities to appropriate MWD/LGBTQIA/VBEs, and Hub Zones in addition to SMA locations' Purchasing Departments, creating a proprietary data base. Maximum practicable opportunity shall be given to the business entities to participate as suppliers of materials and services to SMA. SMA works closely with our diverse partners to keep the pricing changes to a minimum for our mutual end-use customers. As an example, SMA has an alignment with 10G Fed Supply, an SDVOSB and has been quite successful in nationwide transactions.

8/16/2019 Vendor Information Pages

10GFEDSUPPLY, LLC
 Duns: 080577709



Company Email: PBollinger@10GFS.com | Web Address: www.10GFedSupply.com | Phone: 4122987055

Business Information
 Doing Business As:
 Last Verified: 7/17/2017
 Expiration Date: 7/17/2020
 Year Established: 2017
 Business Address 1: 19501 W Catawba Avenue
 Business Address 2: Ste 270
 City: Cornelius
 State/Territory: North Carolina
 Zip: 28031
 Phone: 4122987055
 Fax: 7049975309

Business Type
 Business Type:
 Cage Code: YFM48
 NAICS Codes: 322220, 322211, 325180, 326111, 337214, 339940, 423840, 424130, 322219, 325613, 326113, 424110, 337215, 322212, 325199, 325611, 322299, 332215, 333318, 326112, 339994, 337211, 423830, 453210, 424120, 325612, 322291, 333993, 333922, 424940
 Year Established: 2017
 FSC: 3540, 3910, 6810, 7920, 7930, 8105, 8115, 8135
 PSC:
 Service Disabled Veteran Owned Small Business
 Woman Owned Small Business: No
 Minority Owned Small Business: No
 Hub Zone: No
 8(a): No
 Purchase Card: No

<https://www.sip.webbix.us.gov/Search/businessProfile?id=104711-8430-000588465dc>

8/16/2019 Vendor Information Pages

Capabilities
 Number of Employees: 3
 Number of Veteran Employees: 2
 Number of Operating Locations: 2
 Service Areas: North Carolina, South Carolina, Florida, Delaware, Virginia, Tennessee, Georgia, West Virginia, Pennsylvania, Dist. of Columbia
 Capabilities Keywords: Healthcare Food Service Hospitality Wear Wash Office Supplies Industrial Packaging Bulk Chemicals
 Capabilities Narrative: 10GFedSupply is a Service Disabled Veteran-Owned Small Business headquartered in Charlotte, North Carolina engaging in the wholesale distribution of products to various branches and departments of the Federal Government and the United States Military. Our leadership brings together over 54 years of military service and 40 years of wholesale distribution management experience to provide seamless, professional service to our customers.

- Will the products accessible through your diversity program or partnership be offered to Equalis Group members at the same pricing offered by your company? Yes No

(If answer is no, attach a statement detailing how pricing for participants would be calculated.)

3. Diverse Vendor Certification Participation

It is the policy of some entities participating in Equalis Group to involve minority and women business enterprises (M/WBE), small and/or disadvantaged business enterprises, disable veterans business enterprises, historically utilized businesses (HUB) and other diversity recognized businesses in the purchase of goods and services. Respondents shall indicate below whether or not they hold certification in any of the classified areas and include proof of such certification with their response.

a. Minority Women Business Enterprise

Respondent certifies that this firm is an MWBE Yes No

List certifying agency: The New York State Department of Economic Development, Division of Minority and Women’s Business Development (DMWBD)

b. Small Business Enterprise (SBE) or Disadvantaged Business Enterprise (DBE)

Respondent certifies that this firm is a SBE or DBE Yes No

List certifying agency: _____

c. Disabled Veterans Business Enterprise (DVBE)

Respondent certifies that this firm is a DVBE Yes No

List certifying agency: _____

d. Historically Underutilized Businesses (HUB)

Respondent certifies that this firm is a HUB Yes No

List certifying agency: _____

e. Historically Underutilized Business Zone Enterprise (HUBZone)

Respondent certifies that this firm is a HUBZone Yes No

List certifying agency: _____

f. Other

Respondent certifies that this firm is a recognized diversity certificate holder Yes No

List certifying agency: _____

Empire State Development

February 28, 2013

File ID: 45648

Mr. Tracy Scalen
Regional Distributors Inc
1281 Mt. Read Boulevard
Rochester, NY 14606

Dear Mr. Tracy Scalen:

The New York State Department of Economic Development, Division of Minority and Women's Business Development (DMWBD) has determined that your firm, Regional Distributors Inc, continues to meet eligibility requirements for re-certification, pursuant to Executive Law, Article 15-A and 5NYCRR Section 140 through 145 of the Regulations.

Therefore, we are pleased to inform you that your firm, has once again, been granted status as a **Women Business Enterprise (WBE)**. Your business will continue to be listed in the State's Directory of Certified Businesses with codes listed on the following page.

This Certification remains in effect for a period of generally three (3) years from the date of this letter or until such time as you are selected again, by this office for re-certification. Any changes in your company that affect ownership, managerial and/or operational control, must be reported to this Office within thirty (30) days of such changes; including changes to company name, business address, telephone numbers, principal products/services and bonding capacity.

The Certification status is not intended to imply that New York State guarantees your company's capability to perform on contracts, nor does it imply that your company is guaranteed any State business.

Thank you for your cooperation. On behalf of the State of New York, I wish you luck in your business endeavors, particularly those involving State agencies.

Yours sincerely,



Scott Munson
Director of Certification

633 Third Avenue New York New York 10017 Tel 212 803 2414
Web Site: www.esd.ny.gov/MWBE/html

4. Residency

Responding Company’s principal place of business is in the city of **Charlotte, State of North Carolina.**

5. Felony Conviction Notice

Please check applicable box:

A publicly held corporation; therefore, this reporting requirement is not applicable.

Is not owned or operated by anyone who has been convicted of a felony.

Is owned or operated by the following individual(s) who has/have been convicted of a felony.

*If the 3rd box is checked a detailed explanation of the names and convictions must be attached.

6. Processing Information

Company contact for:

Contract Management

Contact Person: Martha Renkoski

Title: National Accounts – Public Sector

Company: Strategic Market Alliance

Address: 13024 Ballantyne Corporate Place, Suite 600

City: Charlotte State: NC Zip: 28277

Phone: 770-789-7510 Fax: 704-268-3461

Email: mrenkoski@smasolutions.com

Billing & Reporting/Accounts Payable

Contact Person: Linda Clauson

Title: Accounting/Rebate Specialist

Company: Strategic Market Alliance

Address: 13024 Ballantyne Corporate Place, Suite 600

City: Charlotte State: NC Zip: 28277

Phone: 704-268-3434 Fax: 704-268-3461

Email: lclauson@smasolutions.com

Marketing

Contact Person: _____ Jake Lindgren _____
 Title: _____ Marketing Communication Specialist _____
 Company: _____ Strategic Market Alliance _____
 Address: _____ 13024 Ballantyne Corporate Place, Suite 600 _____
 City: _____ Charlotte _____ State: _____ NC _____ Zip: _____ 28277 _____
 Phone: _____ 704-790-8215 _____ Fax: _____ 704-268-3461 _____
 Email: _____ JLindgren@smasolutions.com _____

7. Distribution Channel: Which best describes your company’s position in the distribution channel:

- Manufacturer direct
- Authorized distributor
- Value-added reseller
- Certified education/government reseller
- Manufacturer marketing through reseller
- Other _____

8. Pricing Information

- In addition to the current typical unit pricing furnished herein, the Vendor agrees to offer all future product introductions at prices that are proportionate to Contract Pricing. Yes No
 (If answer is no, attach a statement detailing how pricing for participants would be calculated.)
- Pricing submitted includes the required administrative fee. Yes No
 (Fee calculated based on invoice price to customer)
- Additional discounts for purchase of a guaranteed quantity? Yes No

9. Cooperative/Group Purchasing Experience

List all cooperative and/or government group purchasing organizations of which your company is currently a member below.

Cooperative/GPO Name	Contract Number	Expiration Date
1 Government Procurement Alliance - Janitorial	19-01PV-04	11/4/23
1 Government Procurement Alliance- Food Service Equip & Supplies	19-10P-04	4/10/24
NASPO ValuePoint	8503	6/30/23

TAB THREE

Appendix F: COMPANY PROFILE

Appendix F: COMPANY PROFILE

Please provide the following:

General Profile

1. Company's official registered name. Strategic Market Alliance
2. Brief history of your company, including the year it was established.

Strategic Market Alliance (SMA) was formed in 2006 as a member-owned corporation comprised of leading janitorial, sanitation, and food service distributors. It was formed by like-minded distributor leaders whose strategic intent was to drive sustainable partnerships throughout the industry, and in return support national clients with quantifiable savings and exceptional service. While SMA was formed in 2006, our distributors have owned their individual businesses (on average) over 65 years. We are true experts in cleaning!

We are comprised of 57 facility supply companies with 223 locations throughout North America. Over the last 13 years, SMA's exceptional service, value-added programs and physical presence has enabled thousands of government facilities to benefit from our quality products, innovative programs, on-site training and competitive pricing.

- In addition to janitorial suppliers & equipment, we provide warewash and laundry systems with support, as well as food service disposables and foodservice equipment.
- Our 55+ regional distributors operate over 200 local warehouse/service centers throughout the United States and Canada. As a result, we excel at servicing national accounts in a consistent and effective manner. Our capabilities provide coverage to the entire nation, with the added benefit of being able to provide next day delivery to most locations.
- We maintain long term supplier agreements with over 120 key manufacturers, which allows us to secure the best costing available for our customers. In addition, our distributors represent virtually every manufacturer in the industry.
- Strategic Market Alliance represents over 2,000 trained local outside sales reps, supported by over 3,000 inside sales/customer service/support staff. Our distributor reps work closely with manufacturers to stay current on the latest products, processes, trends and, most importantly, regulatory compliance requirements.
- We are an approved supplier for every major Healthcare Group Purchasing Organization in the nation. We have over a decade of experience meeting all their service, pricing, and technology and reporting needs. As such we have secured much recognition from our customers throughout the years.

SMA has become active in the appropriate public sector associations on both a national and local level, we have trained our sales team on the nuances of cooperative purchasing and how to best introduce the concept to our target customers. While the sales results have been more than pleasing, we continue to ramp up our efforts with new programs and enhanced, more focused training and sales aid development. Our sales figures in the cooperative space represent the tip of the iceberg for our organization. In short, the public sector is at the forefront of SMA's focus and growth strategy over the next 5-10 years.

- SMA distributors work diligently with customers to REDUCE TOTAL SPEND, IMPROVE PRODUCTIVITY, AND POSITIVELY IMPACT OVERALL OUTCOMES.

These facts and figures, along with our stellar customer service, provide a response to the Region 10 RFP that includes:

- SMA's most comprehensive and competitive price offer to date. We leverage our national supply chain network to provide the best value products and prices to Equalis Members, including Region 10;
- A seamless implementation plan, which we call Consensus Implementation™, supports every State to ease the potential conversion from a competing supplier to SMA via the Equalis contract;

- Established support for all functions:
 - Sales
 - Marketing
 - Administration and Reporting
 - Technology
 - Training of products and programs
 - Training manuals for the various areas of a facility – vetted against all regulatory guidelines
 - Sustainability and green initiatives – LEED Support
 - Pricing/Accounting
 - Continuity and emergency response, including assisting in sustaining procurement operations in a disaster;
- Expertise in helping our customers reduces their Total Cost of Acquisition through innovative solutions such as Inventory Management and Consulting Services.
- Commitment to contract management, contract compliance and contract transparency – SMA’s Technology systems enable performance reporting that ensures compliance with all contractual obligations.

In addition, SMA will work with Region 10 and Equalis Members to understand how best to meet their individual needs. We pledge to listen to these customers and gain an appreciation for their policies and procedures. We will use this shared knowledge to help the Equalis member reduce complexity and improve efficiency.

Corporately, SMA has earned a number of awards over the years, here is a sampling:

- Customer Award: MedAssets Bronze supplier awards for 2010, 2011 and 2012.
- Manufacturer Award: Outstanding Distribution Excellence Award from Georgia Pacific in 2016.
- Manufacturer Award: 10 years of Distribution Partnership from Kimberly Clark in 2016.
- Manufacturer Award: Appreciation award from Betco in 2014.

In an effort to better educate you about our qualifications, history, contribution to the industry and awards, here is a profile of a few of SMA’s distributors, those who will service Equalis members through this contract.

Brady Industries: A third-generation, family-owned business, Brady has been pioneering the way products and solutions are delivered to facility and foodservice professionals for over 70 years. At the heart of Brady’s operation is a community-minded culture driven by a workforce of more than 900 employees currently in 20 locations throughout Nevada, Utah, Arizona, Idaho, New Mexico, California, Washington, DC, Colorado, Kansas, Oklahoma, Arkansas, Missouri and Texas including its original Las Vegas, Nevada headquarters.

Brady’s approach to partnership is unique by providing integrated customer support, expertise, technical support, and service across a full spectrum of customer needs including extensive facility offerings, complete dish machine and laundry machine service, equipment sales, rentals and service and foodservice supplies. Brady provides these specialized solutions for customers in key commercial

market segments including hospitality, education, healthcare, government, building service contractors and more.

In 2017, Brady commemorated 70 years in business with an evolution to its logo and a new tagline “Honestly Better”.

Highlights from Brady’s illustrious history include:

2019: Brady expands into Arkansas, Kansas, Missouri and Oklahoma.
2017: Brady celebrates 70 years in business.
2017: Brady expands into Denver, Colorado.
2016: Brady expands into Washington, D.C. market.
2016: Brady expands into Santa Fe Springs, California.
2016: Expanded foodservice division launched.
2016: Brady opens in Flagstaff, Arizona.
2015: Brady debuts in Idaho Falls, Idaho.
2014: Brady Linen Service and AC Linen Supply merge to form national hospitality laundry company. Brady Industries and Brady Linen now operate independently.
2014: Brady expands into St. George, Utah.
2013: Brady opens three new branches in Tucson, Arizona; Carlsbad, New Mexico; and El Paso, Texas.
2012 – Brady moves into its new LEED certified Salt Lake City, Utah office.
2011 – Brady debuts its Reno, Nevada branch.
2009 – To meet its ever-expanding customer needs, Brady Linen opens its third linen plant.
2007 – Brady expands into Boise, Idaho.
2007 – Brady Linen partners with Las Vegas Sands Corporation to enter the Macau, China market.
2006 – Brady headquarters moves into its current location at 7055 Lindell Road in Las Vegas, Nevada.
2006 – Brady expands into Farmington, New Mexico.
2005 – Travis Brady becomes President & CEO of Brady.
2003 – Brady opens in Albuquerque, New Mexico.
2000 – Brady moves into the Phoenix, Arizona market.
2000 – Brady Linen is formed to meet the growing needs in the laundry services market in Las Vegas.
1999 – Brady acquires Salt Lake City, Utah location.
1999 – Brady expands its Las Vegas headquarters to 100,000 square feet.
1997 – Brady celebrates its Golden Anniversary (50 years) in Las Vegas.
1987 – Brady expands and moves to a new facility in Las Vegas to accommodate.
1974 – Bill Brady acquires City Janitor Supply and forms Brady Industries.
1968 – City Janitor moves to a larger building to accommodate growth.
1967 – International Hotel becomes Brady’s first mega-resort customer.
1947 – City Janitor Supply is established in Las Vegas, Nevada founded by Feurman Brady

Brady Industries has historically served the public sector and can help provide a healthier environment for students and staff at the lowest possible cost to the taxpayer. Let us show you how to reduce absenteeism, increase productivity, and better attract and engage

parents with effective cleaning chemicals, equipment and procedures. References available upon request.

Walter E. Nelson Company:

Walter E. Nelson started the company while home on leave from the navy during World War II. The original name was I & I Supply. After the war, Walter and Carl Roes were the first employees with Walter's father Emil doing deliveries part time. The name of the company was later changed to the Walter E. Nelson Co. The company sold primarily Janitorial Supplies.

During 1970, the company had outgrown its original location and moved to the corner of Mason & Interstate Avenue. The Mason location was expanded twice to accommodate the burgeoning business. Lines were expanded to include industrial paper and packaging. In 1976, Michael Nelson joined the business full time after graduating from the University of Portland with a degree in Accounting. Mike brought his new ideas and energy in to grow the company into what it has become today. Walter E. Nelson Corporate Office and Warehouse facility are on Swan Island.

1995 brought the acquisition of property and the construction of a state-of-the-art Corporate Office and Warehouse facility on Swan Island. Since that time, branches have opened in Medford, North Bend, Seattle, Bend, Walla Walla, Spokane, Astoria, Eugene, Salem, and Bellingham.

The company currently employs over 800 employees – and growing.

We lost our founder Walter E. Nelson in 2001. He built a reputation on excellent service and top-quality products offered at reasonable prices. Walter was a true visionary and a gentleman. This family owned business carries on Walter's traditions to this day.

Walter E. Nelson proudly boasts that 15% of their business falls in the public sector. The Vancouver, Washington School District and the University of Oregon are two of our premier accounts in the education market. References and contact information is available upon request.

The team has a solid and progressive offering supplies, training, and best practices to make cleaning painless. We take pride in the communities we serve, supporting our business community, sports teams and feeding our elderly population in partnership with Meals on Wheels.

Central Sanitary Supply:

We started 60 years ago in downtown Modesto, CA. Our founders Mary & David Martini believed in being a partner to our customers. The core idea of treating others as we wish to be treated remains embedded in our culture. Today we remain a family owned company that is passionate about our local communities.

Since 1956 our values of conducting business have not changed, while our infrastructure has grown, and our ideas help to innovate our industry. Central Sanitary Supply is your complete source for Paper Products, Cleaning Chemicals, Housekeeping Supplies, Kitchen Sanitation Solutions, Cleaning Equipment, Material Handling Systems and more.

Beyond products, Central Sanitary Supply delivers solutions FOR THE HEALTH OF YOUR BUILDING & ITS OCCUPANTS. Today cleaning is about health, and from sustainable green cleaning practices, comprehensive training certification programs and our local account

managers, Central is committed to total facility health and cleanliness. We continually evaluate every aspect of our organization, from sales to delivery and suppliers to accounting, in an effort to ensure that your total purchasing experience is seamless.

On behalf of SMA's distributors and employees, over 200 distribution centers that are ready to serve Equalis nationwide, I would like to thank you and the Evaluation Committee for the opportunity to provide SMA's response.

Strategic Market Alliance understands and accepts the requirements and scope of work detailed within the RFP. SMA will continue to comply with all terms, requirements, and conditions of the resultant contract. In the event of being awarded the contract, SMA will enter into an Agreement with a corporate wide foundation of focus bringing mutual benefit to the Participating Public Agencies and SMA, to the best of our ability and backed by SMA's Leadership Team.

Corporate Commitment: In order to provide the highest level of benefit to the Equalis membership, SMA commits to an all-inclusive corporate approach to our dealings with public agencies, from our senior executive management team to the contract support team. SMA's senior management will ensure that the Equalis program is fully and actively supported throughout the organization. In order to properly implement these commitments, SMA's will continue to consistently designate the appropriate personnel in both selection and number of employees. These individuals manage the entire process, including but not limited to, the internal and external communications, the lead referrals and registrations, and the web page requirements and offering.

Pricing Commitment: SMA will offer and advise public agencies of the pricing advantage and terms available to them via the Equalis contract. SMA will emphasize the efficiency of this alternative to the bid and solicitation process.

Sales Commitment: SMA will proactively market the Equalis contract by properly training and incenting our salespeople as well as putting the proper foundational administrative support team in place to handle all duties associated with this proactive approach. Our actions will continue to include, but not be limited to, the following:

- Sell products and services to public agencies via our lengthy list of marketing options and capabilities, including catalogs and online marketing
- Properly use the Equalis logo
- Share the SMA logo for Equalis use
- Follow up in a timely manner on all Equalis provided leads
- At all times, properly and thoroughly communicate the benefits of the Equalis contract
- Train our national sales team properly and thoroughly with the assistance of Equalis personnel when possible
- Utilize our established procedures for ensuring that a Public Agency is properly registered with Equalis prior to placing orders
- Participate in performance reviews upon the request of Equalis and Region 10.
- Provide various content to Equalis for use on the Equalis website and other marketing materials, guaranteeing that we have the full rights to share the content.

3. Company's Dun & Bradstreet (D&B) number.

Fed ID #: 20-5155647.

We do not have a Dunn and Bradstreet report; From its inception SMA has been financially sound; and currently sales revenue exceeds \$4.4 billion. Financial documents are not available

outside the ownership of SMA. However, we are happy to provide an auditor's report, less the financials, and contact information that that would validate the solvency of SMA.

4. **Corporate office location.** 13024 Ballantyne Corporate Place, Suite 600, Charlotte, NC 28277
5. **List the total number of salespersons employed by your organization within the United States, broken down by market.**

SMA currently employs approximately 2000 outside sales personnel spread throughout the entire United States and Canada as well as a team of 6 national account sales personnel at the corporate level.
6. **List the number and location of offices, or service centers for all states being proposed in solicitation. Additionally, list the names of key contacts at each location with title, address, phone and e-mail address.**

Distributor Name	Shipping City	Shipping State	Shipping Postal Code	Title	Last Name	First Name	Email
Ace Mart Restaurant Supply	San Antonio	TX	78218	VP	Gustafson	Jonathan	ygustafson@acemart.com
Ace Mart Restaurant Supply	Arlington	TX	76013	VP	Gustafson	Jonathan	ygustafson@acemart.com
Ace Mart Restaurant Supply	Austin	TX	78753	VP	Gustafson	Jonathan	ygustafson@acemart.com
Ace Mart Restaurant Supply	Austin	TX	78704	VP	Gustafson	Jonathan	ygustafson@acemart.com
Ace Mart Restaurant Supply	Dallas	TX	75204	VP	Gustafson	Jonathan	ygustafson@acemart.com
Ace Mart Restaurant Supply	Dallas	TX	75234	VP	Gustafson	Jonathan	ygustafson@acemart.com
Ace Mart Restaurant Supply	Garland	TX	75044	VP	Gustafson	Jonathan	ygustafson@acemart.com
Ace Mart Restaurant Supply	Haltom City	TX	76148	VP	Gustafson	Jonathan	ygustafson@acemart.com
Ace Mart Restaurant Supply	Houston	TX	77081	VP	Gustafson	Jonathan	ygustafson@acemart.com
Ace Mart Restaurant Supply	Spring	TX	77388	VP	Gustafson	Jonathan	ygustafson@acemart.com
Ace Mart Restaurant Supply	Houston	TX	77087	VP	Gustafson	Jonathan	ygustafson@acemart.com
Ace Mart Restaurant Supply	Houston	TX	77079	VP	Gustafson	Jonathan	ygustafson@acemart.com
Ace Mart Restaurant Supply	Houston	TX	77007	VP	Gustafson	Jonathan	ygustafson@acemart.com
Ace Mart Restaurant Supply	Plano	TX	75075	VP	Gustafson	Jonathan	ygustafson@acemart.com
Ace Mart Restaurant Supply	San Antonio	TX	78238	VP	Gustafson	Jonathan	ygustafson@acemart.com
Ace Mart Restaurant Supply	San Antonio	TX	78210	VP	Gustafson	Jonathan	ygustafson@acemart.com
All American Plastic & Packaging	National City	CA	91950	Sales Director & Operations	Ghazal	Eddie	eddie@aaplastic.com
All American Plastic & Packaging	El Monte	CA	91731	Sales Manager	Garmo	Diana	diana@aaplastic.com
All American Plastic & Packaging	Phoenix	AZ	85009	Sales Director & Operations	Ghazal	Eddie	eddie@aaplastic.com
All American Plastic & Packaging	Tracy	CA	95304	Sales Manager	Garmo	Diana	diana@aaplastic.com
All Florida Paper	Medley	FL	33178	Sales Director & Operations	Ghazal	Eddie	eddie@aaplastic.com
Alliance Paper & Foodservice Equipment	Franklin Park	IL	60131-1402	Vice President	Caceres	Marisel	mcaceres@allfloridapaper.com
Alliance Paper & Foodservice Equipment	Chicago	IL	60608	President/CEO	Flynn	Brian	brian@allpfs.com
Allied-Eagle Supply Company	Detroit	MI	48216	Sales mgr	Flynn	Connor	connor@allpfs.com
Allied-Eagle Supply Company	Grand Rapids	MI	49512	VP Sales & Marketing	Keene	Chris	ckeene@alliedeagle.com
Allied-Eagle Supply Company	Toledo	OH	43607	Regional Manager	Meek	Kristy	kmeek@alliedeagle.com
Apache Group, Inc.	Arden Hills	MN	55112	Sales Manager	Berndt	Mike	mike.berndt@apachegroup.com
Arrow Paper Corporation	Wilmington	MA	01887	VP	Penna	Lahn	lahnpenna@arrowp.com
Bargreen Ellingson	Tacoma	WA	98409	Director	Wilson	Alyse	a.wilson@bargreen.com
Bargreen Ellingson	Aiea, Ohau	HI	96701	Director	Wilson	Alyse	a.wilson@bargreen.com
Bargreen Ellingson	Anchorage	AK	99501	Director	Wilson	Alyse	a.wilson@bargreen.com
Bargreen Ellingson	Bend	OR	97701	Director	Wilson	Alyse	a.wilson@bargreen.com
Bargreen Ellingson	Billings	MT	59101	Director	Wilson	Alyse	a.wilson@bargreen.com
Bargreen Ellingson	Boise	ID	83705	Director	Wilson	Alyse	a.wilson@bargreen.com
Bargreen Ellingson	Denver	CO	80239	Director	Wilson	Alyse	a.wilson@bargreen.com
Bargreen Ellingson	Everett	WA	98204	Director	Wilson	Alyse	a.wilson@bargreen.com
Bargreen Ellingson	Fife	WA	98424	Director	Wilson	Alyse	a.wilson@bargreen.com
Bargreen Ellingson	Fort Worth	TX	76118	Director	Wilson	Alyse	a.wilson@bargreen.com
Bargreen Ellingson	Kailua, Kona	HI	96740	Director	Wilson	Alyse	a.wilson@bargreen.com
Bargreen Ellingson	Lihue, Kauai	HI	96766	Director	Wilson	Alyse	a.wilson@bargreen.com

Bargreen Ellingson	Missoul	MT	59808	Director	Wilson	Alyse	a.wilson@bargreen.com
Bargreen Ellingson	Pasco	WA	99301	Director	Wilson	Alyse	a.wilson@bargreen.com
Bargreen Ellingson	Portland	OR	97210	Director	Wilson	Alyse	a.wilson@bargreen.com
Bargreen Ellingson	Seattle	WA	98134	Director	Wilson	Alyse	a.wilson@bargreen.com
Bargreen Ellingson	Spokane	WA	99201	Director	Wilson	Alyse	a.wilson@bargreen.com
Bargreen Ellingson	Vancouver	BC	V6A 4B9	Director	Wilson	Alyse	a.wilson@bargreen.com
Bargreen Ellingson	Wailuke, Maui	HI	96793	Director	Wilson	Alyse	a.wilson@bargreen.com
Bargreen Ellingson	Yakima	WA	98902	Director	Wilson	Alyse	a.wilson@bargreen.com
Boelter Companies	Waukesha	WI	53188	sales	Smith	Don	dsmith@boelter.com
Boelter Companies	Chicago	IL	60642	VP/GM	Scott	Tim	tscott@boelter.com
Boelter Companies	Duluth	GA	30096	VP/GM	Scott	Tim	tscott@boelter.com
Brady Industries	Las Vegas	NV	89118	National Acct. Mgr.	Coons	Andrew	andrew.coons@bradyindustries.c
Brady Industries	Albuquerque	NM	87113	General Manager	Stanger	Mark	mark.stanger@bradyindustries.co
Brady Industries	Garden City	ID	83714	National Accounts	Kent	Ian	ian.kent@bradyindustries.com
Brady Industries	Capitol Heights	MD	20743	National Acct. Mgr.	Coons	Andrew	andrew.coons@bradyindustries.c
Brady Industries	Denver	CO	80216	General Manager	Hay	Alex	alex.hay@bradyindustries.com
Brady Industries	El Paso	TX	79905	National Acct. Mgr.	Coons	Andrew	andrew.coons@bradyindustries.c
Brady Industries	Farmington	NM	87401	National Acct. Mgr.	Coons	Andrew	andrew.coons@bradyindustries.c
Brady Industries	Flagstaff	AZ	86004	GM	Sayre	Chrissy	chrissy.sayre@bradyindustries.co
Brady Industries	N Kansas City	MO	64116	National Acct. Mgr.	Coons	Andrew	andrew.coons@bradyindustries.c
Brady Industries	N Little Rock	AR	72117	National Acct. Mgr.	Coons	Andrew	andrew.coons@bradyindustries.c
Brady Industries	Oklahoma City	OK	73128	Division Manager, Education	Riley	Blaine	blaine.riley@bradyindustries.com
Brady Industries	Phoenix	AZ	85040	GM	Sayre	Chrissy	chrissy.sayre@bradyindustries.co
Brady Industries	Pocatello	ID	83205	National Acct. Mgr.	Coons	Andrew	andrew.coons@bradyindustries.c
Brady Industries	Salt Lake City	UT	84104	National Acct. Mgr.	Coons	Andrew	andrew.coons@bradyindustries.c
Brady Industries	Santa Fe Spgs	CA	90670	Sales Manager	Huffman	Matt	matt.huffman@bradyindustries.co
Brady Industries	Sparks	NV	89431	National Acct. Mgr.	Coons	Andrew	andrew.coons@bradyindustries.c
Brady Industries	Saint George	UT	84790	National Acct. Mgr.	Coons	Andrew	andrew.coons@bradyindustries.c
Brady Industries	Tucson	AZ	85745	GM	Sayre	Chrissy	chrissy.sayre@bradyindustries.co
Brady Industries	Tulsa	OK	74145	National Acct. Mgr.	Coons	Andrew	andrew.coons@bradyindustries.c
Brady Industries	Park City	KS	67147	National Acct. Mgr.	Coons	Andrew	andrew.coons@bradyindustries.c
Brame	Durham	NC	27703	Dir of Mktg and Business Development	Holland	Mike	mholland@bramespecialty.com
Brame	Charlotte	NC	28206	Sales manager	Davis	Beverly	b.davis@bramespecialty.com
Brame	Ashland	VA	23005	Dir of Mktg and Business Development	Holland	Mike	mholland@bramespecialty.com

Brame	Roanoke	VA	24012	Sales manager	Davis	Beverly	b.davis@bramespecialty.com
Brame	Rocky Mount	NC	27801	Dir of Mktg and Business Development	Holland	Mike	mholland@bramespecialty.com
Brame	Wilmington	NC	28402	Sales manager	Davis	Beverly	b.davis@bramespecialty.com
Camden Bag & Paper Company	Burlington	NJ	08016	President	Thomas	Rob	rthomas@camdenbag.com
Central Sanitary Supply	Modesto	CA	95350	VP Sales	Martini	Chris	cmartini@centralsanitary.com
Central Sanitary Supply	Bakersfield	CA	93313	VP Sales	Martini	Chris	cmartini@centralsanitary.com
Central Sanitary Supply	Fontana	CA	92337	VP Sales	Martini	Chris	cmartini@centralsanitary.com
Central Sanitary Supply	Fresno	CA	93706	Branch Manager	Viette	Kari	kviette@centralsanitary.com
Central Sanitary Supply	Reno	NV	89502	Branch Manager	Viette	Kari	kviette@centralsanitary.com
Clean Spot, Inc.	Calgary	AB	T2C 4R1	President, Co-Owner	Reid	Scott	scott@cleanspot.ca
Clean Spot, Inc.	Edmonton	AB	T5L 4P5	President, Co-Owner	Reid	Scott	scott@cleanspot.ca
Cole Papers, Inc.	Fargo	ND	58102	VP Sales	Laufenberg	Eric	elaufenberg@colepapers.com
Cole Papers, Inc.	Aberdeen	SD	57401	VP General Department	Zeck	Travis	tzeck@colepapers.com
Cole Papers, Inc.	Grand Forks	ND	58203	VP Sales	Laufenberg	Eric	elaufenberg@colepapers.com
Cole Papers, Inc.	Mandan	ND	58554	VP General Department	Zeck	Travis	tzeck@colepapers.com
Cole Papers, Inc.	Mankato	MN	56001	VP Sales	Laufenberg	Eric	elaufenberg@colepapers.com
Cole Papers, Inc.	Minot	ND	58701	VP General Department	Zeck	Travis	tzeck@colepapers.com
Cole Papers, Inc.	New Hope	MN	55427	VP Sales	Laufenberg	Eric	elaufenberg@colepapers.com
Cole Papers, Inc.	Sioux Falls	SD	57104-0718	VP General Department	Zeck	Travis	tzeck@colepapers.com
Cole Papers, Inc.	St. Joseph	MN	56374	VP Sales	Laufenberg	Eric	elaufenberg@colepapers.com
Cole Supply Co., Inc.	Benicia	CA	94510	VP General Department	Zeck	Travis	tzeck@colepapers.com
Consolidated Paper Group	Bowling Green	KY	42101	Sales Manager	White	Kyle	kwhite@conpaper.com
Consolidated Paper Group	Owensboro	KY	42301	VP Sales	White	Joe	jwhite@conpaper.com
Corporate Facility Supply	Saint Catharines	ON	L2M 5V9	General Manager	Mills	Robert	rmills@corpfs.com
Cosgrove Enterprises, Inc.	Miami Lakes	FL	33016	VP Sales	Shelton	Randy	randyshelton@e-cosgrove.com
Cosgrove Enterprises, Inc.	Atlanta	GA	30336	Operations Manager - Atlanta	Moore	Krystin	krystin@e-cosgrove.com
Cosgrove Enterprises, Inc.	Jacksonville	FL	32219	VP Sales	Shelton	Randy	randyshelton@e-cosgrove.com
Cosgrove Enterprises, Inc.	La Vergne	TN	37086	VP Sales	Jones	Steve	steve.jones@e-cosgrove.com
Cosgrove Enterprises, Inc.	Orlando	FL	32837	VP Sales	Shelton	Randy	randyshelton@e-cosgrove.com
Cosgrove Enterprises, Inc.	Tampa	FL	33619	VP Sales	Shelton	Randy	randyshelton@e-cosgrove.com
Daycon Products Company, Inc.	Upper Marlboro	MD	20774	Sales Manager	Payne	Casey	casey.payne@daycon.com
Elkins Wholesale, Inc.	Laurel	MS	39440	President	Elkins	Andy	aelkins@elkinswholesale.com
Elkins Wholesale, Inc.	Pearl	MS	39208	Sales Manager	Jordan	Anthony	ajordan@elkinswholesale.com
General Sales Company	Grayson	KY	41143	Sales Manager	Martin	Steve	stevemartin1@roadrunner.com
Great Southwest Paper Company, Inc.	Houston	TX	77020	President	Vannatta	Andy	andy@gswpaper.com
H.C. Walterhoefer Inc.	Baltimore	MD	21230	President	Walterhoefer	John	john@walterhoefer.com

I. Halper Paper & Supplies, Inc.	Bayonne	NJ	07002	Managing Partner	Halper	Andrew	andrew@ihalper.com
Iowa-Des Moines Supply, Inc.	Des Moines	IA	50316	President	Weidmaier	Todd	tweidmaier@iowadesmoinessupp
Iowa-Des Moines Supply, Inc.	Cedar Rapids	IA	52404	President	Weidmaier	Todd	tweidmaier@iowadesmoinessupp
Joshen Paper & Packaging Company, Inc.	Cleveland	OH	44105	Director of Strategic Accounts	Berns	Jessica	jberns@joshen.com
Joshen Paper & Packaging Company, Inc.	Milwaukee	WI	53223	Director of Strategic Accounts	Berns	Jessica	jberns@joshen.com
Joshen Paper & Packaging Company, Inc.	Huntington	WV	25702	Sales Representative	Reiner	Jordan	jordan@joshen.com
Joshen Paper & Packaging Company, Inc.	Calera	AL	35040	Director of Strategic Accounts	Berns	Jessica	jberns@joshen.com
Joshen Paper & Packaging Company, Inc.	Little Rock	AR	72206	Director of Strategic Accounts	Berns	Jessica	jberns@joshen.com
Joshen Paper & Packaging Company, Inc.	Cincinnati	OH	45240	Director of Strategic Accounts	Berns	Jessica	jberns@joshen.com
Joshen Paper & Packaging Company, Inc.	Yorktown	IN	47396	Director of Strategic Accounts	Berns	Jessica	jberns@joshen.com
Joshen Paper & Packaging Company, Inc.	Hickory	NC	28601	Director of Strategic Accounts	Berns	Jessica	jberns@joshen.com
Joshen Paper & Packaging Company, Inc.	Wheatland	PA	16161	Director of Strategic Accounts	Berns	Jessica	jberns@joshen.com
Joshen Paper & Packaging Company, Inc.	Wind Gap	PA	18091	Director of Strategic Accounts	Berns	Jessica	jberns@joshen.com
Joshen Paper & Packaging Company, Inc.	Cincinnati	OH	45240	Director of Strategic Accounts	Berns	Jessica	jberns@joshen.com
Joshen Paper & Packaging Company, Inc.	Grand Blanc	MI	48439	Director of Strategic Accounts	Berns	Jessica	jberns@joshen.com
Lalema, Inc.	Montreal	QC	H1B 1C1	Sales Developer Officer	Landry	Manon	mlandry@lalema.com
Leonard Paper Company	Baltimore	MD	21205	Vice President Sales	Leonard	John	JohnL@leonardpaper.com
Liberty Distributors, Inc.	Triadelphia	WV	26059	President	Peluchette	Mark	markp@libertydistributors.com
Maintex, Inc.	City Industry	CA	91746	VP of Sales	Goad	Brian	brian@maintex.com
Maintex, Inc.	Poway	CA	92064	Vice President of Sales	Dell'Aquila	Carol	carold@maintex.com
Maintex, Inc.	City Industry	CA	91746	Vice President of Sales	Dell'Aquila	Carol	carold@maintex.com
Mayfield Paper Company	San Angelo	TX	76903	Sales Manager	Barker	Brian	bbarker@mayfieldpaper.com
Mayfield Paper Company	Abilene	TX	79602	Sales Manager	Barker	Brian	bbarker@mayfieldpaper.com
Mayfield Paper Company	Amarillo	TX	79101	Sales Manager	Barker	Brian	bbarker@mayfieldpaper.com
Mayfield Paper Company	Lubbock	TX	79404	Sales Manager	Barker	Brian	bbarker@mayfieldpaper.com
Mayfield Paper Company	Odessa	TX	79761	Sales Manager	Barker	Brian	bbarker@mayfieldpaper.com
Mayfield Paper Company	San Antonio	TX	78218	Sales Manager	Barker	Brian	bbarker@mayfieldpaper.com
Mayfield Paper Company	Wichita Falls	TX	76301	Sales Manager	Barker	Brian	bbarker@mayfieldpaper.com
Miracle Sanitation	Winnipeg	MB	R2X 2X4	President	Yustak	Darrell	darrell@miraclesanitation.com

Mission Janitorial & Abrasive Supplies	San Diego	CA	92126	Director of Business Development	Munoz	Casey	Cmunoz@MissionJanitorial.com
Mission Janitorial & Abrasive Supplies	Bishop	CA	93514	Director of Business Development	Munoz	Casey	Cmunoz@MissionJanitorial.com
Mr. Janitorial Supplies	Newmarket	ON	L3Y 8W1	Vice-President	Birring	Sarita	sarita@mrjanitorialsupplies.com
Ohio & Michigan Paper Company	Perrysburg	OH	43551	General Manager	Leininger	Kevin	kleininger@ompc.com
Packaging & More, Inc.	Central Falls	RI	02863	Co-Owner	Fonseca	Vincent	Vincent@packagingmore.com
Paper Chemical Supply Company	Savannah	GA	31405	Vice President / Sales Manager	Peebles	Jerry	jerryp@paperchemicalsupply.com
Paper Chemical Supply Company	North Charleston	SC	29405	Vice President / Sales Manager	Peebles	Jerry	jerryp@paperchemicalsupply.com
Paper Chemical Supply Company	Pooler	GA	31322	Vice President / Sales Manager	Peebles	Jerry	jerryp@paperchemicalsupply.com
Philip Rosenau Company, Inc.	Warminster	PA	18974	VP, Sales and Marketing	Disibio	Dean	ddisibio@philiprosenau.com
Philip Rosenau Company, Inc.	New Castle	DE	19720	VP, Sales and Marketing	Disibio	Dean	ddisibio@philiprosenau.com
Philip Rosenau Company, Inc.	West Chester	PA	19380	VP, Sales and Marketing	Disibio	Dean	ddisibio@philiprosenau.com
Ralik	Blainville	QC	J7C 5V6	VP Sales	Mustafa	Shoukri	smustafa@ralik.ca
Regional Distributors, Inc.	Rochester	NY	14606	Vice President & GM	Scalen	David	dscalen@regdist.com
Roy Turk Industrial Sales	Toronto	ON	M9W 1L2	President	Turk	Andrew	andrewturk1970@royturk.com
Royal Corporation	Santa Fe Springs	CA	90670	VP Corporate Business Development	Mouw	Rob	Rmouw@royalcorporation.com
Royal Corporation	Dallas	TX	75261	VP Corporate Business Development	Mouw	Rob	Rmouw@royalcorporation.com
Royal Corporation	Jacksonville	FL	32218	VP Corporate Business Development	Mouw	Rob	Rmouw@royalcorporation.com
Royal Corporation	Livermore	CA	94550	VP Corporate Business Development	Mouw	Rob	Rmouw@royalcorporation.com
Royal Corporation	Nashville	TN	37211	VP Corporate Business Development	Mouw	Rob	Rmouw@royalcorporation.com
Royal Corporation	New Berlin	WI	53151	VP Corporate Business Development	Mouw	Rob	Rmouw@royalcorporation.com
Sanico, Inc.	Binghamton	NY	13904	President	Peters	Michael	mpeters@isanico.com
Sanico, Inc.	Horseheads	NY	14845	Project Manager	Peters	Mike	mjpeters@isanico.com
Sanico, Inc.	Syracuse	NY	13206	Branch Manager	Spahalski	Dave	Dspahalski@isanico.com
Schneider Paper Products, Inc.	Baton Rouge	LA	70806	Vice President Sales	Schneider	Michael	michael@schneiderpaper.com
Servicorp Industrial Supplies, Inc.	Mont-Royal	QC	H4P 2N2	Chairman	Silcoff	Lorne	lorne@servicorp.ca
Singer Equipment Company	Elverson	PA	19520	VP STRATEGIC ACCOUNTS	GRIFFITH	TODD	tgriffith@singerequipment.com
Singer Equipment Company	Bellmawr	NJ	08031	VP STRATEGIC ACCOUNTS	GRIFFITH	TODD	tgriffith@singerequipment.com

Singer Equipment Company	Paterson	NJ	07503	VP STRATEGIC ACCOUNTS	GRIFFITH	TODD	tgriffith@singerequipment.com
Singer Equipment Company	Wyomissing	PA	19610	VP STRATEGIC ACCOUNTS	GRIFFITH	TODD	tgriffith@singerequipment.com
Solutions Sherby, Inc.	Granby	QC	J2G 9J2	General Manager	Jodoin	Francois	francois.jodoin@sherby3r.ca
Solutions Sherby, Inc.	Magog	QC	J1X 2R7	President	Forand	Denis	denis.forand@sherby.ca
Solutions Sherby, Inc.	Trois Rivieres	QC	J1X 2R7	General Manager	Jodoin	Francois	francois.jodoin@sherby3r.ca
South Jersey Paper Products	Vineland	NJ	08360	Vice President Sales	Spector	Todd	tspector@southjerpaper.com
Sterling Sanitary Supply	Woodside	NY	11377	Principal Partner	Migden	David	dmigden@sterlingsanitarysupply.
Sterling Sanitary Supply	Brewster	NY	10509	Principal Partner	Migden	David	dmigden@sterlingsanitarysupply.
Sterling Sanitary Supply	Farmingdale	NY	11735	Principal Partner	Migden	David	dmigden@sterlingsanitarysupply.
Swish White River Ltd.	White Riv Jct	VT	05001	Chief Operating Officer	Crouse	Peter	crouse@swishclean.com
Swish White River Ltd.	Burlington	VT	05401	Chief Operating Officer	Crouse	Peter	crouse@swishclean.com
Swish White River Ltd.	Marcy	NY	13403	Chief Operating Officer	Crouse	Peter	crouse@swishclean.com
The Russell Hall Company, Inc.	Meriden	CT	06450	President	Rosa	Bill	russellhallco@msn.com
TriMark Adams-Burch	Landover	MD	20785	President	Rosa	Bill	russellhallco@msn.com
TriMark Hockenbergs	Omaha	NE	68138	Regional Sales Manager	Gilliland	Jeff	jeff.gilliland@trimarkusa.com
TriMark Hockenbergs	Denver	CO	80221	Regional Sales Manager	Gilliland	Jeff	jeff.gilliland@trimarkusa.com
TriMark Hockenbergs	Des Moines	IA	50322	Regional Sales Manager	Gilliland	Jeff	jeff.gilliland@trimarkusa.com
TriMark Hockenbergs	Lenexa	KS	66215	Regional Sales Manager	Gilliland	Jeff	jeff.gilliland@trimarkusa.com
TriMark Hockenbergs	Rogers	MN	55374	Regional Sales Manager	Gilliland	Jeff	jeff.gilliland@trimarkusa.com
TriMark Marlinn	Bedford Park	IL	60638	Regional Sales Manager	Grung	Josh	Joshua.Grung@trimarkusa.com
Trimark Orange County (Raygal)	Irvine	CA	92602	Corp VP of Purchasing & Supplier Mgmt	Egizio	Mike	Michael.Egizio@trimarkusa.com
TriMark SS Kemp	Cleveland	OH	44125	Sales Mgr - National Accounts	Lindbloom-Farinacci	Tricia	Trish.Lindbloom@trimarkusa.com
TriMark SS Kemp	Cincinnati	OH	45241	Sales Mgr - National Accounts	Lindbloom-Farinacci	Tricia	Trish.Lindbloom@trimarkusa.com
TriMark SS Kemp	Columbus	OH	43235	Sales Mgr - National Accounts	Lindbloom-Farinacci	Tricia	Trish.Lindbloom@trimarkusa.com
TriMark SS Kemp	Pittsburgh	PA	15205	Sales Mgr - National Accounts	Lindbloom-Farinacci	Tricia	Trish.Lindbloom@trimarkusa.com
TriMark Strategic	Coppell	TX	75019	Director of Procurement	Bridgers	Rodney	rodney.bridgers@trimarkusa.com
TriMark Strategic	Albany	GA	31701	Director of Procurement	Bridgers	Rodney	rodney.bridgers@trimarkusa.com
TriMark Strategic	Peachtree Cor	GA	30071	Director of Procurement	Bridgers	Rodney	rodney.bridgers@trimarkusa.com

TriMark Strategic	Austin	TX	78759	Director of Procurement	Bridgers	Rodney	rodney.bridgers@trimarkusa.com
TriMark Strategic	Beaumont	TX	77708	Director of Procurement	Bridgers	Rodney	rodney.bridgers@trimarkusa.com
TriMark Strategic	Houston	TX	77007	Sales Manager	Eskuri	Hoobie	heskuri@strategiequipment.com
TriMark Strategic	Knoxville	TN	37921	Sales Manager	Eskuri	Hoobie	heskuri@strategiequipment.com
TriMark Strategic	Nashville	TN	37217	Director of Procurement	Bridgers	Rodney	rodney.bridgers@trimarkusa.com
TriMark Strategic	Saint Cloud	MN	56301	Sales Manager	Eskuri	Hoobie	heskuri@strategiequipment.com
TriMark Strategic	Tampa	FL	33634	Sales Manager	Eskuri	Hoobie	heskuri@strategiequipment.com
TriMark United East	S Attleboro	MA	02703	Corp VP of Purchasing & Supplier Mgmnt	Egizio	Mike	Michael.Egizio@trimarkusa.com
TriMark USA, Inc.	Mansfield	MA	02048	Corp VP of Purchasing & Supplier Mgmnt	Egizio	Mike	Michael.Egizio@trimarkusa.com
Triple A Supplies, Inc.	Newburgh	NY	12550	Sr. Sales Executive	Solomon	Moishe	moishes@tripleasupplies.com
Victory Foodservice	Bronx	NY	10474	General Manager	Luthra	Sunder	sluthra@victoryfoodservice.com
Walter E. Nelson Company	Portland	OR	97217	Director of Sales	Nelson	John	jnelson@walterenelson.com
Walter E. Nelson Company	Bellingham	WA	98229	Sales	Zahler	Stephen	szahler@walterenelson.com
Walter E. Nelson Company	North Bend	OR	97459	Director of Sales	Nelson	John	jnelson@walterenelson.com
Walter E. Nelson Company	Walla Walla	WA	99362	Sales	Zahler	Stephen	szahler@walterenelson.com
Walter E. Nelson Company	Bend	OR	97702	Director of Sales	Nelson	John	jnelson@walterenelson.com
Walter E. Nelson Company	Moses Lake	WA	98837	Sales	Zahler	Stephen	szahler@walterenelson.com
Walter E. Nelson Company	Astoria	OR	97103	Director of Sales	Nelson	John	jnelson@walterenelson.com
Walter E. Nelson Company	Spokane	WA	99212	Sales	Zahler	Stephen	szahler@walterenelson.com
Walter E. Nelson Company	Eugene	WA	97402	Director of Sales	Nelson	John	jnelson@walterenelson.com
Walter E. Nelson Company	Medford	OR	97501	Sales	Zahler	Stephen	szahler@walterenelson.com
Walter E. Nelson Company	Auburn	WA	98001	Director of Sales	Nelson	John	jnelson@walterenelson.com
Walter E. Nelson Company	Salem	OR	97301	Sales	Zahler	Stephen	szahler@walterenelson.com

7. Please provide contact information for the person(s) who will be responsible for the following areas, including resumes:
- Sales - Martha Renkoski mrenkoski@smasolutions.com (770)789-7510
 - Sales Support – Jura Gerald jgerald@smasolutions.com (704)790-8230
 - Marketing – Jake Lindgren jlindgren@smasolutions.com (704)790-8215
 - Financial Reporting - Deb Starnes dstarnes@smasolutions.com (704)268-3462
 - Executive Support – Christine Alamed calamed@smasolutions.com (443)255-2774

8. Define your standard terms of payment.
Payment terms are NET 30 from invoice date. We accept P-cards, Visa, Mastercard, Discover and American Express. In addition, we can coordinate electronic payments as needed.
9. Who is your competition in the marketplace?
Network Services, The Home Depot Pro Institutional, Veritiv, Staples, Afflink
10. Overall annual sales for last three (3) years;
2018: \$4,460,000,000, 2017: \$4,270,000,000 2016: \$4,150,000,000
11. Overall public sector sales, excluding Federal Government, for last three (3) years;
2018: \$742,050,000 2017: \$717,315,000 2016: \$659,600,000
12. What is your strategy to increase market share?
Decades of having serviced government institutions leaves us very much aware that administrators and department supervisors are continually being asked to do more with less. Cost effectively carrying out the important and often times underappreciated duties of State and local governments agencies without sacrificing some facet of service provided its constituents remains the challenge. This has been even more daunting considering the economic and political pressures of the past nine years.

Strategic Marketing Alliance (SMA), is a member-owned corporation comprised of like-minded, financially sound leaders in the distribution of janitorial, sanitation, food service supplies and kitchen equipment. It was formed in 2006 with the intent of uniting highly sustainable proven partnerships throughout the industry to deliver to its national client base quantifiable savings and exceptional service. While SMA was incorporated thirteen years ago, each SMA owner has owned and operated their individual businesses (on average) for approximately 65 years; as such they are uniquely prepared to bring to each client location decades of category specific experience and proven solutions. As such, their success reflects their commitment to providing products, resources and solutions that better serve you and those you serve. We are able to tailor our services and personnel requirements for each account. In fact, we also are able to pilot new ideas such as a recent success, having pairs of salespeople handle a territory, allowing for even better response time when a customer is in need. We truly are your local supplier!

Through exceptional service, value-added programs and hands on approach to creating tailor made solutions, SMA has assisted hundreds of political subdivisions and thousands of individual customers across the nation to REDUCE THEIR TOTAL COSTS, IMPROVE THEIR PRODUCTIVITY AND POSITIVELY IMPACT THEIR OVERALL CAPACITY TO MEET THE EXPECTATIONS OF THEIR CONSTITUENTS. Our broad line of product alternatives and competitive pricing has helped States and Counties navigate the white waters of severe budgetary constraints. We are proud to be part of the communities we serve and look forward to serving you in the future.

13. What differentiates your company from competitors?
Through their individual and collective experience, SMA's distributors recognize the need and opportunity to exceed expectations attached to traditional sales and marketing organizations. By uniting in a common purpose, they are committed to presenting to all customers solutions that result in tangible, sustainable business improvements within the supply channel. As a result, SMA capabilities are a perfect fit with Equalis' key requirements: Logistics (supply chain operations), Pricing (Sourcing), Value analysis (infrastructure/utilization management), Business intelligence (data for decision-making), Marketing support. At SMA, we focus all our processes

and programs around our primary planks of business: Education and Training, Logistical and Operational Excellence, Customized Reporting, Technology/E-Commerce solutions, Best practices. It is important to the owners of SMA that the organization delivers on commitments that differentiate and position SMA as a unique and desirable distributor partner. Our motto is “Unity in purpose equals unity in practice!”

14. Describe the capabilities and functionality of your firm’s on-line catalog/ordering website.

SMA will work with Region 10 and Equalis to design technology platforms required to meet your needs. The development of these platforms may take 6-10 weeks depending on the requirements and complexities.

IT Systems Capabilities

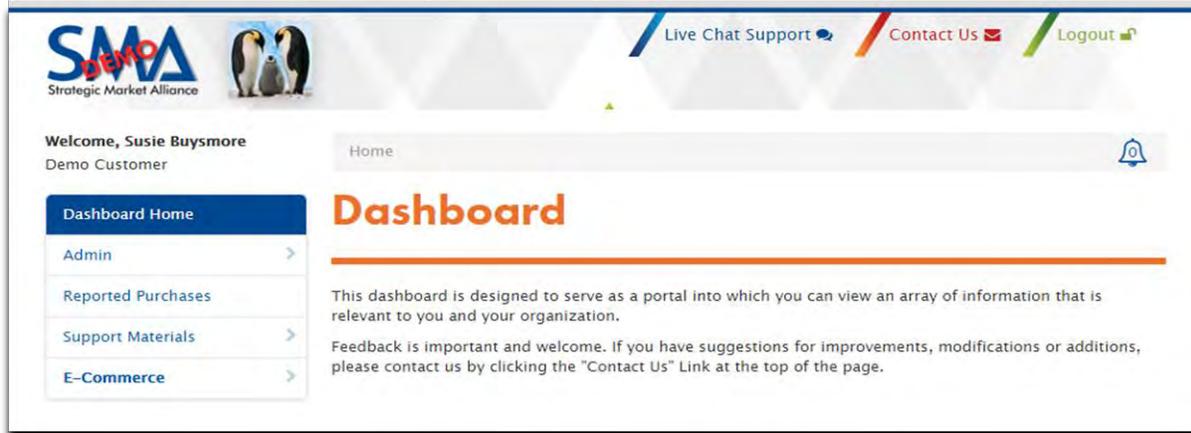
- Online catalog and web-based ordering
- Customized market basket by location
- Secured Password protected order sites
- Order approval workflow for all orders or based on dollar value of the order by User
- Order Approval Workflow based on monthly budget established by User or by Location
- Able to integrate with third party systems such as Coupa and/or Netsuite via Punchout or various file transfer protocols as required
- Minimum order functionality
- Budgetary control by location
- Order discounts
- GL codes
- Custom reference fields
- Break case functionality
- Customer item number
- Customized reporting
- Order splitting
- My shopping list
- My Dashboard
 - Invoicing, locally or centrally
 - Daily or weekly
 - Summery invoice
 - Received / Billed / posted

Reporting – Resource Utilization Management

- SMA will fully comply with Equalis’ reporting requirements. The goal of all reporting is to assist The Equalis Group in analyzing total spend to better make decisions that can increase revenue, improve outcomes and reduce waste.
- SMA collects reporting at line item detail level from all distributors on a monthly basis. This data pool will be available to The Equalis Group via the SMA Customer dashboard for review on demand. While several reporting options are already available, SMA will customize reports as needed to meet your requirements.

- SMA is in the process of creating Sustainability Reports that measure and track the usage of Sustainable Products to help support LEED and Building Wellness requirements. The information captured in this report is as follows: Customer Ship To, Invoice Date, Invoice Number, Item Number, Item Description, MFG, Sell Price, Quantity Shipped, Total Purchases, Criteria Code (GS-41, GS-01, EPA, etc.), Compliant Total and Percentage Compliant.

SMA Customer Dashboard/Ordering/Invoices/Reports



Customer Dashboard - Designed to serve as a portal in which you can access an array of information:

- Admin
 - My profile
 - Company Profile
 - Company Locations
 - Company Contacts
- Reported Purchases
 - Report Types
 - Item Usage
 - Item usage by location
 - Monthly sales by location
 - Export format – Excel or PDF
- Support Materials
 - Industry news
 - Tools
 - Training

- E-Commerce
 - Notifications
 - Invoice notifications
 - Invoice Status
 - Invoice Description
 - Invoice number
 - PO Number
 - Total
 - Place an order
 - View Order History
 - Manage Invoices
 - Additional Reports
 - Purchases by locations
 - Item usage
 - AR Aging

15. Describe your company's Customer Service Department (hours of operation, number of service centers, etc.).

Approximately 95% of our 224 distribution locations are supported with a full support staff, including customer service and product advisory support. Equalis customers will have access at every level of support available, from product inventory assistance, to product recommendations and training, to LEED support and regulatory training. Customer Service is readily available during traditional business hours. Emergency and after hours contact information will be provided.

16. Provide information regarding whether your firm, either presently or in the past, has been involved in any litigation, bankruptcy, or reorganization.

SMA is not now nor has ever been involved in any litigation, bankruptcy or reorganization.

Marketing/Sales

Detail how your organization plans to market this contract within the first 90 days of the award date.

This should include, but not be limited to:

- a. A co-branded press release within first 30 days
- b. Announcement of award through any applicable social media sites
- c. Direct mail campaigns
- d. Co-branded collateral pieces
- e. Advertisement of contract in regional or national publications
- f. Participation in trade shows
- g. Dedicated Equalis Group and Region 10 ESC internet web-based homepage with:
 - i. Equalis Group and Region 10 ESC Logo
 - ii. Link to Equalis Group and Region 10 ESC website
 - iii. Summary of contract and services offered
 - iv. Due Diligence Documents including; copy of solicitation, copy of contract and any amendments, marketing materials

To deliver the best possible outcome, we tailor our marketing plan based on the customer's individual needs. Therefore, we would need to meet with Equalis to establish goals, outline processes and solidify timelines, that being said, SMA's SMART Launch process typically consists of a two-prong approach:

Nationally:

SMA commits to

- Releasing a co-branded statement to the press within the first 30 days. Cleanlink has been our primary outlet; additional media organizations would be utilized for this award.
- Announcing the award via Twitter, LinkedIn and Facebook.
- Creating and blasting co-branded collateral pieces with the award details.
- Advertising the award in the appropriate publications
- Creating a dedicated Equalis Group and Region 10 ESC web-page with both Equalis and Region 10 logos, links to both organizations websites, a summary of the contract and services offered, and the due-diligence documents including a copy of the solicitation, coy of the contract and amendments, and corresponding marketing materials
- Exhibiting at the following conferences to promote the SMA/Equalis partnership and expand brand awareness/program offering:
 - Association of School Business Officials annual meeting
 - National Association of Counties annual meeting
 - NIGP Forum – Institute for Public Procurement
 -

Locally:

SMA distributors will participate/exhibit at State ASBO and NIGP regional conferences to promote the SMA/Equalis partnership and expand brand awareness/program offering.

In addition, SMA prepares a formal launch packet for all distributors so that they can target local members. These tools include, but are not limited to: SMA-Equalis Executive Summary, SMA/Equalis Contract Summary, Equalis Field Team's contact info, List of Equalis members, Co-branded sell sheets, Pricing Structure, Product Categories, Customer Training Manuals by cleaning area, etc

SMA launches the SMA-Equalis contract to all distributors via webinar. We outline all program parameters, sales strategies to target new business and drive compliance with current members in an effort to expand the Equalis brand and build sales. All launch materials are hosted on the SMA Distributor Dashboard for easy access. Our distributors will focus sales efforts in the following manner:

a) Identify and target eligible agencies. Ideal targets are those where SMA distributors have established relationships, whether it be current or in the recent past. Other targets would include agencies that are currently using a competing government cooperative, strong pre-qualified targets are those who already grasp the benefits of cooperative purchasing. Third-tier targets will be those agencies that need to be educated on the cooperative concept including a full presentation of Equalis benefits.

Based on the target descriptions listed above, each SMA location would complete a Sales Target Tracking sheet, and submit to SMA on a monthly basis, including action items and deadlines as detailed in the Sales and Marketing Plan. Once targets are identified the following steps would take place:

- Schedule meetings with these agencies to educate them on the savings they will experience.
- Conduct facility audits as needed to further identify potential savings for the customer.
- Present the customer with their list of value-add services, such as on-sight product training, equipment repair, LEED support, information regarding regulatory cleaning guidelines, etc. As the exclusive partner of the Building Wellness Institute, we can provide GS-42 certification courses as well.
- Close the account and report all sales to SMA, who will then report all sales to OMNIA.
- Utilize SMA tools to mine additional targets by better understanding their buying patterns and budgets.

In an effort to truly support and grow our business in the public segment, we have partnered with SmartProcure's GovSpend to help further this initiative.

- Utilize SMA's partnership with HubSpot in order to track sales progress and improve communication on successes and challenges across SMA's network of locations. In addition, utilize this partnership to market to our targets and promote the Equalis brand and use of its contracts.

SMA's program specifically includes components to simplify and standardize the product bundle. A rationalization of the cleaning products used will reduce cost, promote better cleaning processes and simplify training. Such a rationalization will also enhance the ability to support safety and compliance with the facilities.

•LEARNING MANAGEMENT PROGRAM: SMA offers a program to improve and expand skill sets as well as meet regulatory requirements by offering professionally created online courses with automated administration and record keeping. Systems are designed to save time, minimize travel costs and provide consistent instruction based on standardized procedures. In summary:

Leadership Training Series

Level 1: The Basics

Core Modules

Leadership Styles 1 hour

'People Skills' directly affects effectiveness: How a person interacts with others is as important as when. How a person says something is as important as what is said. Being able to apply "fourth-wall perspective" increases a supervisor's effectiveness.

Communication Skills 1 hour

Write right and speak clearly: Improve effectiveness by improving verbal and written communication skills.

Dealing with Difficult People 1 hour

Everyone is someone's "difficult person": This module looks at various strategies for building and maintaining professional relationships – even with people we may not like very much.

Getting and Staying Organized 1 hour

Staying ahead of the game: When things get hectic, staying organized is the first thing to suffer – just when it's most needed. Methods of organizing various aspects of the Supervisors responsibilities – from paperwork to equipment to personnel.

VALUE ADDED SERVICES — In summary, SMA places top priority on our "Value Added Services offering. We are a proven and dependable business partner to multiple national account customers due to our strong foundation of consultative selling, always anticipating the customers' needs and developing the corresponding support programs. The cornerstone of our successful strategy is the multitude of Value-Added Services that we provide, day in and day out. Value-added services continue to be a mainstay in our partnership contract. The final goal of our contract is to not only provide quality products delivered at the most efficient scale of ability, but to also provide Members of Equalis and potential participating agencies with solutions to the many challenges they are faced with on a daily basis within the general scope of work of this solicitation. Here is a high-level summary of our offering:

SMA is 100% distributor owned – every distributor is an equal owner of SMA

- Every Distributor has signed an SMA Business Practice Agreement outlining the parameters that must be met in order to successfully service National Accounts
- As such, the principal of every distributor is included in the launch of every SMA National Account
- All Distributors are Market Leaders – Over 200 branches in North America, and growing
- We provide a national presence with much needed local expertise
- Over 65 years of cleaning experience

Services available for customers:

- o Manufacturer Reduction / Product Standardization
- o Cost of Acquisition/Procurement Savings
- o Cost of Procurement Savings
- o Commitment to "Green/Sustainability" – LEED Support, exclusive partner with Building Wellness Institute
- o Centralized Ordering & Billing
- o Facility surveys
- o Program / Product Recommendations and testing
- o On-site product and program training
- o Facilities
- o Warewashing
- o Nutrition
- o Laundry
- o Equipment (kitchen, floor care, etc)

Customer Training manuals:

- o EVS Cleaning – LTC
- o EVS Cleaning – Acute Care
- o Cleaning for Norovirus
- o Cleaning Guest Rooms
- o Cleaning Public Restrooms
- o HACCP Awareness
- o Bed Bug Awareness
- o Dietary Cleaning - LTC

- o Laundry Processes
- o C.Diff Awareness
- o Customized training manuals as needed

Customized Reporting available:

- o Line item detail
- o Usage by location
- o Summary reports
- o Usage by Distributor
- o KPI and CI tracking

Ongoing product/program development:

- o New product implementation
- o Dispenser installments /training
- o Product testing / samples

18. Describe how your company will demonstrate the benefits of this contract to eligible entities if awarded.

SMA has developed a succinct messaging system for demonstrating benefits of cooperative purchasing contracts to eligible entities. The program includes on-site training and development of outside sales personnel. Tools have been created to help the sales rep convey a consistent messaging; the list of tools includes a video series introducing the concept of cooperative purchasing including executional details, talk-tracks, a portfolio of electronic and print sales collateral, and transactional requirements. A cornerstone in our training program is our annual GovConnect Expo where our public sector sales professionals come together for expanded training and updated on procurement trends delivered by top industry experts.

19. Explain how your company plans to market this agreement to existing government customers.
- Equalis has the opportunity to be the larger of the government cooperatives serviced by SMA and will be positioned as such. SMA will work with Equalis closely to establish the brand acceptance of Equalis and will market it as our leader in the public sector. SMA will abide by all of the requirements set forth in the Equalis Agreement outlining the commitment to lead with the value proposition for all eligible agencies. SMA was awarded the contract for alternate cooperatives and will differentiate the benefits of current contracts versus Equalis throughout the launch process and future sales execution.

20. Provide a detailed 90-day plan describing how the contract will be implemented within your firm.

SMA has identified a team at each of our locations that is tasked with the execution of national accounts. These individuals play pivotal roles in the success of launching, managing and growing national accounts; therefore, each is trained according to their specific role. The teams include Managers from the following departments: Sales, Purchasing, Customer Service, Contracts, Reporting, Accounting, Technology, and Operations. SMA Corporate also has designated team leaders for each of these roles:

Sales/Contract Management: Martha Renkoski, mrenkoski@smasolutions.com, (c) 770-789-7510

IT/Reporting/Payments: Kristen Schaeffer – Director, Information Systems/Operations, Kschaeffer@smasolutions.com ,(o) 704-268-3437

Customer Service: Jura Gerald, Account Specialist, jgerald@smasolutions.com, (o) 704-790-8230

Reporting: Deb Starnes dstarnes@smasolutions.com, (o) 704-268-3462

Account Support: Renee Taylor, Marketing Operations Coordinator, rtaylor@smasolutions.com, (o) 704-268-3464

Marketing: Jacob Lindgren, Marketing Communication Specialist, jlindgren@smasolutions.com, (o) 704-790-8215

A Corporate-wide SMA initiative is engaged over the 90-day implementation period with regular follow-ups to ensure optimization and compliance.

Time Devoted to Implementation: The New Supplier Implementation Checklist will serve as SMA's guideline to prioritizing daily and weekly tasks. The successful launch of the Equalis Master Agreement will be our top priority. All tasks and goals will be completed thoroughly and accurately in a timely manner regardless of the number of hours required to achieve deadlines. In addition to our established procedures, we would be adding in the procedures associated with your specific reporting requirements. We employ the following steps and timeline:

Part One

Meet with Region 10 and Equalis staff to solidify all procedures, policies and reporting requirements.

- o Meet with Equalis staff to solidify all procedures, policies and reporting requirements.
- o Communicate Equalis award announcement to all SMA sales personnel to set the stage for upcoming time requirements and dedicated efforts.
- o Create new co-branded SMA/ Equalis marketing materials.
- o Request reciprocating links on SMA and Equalis websites, establish Equalis specific landing page on SMA website to include logo, award documentation and all other relevant data as determined by Equalis and SMA.
- o Establish sales target list for direct marketing by SMA location.
- o Establish lead sales support personnel and place all SMA departments on alert to engage heightened awareness and response to all Equalis related inquiries and requests.
- o Prepare internal training resources and schedule training sessions.

Part Two

- o Customize SMA B2B interface/Load Equalis price support contract.
- o Perform WebEx training of all SMA Operational support staff.
- o Perform WebEx training of all SMA Sales staff for marketing of Equalis contract.
- o Coordinate communication efforts with each SMA location relating to the sales target execution plan.
- o Relate sales objectives and expectations to each Sales Manager and Sales Representative.
- o Conduct face-to-face training seminars in small groups at SMA's annual sales conference with each branch designated sales champion.

Part Three

- o Email contract; highlights, electronic catalog and contract pricing to:
 - ☐ Qualified SMA customers
 - ☐ All targeted agencies

- o When appropriate, begin site visits to all targeted agencies.
- o Host a contract rollout event at SMA locations
- o Begin follow up with each location on reporting requirements in order to insure accurate and detailed reporting.

Part 4

- o Monitor sales activity and initial market response.
- o Broadcast successes and review obstacles.
- o Adjust and distribute findings.
- o Verify fast tracking of new account establishment.
- o Monitor logistics support for new business.

Ongoing

- o Continue monitoring of sales efforts and outcomes.
- o Perform Customer Satisfaction Survey, adjust, and include satisfaction scores in marketing material.

In addition, SMA prepares a formal launch packet for all distributors so that they can target local agencies. These tools include, but are not limited to: Equalis Contract Summary, links to SMA training videos:

https://www.dropbox.com/sh/23e3tcksyun1yuz/AACxOTQzpldzzNzSnmm_NUM9a?dl=0 ,

Co-branded sell sheets, Pricing Structure, Product Categories, Customer Training Manuals by cleaning area, etc.

21. Describe how you intend on train your national sales force on the Region 10 ESC agreement. SMA will announce the contract award with an immediate e-blast to all SMA associates, and to SMA Distributor Owners, General Managers, Executives, Sales Managers, Strategic Account Champions, Purchasing Directors and Operations Managers. Included in the announcement will be a “save the date” for initial launch webinar. The SMA National Account team will create the launch packet, including a contract summary, the detailed sales and marketing plan detailed above, and the necessary support materials. The training will be executed in phases, based on the target audience, i.e., Sales Management, Sales Representatives, Sales/Contract Support.

SMA has identified a team at each of our locations that is tasked with the execution of national accounts. These individuals play pivotal roles in the success of launching, managing and growing national accounts; therefore, each will be trained according to their specific role. The teams include Managers from the following departments: Sales, Purchasing, Customer Service, Contracts, Reporting, Accounting. A Corporate-wide SMA initiative is engaged over the 90-day implementation period with regular follow-ups to ensure optimization and compliance.

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- o Establish sales target list for direct marketing by SMA location.
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- o Prepare internal training resources and schedule training sessions.

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Co-branded sell sheets, Pricing Structure, Product Categories, Customer Training Manuals by cleaning area, etc.

22. Acknowledge that your organization agrees to provide its company logo(s) to Region 10 ESC and agrees to provide permission for reproduction of such logo in marketing communications and promotions.

SMA, if awarded, agrees to provide our logos to Region 10 and Equalis and agrees to provide permission for reproduction of our logos in marketing communications and promotions. We further acknowledge that use of Equalis logo will require permission for reproduction.

23. Provide the revenue that your organization anticipates each year for the first three (3) years of this agreement.

\$ __2M_____ in year one

\$ __8M_____ in year two

\$ __15M_____ in year three

Administration

24. Describe your company’s implementation and success with existing cooperative purchasing programs, if any, and provide the cooperative’s name(s), contact person(s) and contact information as reference(s).

Our customer information is confidential. However, SMA has been partnered with 1GPA for the last five years. We have consistently tripled our business year after year. While we cannot provide exact figures, we can state that SMA is doing approximately \$20 million with 1GPA.

25. Describe the capacity of your company to report monthly sales through this agreement.

SMA will provide customized reports to include purchase history by item, by location, by invoice in the format defined by Equalis Group. All reports will be available to Equalis Group and their facilities via the SMA Dashboard at any time. SMA will also include Equalis Group into our monthly reporting process and your customized report will be sent to you each month via the vehicle of choice.

For the required Equalis Group activity reports, SMA utilizes an industry standard reporting template that captures all data fields required by all National Account customers. This allows distributors to submit one report to SMA with all required data for all SMA contracts. SMA distributors submit reports to SMA by the 10th of each month. Discrepancies are noted and addressed immediately between SMA Reporting Staff and SMA distributor. SMA submits reports to each National Account as required. Custom reports are available. SMA simply needs the reporting parameters to create the custom reports.

26. Describe the capacity of your company to provide management reports, i.e. consolidated billing by location, time and attendance reports, etc. for each eligible agency.

Reporting – Resource Utilization Management

- SMA fully complies with Region 10 and Equalis reporting requirements; and will comply with any additional requirements from Equalis. The goal of all reporting is to assist The Equalis Group in analyzing total spend to better make decisions that can increase revenue, improve outcomes and reduce waste.
- SMA collects reporting at line item detail level from all distributors on a monthly basis. This data pool will be available to The Equalis Group via the SMA Customer dashboard for review on demand. While several reporting options are already available, SMA will customize reports as needed to meet your requirements.
- SMA is in the process of creating Sustainability Reports that measure and track the usage of Sustainable Products to help support LEED and Building Wellness requirements. The information captured in this report is as follows: Customer Ship To, Invoice Date, Invoice Number, Item Number, Item Description, MFG, Sell Price, Quantity Shipped, Total Purchases, Criteria Code (GS-41, GS-01, EPA, etc.), Compliant Total and Percentage Compliant.

27. Please provide any suggested improvements and alternatives for doing business with your company that will make this arrangement more cost effective for your company and Participating Public Agencies.

SMA appreciates the national opportunity provided via the Equalis Group partnership. That alone will provide many efficiencies for our sales efforts. Thus far, Region 10 has been a superb steward of resources. We do not have any suggestions or alternate solutions for doing business with you at this time.

It's important to note that we do offer a number of solutions to our customers to help your facilities team be more efficient and cost-effective. Here is a summary:

Education and Training:

- Training and education is the foundational value that SMA provides to our customers. All SMA training is provided at no cost. Through our distributors, we offer a host of different training formats such as: cleaning guides, on-site training, educational seminars, computer based training, webinars, and online training (Ex: www.youtube.com/watch?v=81y6iaHFcBM).

- Our in-service (on-site) training is performed at the individual customer location during a time frame that best suits the target audience. For example, in-service training for one customer may include three training time schedules: day, swing and night shifts. In addition, the in-service training is customized to meet the specific needs of a location, versus generic training programs that may miss unique topics which require specific attention. The following is an example of the most common in-service training sessions we offer. Furthermore, we will research and create whatever tools are required to better serve our customers

Green Initiatives

We are committed to helping to build a cleaner future! As our purchasing network, we want to make sure we minimize our impact on the Earth's climate. So we are taking every step we can to implement innovative and responsible environmental practices throughout Region 10 ESC to [reduce our carbon footprint](#), reduce waste, promote energy conservation, ensure [efficient computing](#), and much more. We would like vendors to partner with us in this enterprise. To that effort, we ask Respondents to provide their company's environmental policy and/or green initiative.

28. Please provide your company's environmental policy and/or green initiative.

Sustainability Statement

Sustainability means meeting our business needs while implementing strategies, business practices and policies that support a vibrant economy, healthy environment and strong communities. Our focus on protecting human health and the environment is not only the right thing to do, but it is good business.

We share our sustainability philosophy with our customers, helping their organizations positively impact the triple bottom line of sustainability: Social, Environmental, and Economic.

Social

Our green products help our customers protect human health with:

- Improved indoor air quality;
- Healthy, comfortable indoor environments for tenants, employees and cleaning staff;
- Increased worker productivity;
- Reduced sick days; and
- Better workplace wellness.

Environmental

We help our customers do their part to lessen their impact on the environment with:

- Water and energy savings;
- Reduced water and air pollution; and
- A contribution to a healthier planet for future generations.

Economic

Our innovations help improve customers' profits with:

- Decreased operations costs;
- Higher occupancy/attendance rates;
- Increased asset value;
- Reduced liability and insurance costs; and
- Increased safety and reduced risk.

Strategic Market Alliance works closely with industry standard-setting organizations to help our customers meet or exceed green regulations on national, state and local levels. Many of our green cleaning products are certified or recognized by such certifying organizations as Green Seal, Environmental Choice, EcoLogo and the U.S. Environmental Protection Agency (EPA) through programs such as Design for the Environment (EPA-DfE) and Comprehensive Procurement Guidelines (EPA-CPG).

Our staff can provide expertise in regard to meeting the Cleaning Industry Management Standard for Green Buildings (CIMS-GB) and Leadership in Energy and Environmental Design for Existing Buildings: Operations and Maintenance (LEED-EBOM) V3 2009 standards. We make it easy for customers to meet the criteria in these standards through our green products and extensive industry knowledge.

Paper products and trash bags

We offer a selection of disposable janitorial products, including paper towels and napkins, facial tissue, toilet tissue, hand towels, kitchen towels and plastic trash bags that meet the following criteria:

- Certified by Green Seal or Environmental Choice;
- Comply with the U.S. EPA-CPG for Janitorial Paper and Plastic Trash Can Liners; or
- Derived from rapidly renewable resources or made from tree-free fibers.

Cleaning products

Our customers can choose from our cleaning products inventory, including general-purpose, bathroom, glass cleaners, degreasers, hardsurface cleaners, carpet cleaners and upholstery products that meet the following criteria:

- Certified by Green Seal or Environmental Choice; or
- Recognized by EPA-DfE.

Disinfectants, polishes, finishes and strippers

We offer disinfectants, metal polish, floor finish and strippers that meet the following criteria:

- Certified by Green Seal or Environmental Choice;
- Recognized by EPA-DfE; or
- Comply with the California Code of Regulations maximum allowable VOC content for their product category.

Cleaning Tools

Our environmentally preferable cleaning tools include maintenance equipment, microfiber cloths, mops and wipes, and other cleaning implements which are designed to use less water and chemicals.

An example of a customer-centric document:

When choosing or recommending a green product, it is most efficient and effective to seek out products that are certified by recognized independent scientific third party organizations, such as:

- Green Seal
- UL EcoLogo
- USEPA Design for the Environment or Safer Choice

If there are no certified products available, the list below provides specific health, environmental and chemical characteristics to be aware of. This list is not intended to be complete, but to provide a framework of the typical concerns for each product type.

Green Cleaning Chemicals

1. All Purpose Cleaners

All Purpose Cleaners consist of a broad array of possible formulations. The following are some of the specific issues to compare for this product category:

- pH: Prefer those with a neutral pH (closer to 7) as compared to those with extreme pH (closer to 1 or 14)
- Biodegradability: Prefer those that are readily biodegradable as compared to those that are slower to degrade. Unfortunately, many older formulations use excellent performing ingredients that have been found to have serious environmental and health concerns (see ingredients to avoid).
- Dyes & Fragrances: Prefer those with no or low levels of dyes and fragrances compared to those products that are heavily dyed or fragranced. If dyes are necessary use those that are approved for foods and cosmetics (F&C).
- VOCs: Prefer those that have no or low VOC as compared to alternatives with higher levels. Consider detergent based products compared to those containing solvents.
- More Preferable Ingredients: surfactants containing terms such as lauryl, amides, and glycosides.
- Less Preferable Ingredients: Alkyl Phenol Ethoxylates, NTA, EDTA, glycol ethers, sodium hydroxide, potassium hydroxide, sodium metasilicate, phosphates.

2. Bathroom Cleaners

Bathroom Cleaners are often acids because of the need to remove mineral deposits from sinks, bowls and urinals. Frequently they are heavily dyed, contain chlorine bleach (sodium hypochlorite) which is a respiratory irritant and can burn eyes and skin and strongly fragranced. The following are some of the specific issues to compare for this product category:

- pH: Prefer those with a more neutral pH as compared to those with extreme pH (closer to 1).
- Bathroom cleaners may fall more in the range of pH 4 as compared to traditional products that may have a pH below 1.
- Dyes & Fragrances: Prefer those with no or low levels of dyes and fragrances compared to those products that are heavily dyed or fragranced. If dyes are necessary use those that are approved for foods and cosmetics (F&C).
- Biodegradability: Prefer those that are readily biodegradable as compared to those that are slower to degrade. Unfortunately, many older formulations use excellent performing ingredients that have been found to have serious environmental and health concerns (see ingredients to avoid).
- More Preferable Ingredients: surfactants containing terms such as lauryl, amides, glycosides, hydrogen peroxide, citric or acetic acid.
- Less Preferable Ingredients: Alkyl Phenol Ethoxylates, NTA, EDTA, sodium hypochlorite (chlorine bleach), hydrochloric acid, phosphoric acid.

3. Bathroom Disinfectants

Bathroom Disinfectants are similar to general disinfectants, but typically may have an acidic pH (closer to 1) to remove hard water deposits in sinks, bowls and urinals, and contain chlorine bleach (sodium hypochlorite) which is a respiratory irritant and can burn eyes and skin. The selection issues include both those under general disinfectants and bathroom cleaners. Care in selection and use is important. The following are some of the specific issues to compare for this product category:

- See Bathroom Cleaners for similar attributes.
- Antimicrobial Ingredients: Prefer antimicrobial ingredients that have a lower potential for persistence in the environment and to accumulate in living tissue compared to those with a greater potential.

- More Preferable Active Ingredients: hydrogen peroxide, L-lactic acid, citric acid, peroxyacetic acid, sodium bisulfate and isopropanol.
- Less Preferable Active Ingredients: sodium hypochlorite (chlorine bleach), quaternary ammonium compounds, alcohols, phenolic compounds.

4. Carpet Cleaners

See All Purpose Cleaners. In addition, select carpet cleaners that when dry are not sticky or tacky. This minimizes resoiling and extends the time between cleaning.

5. Solvent Carpet Spot Removers (Solvent-based)

Solvent Spot Removers are necessary for spot removal particularly on carpets. Use detergent based spotters if possible (must be followed with extraction or other method to remove/absorb the detergent).

- See All-Purpose Cleaners
- VOCs: Prefer products that have no or low VOC compared to those with higher VOC content.
- Flashpoint: Prefer products that have a high flashpoint compared to those with a low flashpoint.
- More Preferable Ingredients: d-Limonene (derived from citrus fruits) and methyl esters (derived from soy).
- Less Preferable Ingredients: mineral spirits, 2-butoxyethanol

6. Chrome Cleaners/Polish

Chrome Cleaner/Polish frequently use petroleum distillates, which are poisonous and derived from a non-renewable resource. The following are some of the specific issues to compare for this product category:

- VOC: Prefer those that have no or low VOC as compared to alternatives with higher levels.
- Bio-Based / Renewable Resources: Prefer products that use oils derived from renewable resources as compared to oils from non-renewable resources.
- More Preferable Ingredients: emulsified vegetable oils
- Less Preferable Ingredients: petroleum distillates, ammonia.

7. Floor Finishes

Floor Finishes must be durable and appropriate for the prescribed maintenance method, but they typically contain heavy metals. Importantly, floor finishes must be compatible with the stripping solution. The following are some of the specific issues to compare for this product category:

- Durability: Prefer finishes that are more durable (require less maintenance such as buffing, restoring and recoating) than less durable finishes that require more frequent maintenance.
- Heavy Metals: Prefer non-metal cross-linked polymers as compared to those containing heavy metals. Another significant benefit of non-metal polymer formulas is that frequently they can be removed with less hazardous floor strippers.
- More Preferable Ingredients: metal-free polymers.
- Less Preferable Ingredients: metal-crosslinked polymers.

8. Floor Strippers (Floor Finish Removers)

Floor Strippers typically have extreme pH, solvents and ammoniated compounds necessary to remove metal cross-linked floor finishes. Floor strippers must be compatible with the floor finish. The following are some of the specific issues to compare for this product category:

- pH: Prefer those with a pH closer to neutral (in the range of 10 to 12) as compared to those with extreme pH (closer to 14).
- VOC: Prefer those that have no or low VOC as compared to alternatives with higher levels.

- Bio-Based / Renewable Resources: Prefer those that containing naturally derived solvents as compared to those containing non renewable derived solvents.
- More Preferable Ingredients: d-Limonene (citrus solvent) and methyl esters (derived from soy).
- Less Preferable Ingredients: ethylene glycol mono butyl ether (butyl cellusolve), 2-butoxyethanol, ammonia, and sodium hydroxide.

9. Furniture Polish

Furniture Polishes frequently use petroleum distillates, which are poisonous and derived from a nonrenewable resource. The following are some of the specific issues to compare for this product category:

- VOC: Prefer those that have no or low VOC as compared to alternatives with higher levels.
- Bio-Based / Renewable Resources: Prefer products that use oils derived from renewable resources as compared to oils from non-renewable resources.
- More Preferable Ingredients: citrus (lemon and orange) oils emulsified vegetable oils.
- Less Preferable Ingredients: petroleum distillates.

10. General Degreasers

General Degreasers are typically heavy-duty cleaners that include solvents for removing oil-based soils. Traditional solvents are typically derived from a non-renewable sources (e.g., petroleum), can be flammable, have a high degree of VOCs which can cause respiratory irritation and contribute to environmental pollution and some have severe health impacts. The following are some of the specific issues to compare for this product category:

- See All-Purpose Cleaners
- VOC: Prefer those that have no or low VOC as compared to alternatives with higher levels.
- Bio-Based / Renewable Prefer products that use oils derived from renewable resources as compared to oils from non-renewable resources.
- Flashpoint: Prefer products that have a high flashpoint compared to those with a low flashpoint.
- More Preferable Ingredients: d-Limonene (derived from citrus fruits) and methyl esters from soy and corn.
- Less Preferable Ingredients: glycol ethers in general, ethylene glycol mono butyl ether (butyl cellusolve), and sodium hydroxide.

11. General Disinfectants

General Disinfectants are similar to cleaners (see all-purpose cleaners) with additional ingredients added to kill bacteria and other unwanted organisms, and bathroom disinfectants. Because disinfectants kill organisms they are toxic by definition. Some are persistent in the environment and accumulate in living tissue. Care in selection and use is important. The following are some of the specific issues to compare for this product category:

- See Bathroom Disinfectants for similar attributes.
- Antimicrobial Ingredients: Prefer antimicrobial ingredients that have a lower potential for persistence in the environment and to accumulate in living tissue compared to those with a greater potential.
- More Preferable Active Ingredients: hydrogen peroxide, L-lactic acid, citric acid, peroxyacetic acid, sodium bisulfate and isopropanol.
- Less Preferable Active Ingredients: sodium hypochlorite (chlorine bleach), quaternary ammonia products (quat) and phenolic compounds.

12. Glass Cleaners

Glass Cleaners are cleaners that have ingredients added to reduce streaking and to evaporate quickly. Traditional glass cleaners can contain alcohol and other solvents (typically glycol ethers) or ammonia. The following are some of the specific issues to compare for this product category:

- VOCs: Prefer those that have no or low VOC as compared to alternatives with higher levels. Consider detergent based products compared to those containing solvents.

- Flashpoint: Prefer products that have a high flashpoint compared to those with a low flashpoint.
- pH: Prefer those with a neutral pH (closer to 7) as compared to those with extreme pH (closer to 1 or 14)
- Biodegradability: Prefer those that are readily biodegradable as compared to those that are slower to degrade. Unfortunately, many older formulations use excellent performing ingredients that have been found to have serious environmental and health concerns (see ingredients to avoid).
- Dyes & Fragrances: Prefer those with no or low levels of dyes and fragrances compared to those products that are heavily dyed or fragranced. If dyes are necessary use those that are approved for foods and cosmetics (F&C).
- More Preferable Ingredients: surfactants containing terms such as lauryl, amides, and glycosides.
- Less Preferable Ingredients: ammonia, alcohols, propylene glycol, 2-butoxyethanol and other glycol ethers.

13. Graffiti Removers

Graffiti Remover used to be formulated with chlorinated solvents (e.g., methylene chloride) before they were banned due to their environmental impact. Many graffiti removers are packaged in aerosol cans which often contain hydrocarbon propellants (e.g., propane, butane), which are highly flammable and can contribute to indoor air quality problems.

- VOCs: Prefer those that have no or low VOC as compared to alternatives with higher levels. Consider detergent based products compared to those containing solvents.
- Flashpoint: Prefer products that have a high flashpoint compared to those with a low flashpoint.
- pH: Prefer those with a neutral pH (closer to 7) as compared to those with extreme pH (closer to 1 or 14)
- More Preferable Ingredients: n-Methyl-2-Pyrrolidone, d-Limonene, methyl esters (derived from soy).
- Less Preferable Ingredients: methylene chloride, petroleum distillates, propane, butane, isobutene, and sodium hydroxide.

14. Gum Removers

Gum Removers used to be formulated with chlorinated solvents (e.g., freon) before they were banned due to their environmental impact. Dry ice and carbon dioxide are preferable replacements. Degreasers can be used in some situations (see section on General Degreasers).

- VOCs: Prefer those that have no or low VOC as compared to alternatives with higher levels. Consider detergent based products compared to those containing hydrocarbon-based solvents.
- Flashpoint: Prefer products that have a high flashpoint compared to those with a low flashpoint.
- pH: Prefer those with a neutral pH (closer to 7) as compared to those with extreme pH (closer to 1 or 14)
- More Preferable Ingredients: dry ice, carbon dioxide.
- Less Preferable Ingredients: freon, dichloro-difluoromethane, trichloro-fluoromethane.

15. Lime & Scale Removers

Lime & Scale Removers are acids because of the need to remove mineral deposits from sinks, bowls and urinals.

- pH: Prefer those with a more neutral pH as compared to those with extreme pH (closer to 1). Environmentally preferable lime and scale removers may fall more in the range of pH 4 as compared to traditional products that may have a pH below 1.
- More Preferable Ingredients: citric or acetic acid.
- Less Preferable Ingredients: hydrochloric or phosphoric acid.

16. Urinal Deodorizers

Urinal Deodorizers are traditionally blocks placed in urinals to reduce odors. Preferably these deodorizers should be eliminated altogether through more frequent cleaning and other methods of deodorizing. However, if urinal deodorizers are still required preference should be given to those with the safest ingredients.

- Biodegradability: Prefer detergents that are readily biodegradable as compared to those that are slower to degrade. Unfortunately, many older formulations use excellent performing ingredients that have been found to have serious environmental and health concerns (see ingredients to avoid).
- More Preferable Ingredients: surfactants containing terms such as lauryl, amides, glycosides,
- Less Preferable Ingredients: Alkyl phenol ethoxylates, paradichlorobenzene

Green Cleaning Powered Equipment

While the proceeding paragraphs have focused on reducing potentially harmful impacts to both human health and the environment resulting from the manufacture, use and disposal of cleaning chemicals, the following section will focus on reducing impacts associated with the use of powered cleaning equipment such as vacuum cleaners, carpet extraction and powered floor buffing equipment.

Because labor costs are relatively high in the US the trend has been to find automated or semi-automated equipment that can perform the tasks faster than manual labor, thus reducing overall costs. However, regardless of the cost of labor in China as compared to the US, what has also been discovered is that old-fashioned traditional cleaning tools such as the use of brooms for sweeping and cleaning while effective at capturing and removing visible soil and debris, are ineffective at removing the smallest particles which are in fact those that place human health at the greatest risk.

Scientific studies have clearly identified that small dust particles are contaminated with pesticides, solvents, lead and other compounds known to cause cancer, developmental and reproductive disorders and other health problems.

In addition to the chemicals, the fine dust is typically comprised of viruses, bacteria, heavy metals, pollens, mold spores, animal danders, rodent parts and other contaminants that are known to cause illnesses and trigger asthma, respiratory irritation and other health problems especially among vulnerable populations.

Furthermore, fine particles more easily become airborne and can affect the delicate electronic components of a building's management systems, ventilation system, computers, printers, medical devices, furnishings and other building materials resulting in premature failure, and earlier than necessary and unexpected replacement costs.

Also in the US there has been a trend over then past 20 years or so to use carpeting as a primary floor covering. While carpets are less expensive to install compared to most hard floor materials, come in numerous colors and textures to create pleasing aesthetics, and offer other benefits such as sound absorption --- they also pose potential problems if they are not cleaned appropriately.

Carpets act as "sinks" that absorb contaminants and due to the carpet's texture and density (pile) the contaminants can be hidden from view. Some carpets can in fact conceal many times its weight in soil. As a result, even clean appearing carpet can be extensively contaminated. Furthermore, many traditional carpet cleaning methods use large quantities of water which if not adequately removed can cause the contaminants in the carpet to grow resulting in potentially serious health problems for the occupants.

Thus regardless of the potential cost issues associated with labor, the use of powered equipment that is specifically designed to capture small particles and eliminate moisture can make an important contribution to creating a healthier and more productive building.

While the equipment market in the US has done an outstanding job developing equipment that is cost effective, many leading equipment manufacturers are using Green Cleaning to differentiate themselves from low costs and low margin alternatives. Some of the attributes they are working on include equipment that consumes less water, chemicals and energy; equipment that is quieter and more ergonomically designed; and those that are more durable which results in a lower cost of ownership over the life of the product and lower environmental impacts due to reduced manufacturing and disposal impacts of the hundreds of millions of pounds of equipment disposed and replaced each year.

The following are some of the typical powered equipment considerations:

1. Vacuum Cleaners:

- Filtration: utilize HEPA (High Efficiency Particulate Arresting) filters or high-efficiency multi-ply filtration filter bags capable of capturing a minimum of 96% of fine particles smaller than 0.3 microns.
- Sound: operate at less than 70dBA.
- Ergonomics: lightweight and balanced to reduce operator fatigue.
- Other: guards, bumpers, rollers or other devices to minimize damage to building furnishings during use.

2. Electric High Speed Floor Burnishing Machines:

- Filtration: utilize "active" vacuum attachments to capture fine particles and prevent them from being inhaled by building occupants and cleaning personnel.
- Sound: operate at less than 70dBA.
- Ergonomics: lightweight and balanced to reduce operator fatigue.

3. Carpet Extraction Equipment

- Moisture Removal: Should use minimal amount of water or moisture and able to leave carpets dry within 24 hours to reduce the potential for mold growth.
- Other: minimize the use of chemicals.

Entryway Matting

Green cleaning starts at the door, with high-quality floor mats. When you place the right mat in the right spot, you're installing one of the best pollution-prevention strategies available. If you reduce the amount of soil coming in, you have enormous opportunities to reduce the potential adverse impact on the health and performance of building occupants, reduce the frequency of stripping and refinishing floors, reduce damage to carpets and delicate electronic equipment, and improve the overall appearance of your facility.

Be sure the mat is made for the weather conditions where it will be used (some are designed for wet environments, others for snow, etc.).

- Up to 80 percent of the soil in a building is tracked in on the feet of people entering.
- Up to 24 pounds of dirt can be tracked in by just 1,000 people coming through an entrance during a 20-day work period.
- The cost to remove just one pound of dirt after it's tracked throughout a building can exceed \$500.00
- As much as 42 percent of the floor finish can be damaged or removed after 1,500 people have walked within the first 6 feet of an entrance without a matting system. This can greatly increase slips, trips, and falls.

Mat Size Counts: Make sure your matting is large enough to cover 10-15 feet, combined outdoor and indoor. (The goal is for each foot to hit the matting at least two times.)

Put Mats Where They Matter Most: Typically matting is put primary at the entryways of buildings; this is good however walk the perimeter of the building and evaluate which other doors are actually used and thus could benefit from entrance matting systems. Don't forget the entrances from any parking structure and underground garages.

Determine Quality: When you're buying mats, consider the following: Weight: If a mat is too light, it won't stay in place and may therefore contribute to slip-and-fall accidents. Some light weight mats may curl up at the edges and corners, which also can lead to slips, trips, and falls.

Construction: Effective mats use bi-level construction that resembles hard ridges. The ridges create channels for soils and moisture to accumulate. This significantly increases what the mat can hold and reduces what gets tracked into the building.

Hand Soap Products

Conventional hand cleaners may contain unnecessary antimicrobial ingredients, be wastefully packaged, negatively impact indoor air quality, and/or contain ingredients that irritate the skin. And when their active ingredients are washed down drains, they can negatively affect water ways and aquatic ecosystems.

Based on these criteria, EcoLogo and Green Seal will award certification to hand cleaners that:

- Perform as well or better than conventional hand cleaners
 - Are biodegradable and have limited toxicity to aquatic life ,
 - Are packaged in recyclable packaging, ideally incorporating recycled content
 - Have eliminated ingredients considered likely to negatively impact health and the environment
- Certification under the new standards indicates reduced impact of all of these variables and their effect on the health of the individual user and the environment.

"These standards are fully up to date and give manufacturers the opportunity to expand their Green product line," says Environmental Choice Program VP, Kevin Gallagher, "They also allow facility managers and cleaning professionals to incorporate them into their Green cleaning programs, positively impacting health and the environment."

Janitorial Paper Products

In the US, the commercial and institutional cleaning industry annually consumes 4.5 billion of janitorial paper products such as toilet tissue and paper hand towels. The majority of these products are made from virgin tree fiber requiring the cutting of approximately 35 million trees which has significant impacts on forests and the forest ecosystems.

To address this issue there is significant effort by US federal government purchasers, as well as other public and private sector purchasers to require these paper products to contain recycled fiber. The momentum for this change has coincided with the growing awareness of the environmental benefits resulting from reduced emissions during manufacturer as well as reduced impacts on forest ecosystems, combined with the improved performance such as softness, tensile strength and absorbency of paper products made with recycled fiber and a reduction in their cost compared to traditional products.

In addition, many building owners and facility managers in the US are requesting paper products that also reduce the use of chlorine (sodium hypochlorite), which has been traditionally used during the bleaching process. Chlorine while a highly effective bleaching agent has lost favor in the US due to concerns about its affects once it enters the waste stream where some studies indicate that when combining with naturally occurring organic material results in the creation of Dioxins which are highly toxic causing cancer among other health problems and are persistent in the environment --- meaning they do not go away. As a result, paper using alternative bleaching processes such as those using hydrogen peroxide are becoming preferred by purchasers.

Finally, one of the emerging trends for janitorial paper products are those made from tree-free fibers such as from agricultural products like wheat straw and reed, and rapidly regrowable trees (those that can grow to maturity in less than 20 years) such as bamboo and eucalyptus.

Federal agencies are required by law (Resources Conservation and Recovery Act, Section 6002) to buy recycled products with post-consumer content. This requirement is part of what's called the Comprehensive Procurement Guidelines (CPG). Until the industry can reach 100 percent post-consumer recycled content, the CPG calls for the following:

Material Post-consumer content

Toilet Tissue 20% to 60%

Facial Tissue 10% to 15%

Hand Towels 40% to 60%

Industrial Wipes At least 40%

Dispenser selection: Hands-free paper hand towel dispensers that eliminate cranks and levers cut down on the germs that are passed from person to person and improve the protection of occupant health.

Note: You do not have to change to the battery-operated or electric dispensers that deliver a towel when your hand is waved in front of an electric eye. Although these can be effective and attractive dispensers, the simple version that leaves some exposed paper to be pulled is equally effective in protecting against the transmission of germs and eliminates batteries and motors along with the environmental impacts associated with the production of energy and all the other components.

Product replacement: Replacing C-fold and multifold towel dispensers with roll towel products and hands-free dispensers not only eliminates waste, but saves money and labor to restock the dispensers. (People tend to pull out – and thereby waste – more C-fold and multifold towels than they need.) When rolls towels are not appropriate new single use controlled dispensing of folded towels is now available. This new toweling eliminates excess waste and reduces consumption.

Trash Can Liners

Trash can liners are one of the most commonly purchased custodial products. Both the USEPA and the state of California have established standards for environmentally preferable plastic bags. These are listed in:

- USEPA Comprehensive Procurement Guidelines for plastic trash can liners
- CalRecycle requirements for plastic trash can liners

For certification purposes, LEED requires bags greater than 0.7 mils thick to contain greater than 10% post consumer recycled content. Manufacturers have recently exceeded these standards and offer liners constructed of up to 97% recycled content.

Micro Fiber Cloth

Definition: Micro-fiber is a material blended from polyester and polyamide (nylon). These individual "poly fibers are first knitted into cloth and then split either by chemicals or a mechanical process. These processes split the larger poly fibers into "micro fibers".

Technically, micro fiber is defined as a fiber with a weight/length of 1 denier or less. "Ultra Fine Quality" of micro fiber is classified as .2 denier or less. By measurement one ounce of micro fiber would have a length of more than 1200 miles. By comparison 1 square inch of micro-fiber would give 40 times more cleaning surface than 1 square inch of cotton.

The microscopic size of micro fibers permits them to clean better, since they can reach into the tiny pockets in flooring surfaces and "grab" the dirt. Each pad and cloth contains thousands of microscopic fibers, which are capable of actually removing bacteria from the floor and other room surfaces. The spaces around the micro-fibers provide more surface area for trapping dirt and bacteria which is in sharp contrast with the relatively large size of cotton fibers and rayon fibers in conventional mops. This difference would be that conventional mops (push) the dirt around whereas micro-fiber (picks) the dirt up.

Micro-fiber mops can be washed more than 300 times without incurring excess wear on the product. Traditional mops are unusable after 70-90 launderings. Laundry washing and drying temperatures are also lower for micro-fiber (200 degrees F or less). Further, micro-fiber products can reduce the need for the lifting of heavy mop buckets and thereby reduce worker injuries.

Question: If there was a dusting and mopping system that delivered far better cleaning results, saved labor and cut costs would you be interested in that program?

Program Recap: Micro-fiber delivers:

1. Superior Cleaning Results
 - Reduces or eliminates cross contamination
 - Cut end design cleans better than traditional looped end products
 - Micro-fiber insert resists bacteria where foam does not
 - Lint free cleaning
 - Can be used wet or dry
2. Labor Savings
 - Much lighter than traditional mopping products
 - Reduces trips to the janitor's closet for replacement of dirty water
 - More ergonomically designed
3. Cost Savings
 - Dramatically reduces chemical cost, by filling once
 - Reduced cleaning time saves labor
 - Product has a high life cycle versus traditional mop heads

Sales representatives should be aware that recent studies have detected micro-fibers throughout the environment. Fibers are released from many microfiber textiles when they are laundered and they are not filtered out by most wastewater treatment plants. Although micro-fiber cleaning cloths comprise a very small percentage of micro-fiber textiles currently being used, some clients may be concerned about these impacts. Fortunately, there are a number of filter systems available on the market that can be installed onto commercial laundry facilities that effectively reduce the concentration of fibers being released.

Vendor Certifications (if applicable)

29. Provide a copy of all current licenses, registrations and certifications issued by federal, state and local agencies, and any other licenses, registrations or certifications from any other governmental entity with jurisdiction, allowing Respondent to perform the covered services including, but not limited to licenses, registrations or certifications. M/WBE, HUB, DVBE, small and disadvantaged business certifications and other diverse business certifications, as well as manufacturer certifications for sales and service must be included if applicable.

Each SMA location has the appropriate licenses/certificates in the State/County/City in which the Equalis Member is requesting such services.

Every SMA distributor location employs at least one CIMS GB certified Sales Manager to assist with LEED and Building Wellness support. SMA has an exclusive partnership with the Building Wellness Institute and can provide GS-42 training, as well as additional sustainability certifications

References

Provide a minimum of three (3) customer references for product and/or services of similar scope dating within the past 3 years. Please try to provide an equal number of references for K12, Higher Education and City/County entities. Provide the following information for each reference:

Entity Name	University of Utah
Contact Name and Title	Todd Stoneking – Supervisor Training and Maintenance
City and State	Salt Lake City, UT
Phone Number	(801)244-5866
Years Serviced	15
Description of Services	Janitorial and Facility Supplies
Annual Volume	\$1 million

Entity Name	University of Pennsylvania
Contact Name and Title	Wendy Sparks – Director of Housekeeping
City and State	Philadelphia, PA
Phone Number	P) 215.573.6424, C) 267.978.7486
Years Serviced	12
Description of Services	Janitorial and Facility Supplies
Annual Volume	\$1.9 million

Entity Name	Clark County School District
Contact Name and Title	Richard Horvitz
City and State	Las Vegas, NV
Phone Number	(702)855-5468
Years Serviced	8
Description of Services	Custodial Supplies
Annual Volume	\$4 million

TAB Four

Appendix B: PRODUCT / SERVICES SPECIFICATIONS

Appendix B: PRODUCT / SERVICES SPECIFICATIONS

Products and Services Covered:

It is the intention of Region 10 ESC to establish a contract with Respondent(s) for a complete and comprehensive line of quality made janitorial and sanitation supplies, equipment and related solutions to support the daily maintenance and operational functions of public agencies. Respondent(s) are encouraged to propose their complete catalog, products and services including but not limited to the following categories:

- Green products and supplies that meet industry recognized certified green standards from independent third-party certifications like ecologo and green seal.
- Industrial paper and dispensers; includes sanitary paper towels, toilet tissue, wipers, and proprietary and universal product dispensers.
- Cleaning supplies, including window cleaning tools, general purpose cleaning tools, accessories and related chemicals.
- Dilution control cleaning chemical systems
- Hard floor maintenance including all chemicals and other products related to the care of hard floors, including wood, stone, concrete and other hard floors
- Carpet care products and supplies such as pre-sprays, shampoo, spotters, cleaners, post treatments for carpet and upholstery.
- Vacuums, floor machines, wet/dry vacuums, sweepers, scrubbers, carpet cleaning machines, restroom cleaning systems and other cleaning equipment
- Restroom care products and supplies including cleaners, brushes, deodorants, proprietary and universal dispensers, sanitizers, disinfectants, skin care and feminine products.
- Waste receptacles, compactors, liners and other supplies for the collection and disposal of waste
- Janitorial machines and accessories such as auto-scrubbers, floor machines, burnishers, extractors, vacuums, dryers, sweepers, steam cleaners and associated supplies and accessories.
- Institutional and industrial laundry and kitchen products and supplies specific to laundry and kitchen care, including disposable food service items.

SMA locations across North America stock a complete line of cleaning supplies, facility products, food service disposables, restaurant supplies, packaging, safety, laundry and other categories that are essential for the daily operations of all facilities. With over \$4.5 billion in annual sales we are one of the largest suppliers in the category and offer a complete array of products and services including

Carpet Care

Cleaning Chemicals

Cleaning Supplies including tools, accessories, brushes, receptacles, and equipment

Dilution Control & Chemical/Dilution Stations /Systems

Facility Maintenance Products

Floor Equipment ranging from vacuums to scrubbers and all other equipment

Food Service Disposables

Green Products & Supplies with Ecologo and Green Seal certifications

Hard Floor Care and Maintenance

Industrial Paper and Dispensers

Institutional and Industrial Laundry and Kitchen

Material Handling Products
Matting
Microfiber Cleaning Products
Personal Care & Safety Products
Private Label
Repair Parts and Supplies
Restroom Care
Skin Care
Waste and Recycling

As such, we have partnered with many of the world's leading manufacturers across the categories mentioned above. Corporately, we work with these suppliers:

3M, ACS, AEP, AJM Packaging Corporation, Aluf Plastics, AmerCare, Americo, Amhil Enterprises, Anchor Packaging, APC Filtration / Janitized, Atlas Paper Mills, Bagcraft Papercon, Berry Plastics, Betco, Big D, Bobrick, Bona, BOXit Corporation, Brulin, CP Industries, Carlisle, Carroll, Cascades Paper, Cellucap, Chicopee, Claire, Clorox, Compass Minerals, Continental, Crown Mat, D&W Fine Pack, Darnel, Dart, DEB Skin Care / SC Johnson, Diversey, LE-JO, DURO Bag, Elara, Elkay Plastics, YOSHI, Essendant, Fabri-Kal, fancyHEAT, Fillmop, Fineline, FoodHandler, Fortune Plastics, Fresh Products, Genpak, Global Source, GoJo, Golden Star, Gordon Brush, Gordon Paper Co, GP Communications, Dixie, Georgia Pacific, Grand Technology, Handgards, Heartland Label Printers, HFA (Handi-foil of America), Hoffmaster, Hollowick, Honeymoon, HOSPECO, Impact, Inline Plastics, InnoPak, Innovative Forms, Intoplast/Pitt, ITW PRO Brands, Kimberly Clark, Kruger, Lambskin Specialties, Lapaco, M2 Professional, Markit Promotions, M+A Matting, Master Distribution, McNarin Packaging, NCCO, NextStep, Nifty Products, NILodor, NPS Corp, NSS, O'Dell, Pactiv, Primpak, PIP (Protective Industrial Products), RDA, Republic Bag, Revolution Bag, Rochester Midland, Royal, Rubbermaid, Sabert, Safety Zone, San Jamar, SCA/TORK, Solaris Paper, Spartan, Spectrum Bag, TT, The Andersen Company, Tolco, Tradex, Tuway, Unger, Vileda, Wausau Paper/ Bay West, Western Plastics, SNA, Zep

In addition, to better serve our customers, our distributors carry numerous local/regional suppliers and globally sourced solutions. Overall, SMA distributors represent over 1,000 suppliers.

SMA offers a complete and comprehensive line of quality janitorial supplies to each customer; solutions are created based on the unique customer needs. Our consultative sellers offer customized programs and product offerings based on their unique challenges and facility needs. Products and supplies offered are always quality solutions that meet or exceed industry standards. For example, it's in our nature to respond to Cooperative Purchasing Members and potential Participating Agencies' requirements for products that contain no ammonia, are not corrosive to the skin, specific pH values in products, biodegradable, non-abrasive and/or products free of: acids, glycol, ethers, toxic solvents, phosphates, or other specific ingredients on a case-by-case basis. That's what we do. Listen. And then find the right solution, the right product, the right program.

Beyond products, we deliver solutions that positively impact the health and wellness of your buildings and its occupants. Today, cleaning is strongly focused on employee and customer wellness and education. From sustainable green cleaning practices, comprehensive training certification programs to our local Account Managers who are experts in cleaning... SMA has you covered. Services offered that are above and beyond: proper workloading, LEED support, CIMS training, HACCP support, cleaning for Norovirus, floor care equipment repair & warranty service (local and mobile), custom food service items, cafeteria/kitchen design and planning, commercial warewash, industrial laundry and many other consulting services.

SMA is partnered with the industry's largest educational organizations, such as ISSA, NRA, APIC, AHE, HIDA, BOMA, BSCAI, ASBO, NACUBO, USGBC, and many others. By being members of these organizations, we keep current regarding the latest cleaning practices, regulations, and product

innovations. Our distributors are constantly testing new products and systems to identify the best solutions for their customers.

In addition, SMA hosts an annual GovConnect Expo for our distributors to provide education on the latest industry products, trends and regulations. This is a two-day event filled with multiple learning sessions, industry experts and suite meetings. Our conference is highly attended by all of our distributors and suppliers and continues to grow year after year.

Lastly, our sales team holds the following certifications: CIMS-GB, ServSafe, HACCP, and CMIP.

Please see our signed affidavit stating that SMA is an authorized distributor for all manufacturers referenced in this proposal. Included in the final tab.

With over 200 locations throughout North America and over 65 years of industry experience, SMA is operationally streamlined and logistically well positioned to meet the needs of all customers. Our distributors inventory over 20,000 products in their warehouses in order to meet every customer's needs. Each of our locations is set up to receive, process, and ship orders within 24-48 hours of order placement. The majority of locations operate 2nd and 3rd shifts in order to send trucks out for delivery prior to the start of each business day, responding to the various delivery regulations of every type of customer. We are proud to boast that on average our distributors consistently have fill rates of 97-98%. Back order situations rarely occur.

SMA prides ourselves in our extensive distribution system. SMA has over 200 distribution locations, providing coverage to all 50 states. Each of these facilities is serviced by an attached warehouse, ranging in size from 5,000 to 1,000,000 square feet. SMA offers over 11 million square footage of warehouse space amongst our vast network of facilities. Approximately 95% of our locations are supported with a full support staff, including sales, customer service and product advisory support - from product inventory assistance, to product recommendations and training, to LEED support and regulatory training. In addition, about 80% of our locations provide a product show room and/or retail space. Strategic Market Alliance represents over 2,000 trained local outside sales reps, supported by over 3,000 inside sales/customer service/support staff. Our distributor reps work closely with manufacturers to stay current on the latest products, processes, trends and, most importantly, regulatory compliance requirements.

In addition, every SMA distributor has a formal Emergency Preparedness Plan that they immediately implement during natural disasters, inclement weather, etc. Our priority is making sure that our customers are serviced in a timely and accurate manner, even under the most challenging of circumstance.

Furthermore, SMA is highly regarded by manufacturers in the durable and non-durable goods categories used to serve the commercial wellness and food service channels.

Returns: We offer a streamlined return policy. Returns can be easily coordinated locally at our distribution centers. Below is our general process:

a. Customer shall request approval from the SMA Distributor and make arrangements for pick-up or shipment of any Products to be returned. That approval shall not be reasonably withheld.

b. Custom or special ordered products are not eligible for return.

- c. SMA Distributors shall exchange defective, damaged, rejected, or unordered Products without additional charge to Customer and shall credit Customer for the purchase price of the returned Products, provided that Products are unopened and are in saleable condition.
- d. SMA Distributors shall be responsible for the cost of insuring and shipping any defective, damaged, rejected or unordered Products that are returned by Customer to SMA Distributors.
- e. Customer is responsible for any costs associated with returns for convenience (ie: incorrect product or quantity ordered by Customer) and may include a Restocking Charge of up to 25%.

SMA continues to evolve with the trends and times of a changing market. As such, we have a fine-tuned administrative process that includes detailed procedures as distributor locations join the SMA family or find a need to part ways. The very carefully managed process starts and ends with a focus on taking care of our customers, providing them access to our contractual procedures, prices, and system needs. Alternatively, as a location is removed from our system, we quickly jump into action to maintain smooth service to our existing customers.

TAB FIVE

Appendix C: PRICING

TAB FIVE

Appendix C: PRICING

Core Price List – Attachment B (Core Price list)

- Respondents are encouraged to include all high-volume products/services within the scope of this RFP they deem are necessary to show a complete core price list
- Respondents should complete as many products/lines in attachment b as they service, and responses must contain the following: *(if applicable)*
 - Vendor/Distributor Product Number
 - Manufacturer Product Number
 - Product Description
 - Manufacturer Name
 - Product Brand Name (if different than the manufacturer name)
 - Purchase unit of measure (UOM)
 - **Unit List Price (this is the suggested List Price which must be verifiable)**
 - Discount from the list price (Equalis Group Discount)
 - Final Price (Net price to Equalis Group participating public agencies)
- Products/lines completed will be used to establish the extent of a manufacturer's product lines, services, warranties, etc. that are available from a particular Respondent and the pricing per item.
- Services such as installation, delivery, tech support, training, and other services must be priced or listed as free in order to be offered on the contract. Unlisted services will not be accepted.
For the electronic copy, please submit price lists and/or catalogs in excel or delimited format only.

General Pricing

- In addition to the prices offered in Attachment B (core price list), respondents shall provide a calculation for pricing on all other products under the scope of this RFP.
- The calculation should be based on a discount from a verifiable price list or catalog and multiple percentage discounts are acceptable if, where different percentage discounts apply, different percentages are specified.

SMA will be using a discount off list price model based on a combination of the manufacturer and SMA published list price for Region 10 as shown on Attachment B. In many cases a manufacturer list price is not available. Quoted prices and subsequent product additions and price changes are based on SMA's cost with supported letters from the manufacturer in cases of increase or decrease. The discount percentages listed on Attachment B will remain firm for the life of the contract. Discounts

are listed by manufacturer. All are 55% off list with the exception of floor equipment manufacturers which are all at 25% off list price.

- Additional pricing and/or discounts may be included.

SMA offers various volume discounts for minimum order quantities. EQUALIS members can consolidate purchases in order to take advantage of volume discounts to meet minimums when a single delivery location is designated. On occasion, manufacturers offer SMA volume discounts at which time SMA would offer those savings to EQUALIS member locations that could handle those volume quantities.

As stated in the “Company Background “summary, Strategic Market Alliance (SMA) is owned and operated by over 5 independent distributors; SMA can commit to 100% of our locations providing the costing described in the Cost Proposal Submission enclosed. However, given that all of our locations operate independently yet with the same strategic intent to drive sustainable partnerships throughout the industry and support customers with quantifiable savings, the Additional Volume Discounts for Minimum Order Quantity described below will likely be available to all members of Equalis.

Paper Mills – An additional one percent discount will be provided on full truckloads of direct shipped paper. A full truckload is approximately 3200 cubic feet. A specific count of cases and dollar value would be provided based on the agency’s product mix. This would include full truck load direct shipments from any of the following manufacturers:

- Kimberly Clark
- Georgia Pacific
- Essity

Can Liners – Single orders of 250 cases or more of assorted product will also qualify for a one percent bulk purchase discount. This would include 250 case orders from the following manufacturers:

- Revolution Bag
- Republic Bag
- Inteplast
- Spectrum Bag

Not to Exceed Pricing

- Region 10 ESC requests pricing be submitted as not to exceed for any participating entity.
- Unlike fixed pricing the awarded vendor can adjust submitted pricing lower if needed but, cannot exceed original pricing submitted for solicitation.
- Vendor must allow for lower pricing to be available for similar product and service purchases.

SMA agrees to the statements listed.

TAB SIX

Appendix G: VALUE ADD

Appendix G: VALUE ADD

Please include any additional products and/or services not included in the scope of the solicitation that you think will enhance and/or add value to this contract participating agencies.

In summary, SMA places top priority on our “Value Added Services offering. We are a proven and dependable business partner to multiple national account customers due to our strong foundation of consultative selling, always anticipating the customers’ needs and developing the corresponding support programs. The cornerstone of our successful strategy is the multitude of Value-Added Services that we provide, day in and day out. Value-added services continue to be a mainstay in our partnership contract. The final goal of our contract is to not only provide quality products delivered at the most efficient scale of ability, but to also provide Members of 1GPA and potential participating agencies with solutions to the many challenges they are faced with on a daily basis within the general scope of work of this solicitation. Here is a high-level summary of our offering:

SMA is 100% distributor owned – every distributor is an equal owner of SMA

- Every Distributor has signed an SMA Business Practice Agreement outlining the parameters that must be met in order to successfully service National Accounts
- As such, the principal of every distributor is included in the launch of every SMA National Account
- All Distributors are Market Leaders – Over 200 branches in North America, and growing
- We provide a national presence with much needed local expertise
- Over 65 years of cleaning experience

Services available for customers:

- o Manufacturer Reduction / Product Standardization
- o Cost of Acquisition/Procurement Savings
- o Cost of Procurement Savings
- o Commitment to “Green/Sustainability”-LEED Support, exclusive partner with Building Wellness Institute
- o Centralized Ordering & Billing
- o Facility surveys
- o Program / Product Recommendations and testing
- o On-site product and program training
- o Facilities
- o Warewashing
- o Nutrition
- o Laundry
- o Equipment (kitchen, floor care, etc)

Customer Training manuals:

- o EVS Cleaning – LTC
- o EVS Cleaning – Acute Care
- o Cleaning for Norovirus
- o Cleaning Guest Rooms
- o Cleaning Public Restrooms
- o HACCP Awareness
- o Bed Bug Awareness
- o Dietary Cleaning - LTC
- o Laundry Processes
- o C.Diff Awareness
- o Customized training manuals as needed

Customized Reporting available:

- o Line item detail

- o Usage by location
- o Summary reports
- o Usage by Distributor
- o KPI and CI tracking

Ongoing product/program development:

- o New product implementation
- o Dispenser installments /training
- o Product testing / samples

SMA has a complete suite of facility, foodservice, janitorial and safety training programs. Our toolbox approach is designed for us to curate the perfect set of solutions. From the top level we start by gather and evaluating data, then work with your management team to establish benchmarks and goals. Finally, we collaborate with each site to train and implement the programs. A few of our core capabilities include: Job work loading software, Customizable job cards and wall charts, Cost calculators, Web based training modules, Web based custodial management quality control tools with report generator, Group webinar events, Custom website specific to Equalis programs with individual user logins, On-site training provided by industry trained and certified associates, Training certification for Risk Management and Employee Documentation, Local product innovation tradeshow



Lastly, SMA's cornerstone marketing program, launched in 2018, is GOVCONNECT:

GovConnect is an innovative SMA-program focused on providing the right products, services, solutions to government entities. Our primary focus is assisting facilities with program development that focuses on the janitorial supply needs as well as personal wellness while away from home!

GovConnect is an SMA resource program designed to strengthen SMA's market position in the public sector. The public-sector market, also known as Business-to-Government (B2G), in the United States accounts for approximately \$2 trillion worth of contracts and stimulates nearly every sector of our economy, but it is also extremely fragmented and challenging to navigate. This segment includes state and local governments, including educational agencies, cities and counties, as well as the federal government. SMA has had tremendous success in this market, whether it is in the K-12 school space, higher education, or municipalities.

GovConnect is SMA's program created to support sales efforts by providing the resources to increase knowledge, open doors through national cooperative purchasing contracts, and provide manufacturing news and updates. As SMA continues to march in the growing and challenging public sector, we commit to creating the tools needed for our sales personnel to succeed, to keep them on the cutting edge of public procurement and to share that knowledge with our customers. Recently, experience told us that many agencies and SMA sales personnel were encountering roadblocks in discussion of the benefits of cooperative purchasing. **SMA has developed and has launched a video series to bridge that gap, enhance the knowledge on both sides of the table and grow our mutual sales in the process.**

GovConnect strives to strengthen the SMA public sector offering by meeting the following goals:

- Brand distributor in local market as a public-sector expert
- Better compete with other buying groups
- Increase public sector market-share
- Strengthen SMA's presence by partnering further with leading manufacturers in the cleaning industry
- Educate distributor sales reps to enable them to communicate their competitive advantage in the public sector
- Brand SMA as a public-sector expert

Each SMA location has a designated GovConnect Specialist who is charged with being the local expert when navigating the needs of those in the public-sector. SMA holds an annual training Expo and each GovConnect Specialist attends to learn about industry and regulatory updates.

Customer Intro Video Series:

Intended for viewing by government Customers and by the Sales Professionals who serve them, each of the three videos run less than three minutes yet contain all that one needs-to-know about utilizing Government Co-Ops, one of the fastest growing methods for developing government sector sales.

A short description of each video is below:

1. **Understanding Government Co-Ops** An overview of the principles and framework of Government Co-Op programs, and the efficiencies they provide to government organizations, supporting entities, and procurement professionals.
2. **Cooperative Purchasing: Simplify Your Procurement Process** Further detail in the form of quick examples and scenarios that explain how government co-op agreements work, in-use.
3. **Who Can Use Cooperative Purchasing Contracts** Guidelines about the wide-ranging types of organizations that can qualify to use government cooperative purchasing programs?

If interested, the links to the videos can be made available to the Evaluation Committee and Equalis personnel.

GovConnect Expo Summary:

In August of 2019, SMA held our first annual GovConnect Expo in St. Louis, Missouri. The planning was extensive and was seamlessly executed by SMA's Marketing and Event Planning staff, under the close direction of the National Account – Public Sector, Martha Renkoski. The schedule included the following:

- Welcome Reception – All attendees arrived in time for our kickoff event! Suppliers, SMA Distributors, Keynote Speakers and Cooperative Purchasing Customer organizations were in attendance.
- Keynote – Tammy Rimes, Executive Director for the National Cooperative Procurement Partners (NCP) opened the conference discussing "How to Navigate the Maze of Local Government".
- Keynote – Bart Lemmon, Supplier Development Director from NASPO ValuePoint, closed us out with "How to Guide Your Customers Away from the Bid Process".
- Learning Sessions – Small group breakout sessions to take a deep dive into SMA's Cooperative Contracts, players to be involved in the decision making process, target customers and more.
- Mini-meetings with Suppliers and Customers - These one-on-one sessions allow our GovConnect Specialists from each SMA location to ask more detailed questions and learn about the offering from our suppliers as well as engage with representatives from our cooperative partners.
- Distributor Panel – Five of our most experienced distributors sat on our panel to share their successes and tips with the SMA distributor GovConnect Specialists. Hearing from our own experts was truly a highpoint in the conference.

- Breakouts – Sales Strategy and Resources – What has SMA created to help our GovConnect Specialists communicate the benefits of Cooperative Purchasing and SMA's Contracts? Small group sessions allow all to learn and ask questions. Other sessions covered the various objective information available to help eligible agencies understand the value of cooperative purchasing. Much to add to the toolbox for our sales professionals!
- Trade Show – Each supplier hosted a table allowing the attendees to learn about the various products and programs perfect for the public sector facilities.
- Awards Ceremony – In closing, we honored our leaders in the field.

SMA- Manufacturer Joint Programs under the GovConnect Umbrella:

Volume Tracking & Reporting: SMA has fully developed reporting capabilities to fit any organization's requirements. We employ a dedicated data analyst whose job duties include creating custom reporting based upon end user needs. SMA will provide customized reports to include purchase history by item, by location, by invoice in the format defined by Equalis. Additionally, SMA will run the reports and submit them to the designated recipient monthly.

For the required activity reports, SMA utilizes an industry standard reporting template that captures all data fields required by all National Account customers. This allows distributors to submit one report to SMA with all required data for all SMA contracts. SMA distributors submit reports to SMA by the 10th of each month. Discrepancies are noted and addressed immediately between SMA Reporting Staff and our distributor. SMA submits reports to each National Customer as required. Custom reports are anticipated and available as part of our national account serviced package. SMA simply needs the reporting parameters to create the custom reports.

Below is a list of reports that have been written to fulfill current, large-scale, customer's needs. This list is provided as an example of our current capabilities and is not meant to be taken as a complete list of all reports available. SMA submits reports to each Group Purchasing Organization (GPO) and National Customer as required. Data for each contract is extracted from SMA standard monthly reports. Reports are submitted per requirements of each contract.

- Tiered & Indirect Spend
 - Calculates the diversity percentage of our suppliers used to supply a customer's account.
- Open Order Report
 - Highlights all orders, by line item that have not been invoiced.
- Invoice Detail
 - Line item detail per order. This includes, but not limited to, Bill to Location, Item ID, Quantity Shipped, Sell Price, and Invoice Date. This report can be modified to fit specific customer's requirements.
- Various Customized Sustainability Reports
- Fill Rate Report
 - Calculates percentage of orders shipped complete on initial order. Also includes additional detail: items shipped within 7 days, items shipped outside of 7 days.

Customer Visits to Our Facilities

Our distributors host numerous events throughout the year to better educate their customers regarding best practices and regulatory updates. We employ experts in a variety of roles,

whether it is in Floor Care or workflow issues, paired with our long-term relationships with leading manufacturers. What better way to share our knowledge than to invite you in!

Open Houses and Trade Shows: These events are designed to educate our customers about their various product and equipment options available, based on our vast network of manufacturers' resources. Typically scheduled for a half-day, SMA will create a schedule for our manufacturers to conduct a focused presentation on a hot topic, followed by Vendor Fair where the customers can see a greater variety of equipment and products, ask questions, and learn from the experts. Lunch is provided.

Seminars Training, workshops, in-servicing, equipment and product demonstrations are all value adds that we provide to customers. In addition to training scheduled as needed, we also establish training schedules quarterly, semi-annually and annually to maximize customer employee education. Often times our training qualifies for CEU points.

Local Chapter Meetings: As an example of our close relationship and support of various associations for public professionals, in the Boelter location in Glendale, Wisconsin, we have hosted the Wisconsin SNA (School Nutrition Association of Wisconsin) chapter meetings. We have a spacious event center/showroom as part of many of our facilities appropriate for this type of functions. Additionally, Boelter is a gold sponsor for the SNA of Wisconsin and one of the top Boelter sales managers sits on the board for the SNA of Wisconsin, Anne Stern.

Community Involvement

Because we are deeply embedded in the local area in which we do business, each of our members has created various programs to give back. Here is one such example in Nevada, by Brady Industries:

BRADY SHINES

Brady Shines is a charitable giving program designed to provide monetary or in-kind donations to support communities wherein Brady serves, specifically towards educational and youth-focused organizations.

Community involvement has always been an important corporate objective. Brady and its employees continuously contribute financial resources and volunteer hours to support and improve the communities where we work and live. Through Brady Shines we have contributed to these organizations and many others. Learn more at BradyShines.org.

TAB SEVEN

Appendix J: CERTIFICATES



STRAMAR-01

PERE

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
8/2/2017

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Edwards and Company 140 Greene Avenue P. O. Box 428 Sayville, NY 11782-0428	(631) 472-8400		CONTACT NAME: Lillian Grella	
			PHONE (A/C, No, Ext): (631) 472-8400 234	FAX (A/C, No): (631) 472-8486
		E-MAIL ADDRESS: lgrella@edwardsandco.net		
		INSURER(S) AFFORDING COVERAGE		NAIC #
		INSURER A: Valley Forge Insurance Company		20508
		INSURER B: Continental Casualty Company		20443
		INSURER C:		
		INSURER D:		
		INSURER E:		
		INSURER F:		

INSURED
Strategic Market Alliance Cooperative
13024 Ballantyne Corporate Place
Suite 600
Charlotte, NC 28277-

COVERAGES

CERTIFICATE NUMBER:

REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADOL (INS)	SUBR (WVD)	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PER OBJECT <input type="checkbox"/> LOC. OTHER:	Y	N	4012261515	8/29/2017	8/29/2018	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (EA OCCURRENCE) \$ 300,000 MED EXP (Any one person) \$ 10,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000
A	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO OWNED AUTOS ONLY <input checked="" type="checkbox"/> MIXED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY	N	N	4012261515	8/29/2017	8/29/2018	COMBINED SINGLE LIMIT (EA accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
B	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> DED <input checked="" type="checkbox"/> RETENTION \$ 10,000	N	N	4012261563	8/29/2017	8/29/2018	EACH OCCURRENCE \$ 5,000,000 AGGREGATE \$ 5,000,000
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N	N/A				<input type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER E.L. EACH ACCIDENT \$ E.L. DISEASE - EA EMPLOYEE \$ E.L. DISEASE - POLICY LIMIT \$

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
As respects to General Liability if required by written contract the following are included as additional insured per the policy form SB-146932-F:
NW JH Bldg LP c/o Northwood Office LLC

CERTIFICATE HOLDER

NW JH Bldg LP
Attn: Thomas R. Pizzo
c/o Northwood Office LLC
13860 Ballantyne Corporate Place, Suite 300
Charlotte, NC 28277-

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

ACORD 25 (2016/03)

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 **Region 10 ESC Purchase Order**

BILL

400 E. Spring Valley Rd
Richardson, Tx 75081-5101
972-348-1780
bill@www.region10.org

P.O. NUMBER: 061675
P.O. DATE: 10/24/2019
DATE REQUIRED: 10/16/2019
BID NO:
REQUISITION #: 063339
REFERENCE #:

INVOICE IN DUPLICATE TO ABOVE ADDRESS ONLY ATTN: ACCOUNTS PAYABLE	
VENDOR	ACE MART RESTAURANT SUPPLY CO PHONE NO P O BOX 18100 888-898-8079 SAN ANTONIO TX 78218-0100 FAX NO 210-323-4683
SHIP TO	BUSINESS SERVICES 400 E SPRING VALLEY RICHARDSON TX 75081-5101

VENDOR NOTE
EXEMPT FROM STATE SALES TAX UNDER
Chapter 20, Title 122A, Revised Civil Statutes of
Texas, (Article 20.04(14)).
Tax Exempt # 75-1249185

EPCNT RICHARDSON ISD #1439

THE PURCHASE ORDER NUMBER MUST APPEAR ON ALL INVOICES, PACKAGES, AND DELIVERY TICKETS.
DELIVERY TIMES Mon-Thurs 8am - 4pm | Friday 8am - 2:30pm
C.O.D. shipments will not be accepted. Transportation charges, if any, are to be prepaid and added to the invoice.
Vendor must provide a Material Safety Data Sheet (MSDS) for any product that contains a chemical.
Changes or substitutions will not be permitted without prior approval

#	QUAN	UNIT-OF-ISS	CATALOG NUMBER/DESCRIPTION	UNIT PRICE	DISC	TOTAL PRICE
1	1	EA	SEE ATTACHED QUOTE #41101744 KITCHEN SUPPLIES NEEDED FOR MEAL PLAN CLASS ON 11.9.19.	1770.50		1,770.50

This Purchase Order is NOT binding unless signed by a Purchasing Agent.

By: Sue Hayes

PAGE-TOTAL: 1,770.50
SUB-TOTAL: 1,770.50
TOTAL P.O. 1,770.50
PAGE 1 OF 1



Sustainable Green Cleaning

Cleaning for Health and the Environment

Training Library Workbook



For More Information, Contact:



Cleaning Innovations That Matter.

888-GO BETCO | betco.com

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1001 Brown Avenue
Toledo, Ohio 43607-0127
Item #91178-92



rev. 02/2014

Green Cleaning Leadership Since 1990

BETCO'S ENVIRONMENTAL COMMITMENT

At Betco® Corporation, being environmentally responsible is a company standard. We are committed to developing products, programs and procedures that meet or exceed health and environmental standards while providing cost effective benefits to accomplish your maintenance goals.

Since 1990, Betco has shown its environmental leadership through use of the Green Earth® brand of products; packaged in recyclable containers and delivered through chemical management systems.

We have expanded our green leadership position by introducing a complete green solution – including green equipment, floor care, cleaners, skin care products and training resources.

The purpose of this workbook is to provide an overview of the Sustainable Green Cleaning opportunity to assist you in making an informed decision.

BETCO'S SUSTAINABILITY STATEMENT

Sustainability means meeting the needs of the present without compromising the ability of future generations to meet their own needs.

Betco's dedication to promoting environmental, sustainability efforts and green practical solutions started in 1990 with our Green Earth dilution control and chemical program. Over the years, Betco continues to expand our Green Earth brand of chemicals, equipment and procedures with sustainable efforts in three specific areas commonly called the "triple bottom line".

Economic growth – we strive to provide cost effective products and programs for our customers while continuing to invest in the growth of our personnel.

Environment protection – we strive to lessen the impact on the environment in the short and long-term while operating in an environmentally responsible manner, taking steps to reduce both Betco's and our customer's carbon footprint, consuming less energy, using fewer nonrenewable resources and producing less waste.

Social responsibility – we strive to continually enhance work place and community safety while lessening the impact on the environment.

Bottom line; Betco will provide products that meet customer needs while being environmentally responsible.

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1. WHAT IS GREEN CLEANING?

Executive Order 13101 defines Green Cleaning as the use of products and services that **reduce the health and environmental impact** compared to similar products and services used for the same purpose. Another definition of Green Cleaning is cleaning to safeguard human health while minimizing the impact to the environment. Its goal is to protect the health of building occupants, visitors and cleaning personnel, as well as reducing polluting effects on our air and water. Unlike traditional cleaning, it goes far beyond simple appearance, focusing on products and services that have fewer adverse health and environmental impacts as compared with others that might be used for the same purpose.

For the past two decades, the major emphasis in the JanSan industry has been to find new ways to “do more with less”. Accordingly, most new cleaning procedures, products and systems have been developed with the primary goal of improving the productivity of cleaning personnel and reducing costs. Although these aspects are important, the health of the facility and those who live, work or occupy it have not received the same deserved attention. Green Cleaning changes all of this by helping to clarify the connection between cleaning, health and the protection of our environment.

Green Cleaning is more than just using “green” products. The success of a green cleaning program is dependent on numerous other factors. While the selection of product is important, it will have little effect in an otherwise inadequate cleaning regimen that leaves facilities dirty and the health of occupants, visitors and the environment at risk. Green Cleaning encompasses a total program including chemicals, procedures, equipment, paper, liners, mops, matting, everything used in an effective cleaning program.

The movement toward green cleaning does not imply that traditional methods are inadequate or have created unsafe conditions. Instead it can be viewed as simply taking the next step beyond our current approaches to further reduce polluting impacts while continuing to maintain and improve the healthfulness, comfort and aesthetics of our surroundings.

2. WHAT IS SUSTAINABILITY?

The Brundtland Commission defined sustainability as “meeting the needs of the present without compromising the ability of future generations to meet their own needs”.

As with Green Cleaning, sustainability also minimizes cleanings impact on people and the environment but more importantly, it is a process, not a product. It is a process to protect resources for the future.

Why is protecting the resources more important now than ever before? The world's population continues to grow at a rapid rate. The population is estimated to reach over 9 billion by 2050. Most of the growth will come in developing countries which means an accelerated requirement for raw materials to manufacture finished goods.

So what does that mean for our industry? As manufacturers, distributors and users of cleaning products, we need to continually explore ways to conserve resources. Whether it is utilizing renewable raw materials versus petroleum based products or the implementing of more aggressive recycling programs, we need to think of the long-term consequences.

As we move from just green cleaning to Sustainable Green Cleaning, we need to expand our view of the impact on not only the **environment** but should include **economic** and **social thinking**. This concept is called the “triple bottom line” (also known as profit, planet and people). A well managed organization should have a balance between these 3 elements in order to truly be sustainable.

Economic (profit) – companies must be profitable to stay in business but at the same time they must be aware of their environment and their social responsibilities. We should consider processes for source reduction, increased worker productivity and lower facility maintenance costs.

Environment (planet) – we should use more renewable resources, use products with lower VOCs, conserve water and other utilities and recycle or reuse as much as possible.

Social (people) – pertains to fair and beneficial business practices toward staff, customers and the local community. Things like using greener products to lessen the negative impact on employees, good training practices, paying a living wage, working with the community to promote sustainable practices and just using the Golden Rule when dealing with people.

3. WHY SHOULD WE BE CONCERNED WITH SUSTAINABLE GREEN CLEANING?

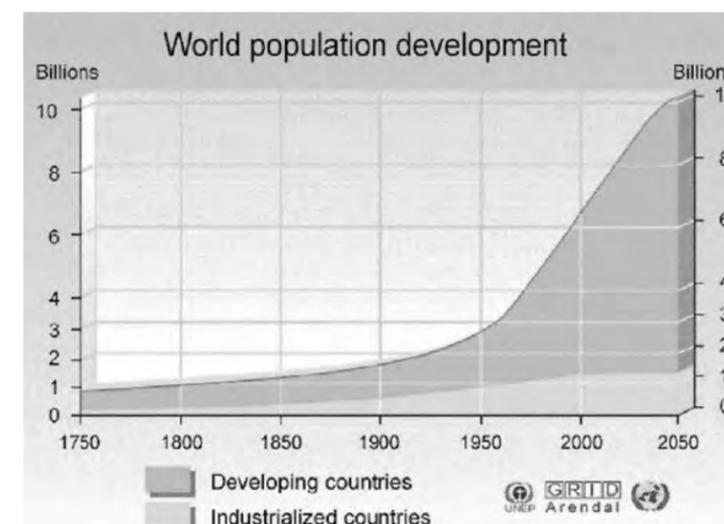
Source Reduction:

- The USA comprises about 5% of the world's population and annually produces 27% of the world's garbage.
- The USA uses 6 billion pounds of chemical products yearly.
- The USA uses 4.5 billion pounds of paper products yearly.
- The USA uses 35 billion pounds of plastic liners yearly.
- The USA disposes 500 million pounds of cleaning equipment yearly.
- The USA disposes of 100 million tons of construction waste yearly.
- 80% of our time is spent in doors.

Indoor Air Quality (IAQ):

- EPA rates the indoor environment is potentially 3-5 times more harmful to humans than the outdoor environment.
- EPA rates indoor air quality as one of the top 5 health risks.
- Two-thirds of commercial buildings are rated as having “sick building syndrome” = \$20 billion in worker compensation claims.
- There are 100 million lost work days each year do to poor indoor air quality = \$100 billion.
- These numbers emphasize the immediate need to be concerned about the cleaning process and its effect on the health of the user, occupant, visitor and the indoor and outdoor environment.
- Also more state and local governments are mandating environmentally preferable purchasing procedures, products, equipment and cleaning procedures.

THE WORLD POPULATION WILL BE 9 BILLION BY 2050 WITH GREATER DEMANDS FOR RESOURCES



4. BENEFITS OF SUSTAINABLE GREEN CLEANING

The primary benefit of Sustainable Green Cleaning, with its emphasis on cleaning for health, not just appearance, is a cleaner, healthier building. A healthier indoor environment translates into many concrete, bottom-line benefits (Triple Bottom Line) for building owners, managers, service personnel and building occupants.

Increased Indoor Air Quality (IAQ) and Productivity –

Excessive VOCs, airborne dust and other indoor pollutants can cause numerous health problems among building occupants and workers, resulting in increased absenteeism and lower productivity on the job. The average American spends 80% of their time each day indoors and the EPA ranks indoor air quality as one of the top 5 risks in the US. A recent study estimated that the value of increased productivity and reduced absenteeism among office workers from better cleaning methods could be as high as \$160 billion nationwide. A University of San Diego survey found that absenteeism was reduced by 2.9 days for workers in green buildings. Another analysis estimated that businesses could realize an increase in worker productivity up to 5-7% through improvement in indoor environment through better ventilation and cleaning methods.

Reduced absenteeism is a key issue with public schools. A study in the Syracuse, NY school system showed improved cleaning practices increased attendance by more than 11%, resulting in an increase of \$2.5 million in state reimbursements. Other studies in elementary schools show a marked increase in standardized test scores from 20-50% and total illness has decreased by 20-30% in surveyed schools.

Improved worker recruitment and retention –

A healthy indoor environment improves morale among existing employees, reduces turnover and facilitates recruitment of new personnel. People want to work in a healthy environment.

Potential greater rental income and building value –

More tenants are aware of indoor air quality and will actually spend more per square foot in a “green” building. USSA Realty Company reported an 80 cent/sq. ft. increase in market value of environmentally sustained properties.

Lower operating costs –

Better cleaning procedures and safer products can significantly improve the health of building occupants, reducing healthcare and insurance costs. Experts expect insurance companies to offer lower rates for Sustainable Green Cleaned buildings in the future. Sustainable Green Cleaning can also reduce the cost of environmental protection to the community as a whole. Correcting a problem at the source, such as using safer products, costs significantly less and is more

effective than taking corrective action downstream at a later date. Recent California studies have shown a 20-30% yearly savings due to more efficient water use and a 20-30% savings due to more efficient heating and cooling systems. Recent surveys have also shown as much as .30¢ to .70¢ annual savings per square footage total operational costs for the building.

Fewer complaints –

As the public has become more aware of the hazards of poor indoor air quality, building occupants have become increasingly intolerant of substandard maintenance. If the building is maintained better, there will be fewer complaints from the occupants.

Compliance with new governmental regulations –

In recent years, state, local and federal governments have increased their regulation of VOCs and other hazardous chemicals. By using less toxic chemicals, green cleaning helps insure compliance with current and emerging regulations. A number of states and municipalities have started creating tax incentives to encourage more responsible construction and maintenance procedures to protect people and the environment. There are numerous states and local municipalities that have mandated selected forms of Sustainable Green Cleaning and more will be forthcoming in the future, especially in the education sector.

Longer lasting buildings –

Sustainable Green cleaning extends the life of a facility's carpets, floors, furnishings, computers, HVAC systems and other components. This reduces replacement costs and saves the owner money in the long-run.

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Better public image –

With the increased publicity the indoor and outside environment has received in recent years, Sustainable Green Cleaning will create a more favorable public image for companies in their communities.

Source reduction –

A main component of Sustainable Green Cleaning is the use of concentrated chemicals through a chemical management system versus using ready to use products. This will make an impact on the materials dumped into landfills each year. Also the use of recycled materials, paper and plastic and facility recycling program, will impact the source reduction.

5. GREEN CERTIFICATION AND PARTNERSHIP PROGRAMS

5 - a. GREEN SEAL



What is Green Seal:

Green Seal is an independent, non-profit organization that strives to achieve a healthier and cleaner environment by identifying and promoting products and services that cause less toxic pollution and waste, conserve resources and habitats and minimize global warming and ozone depletion. It works with manufacturers, industry sectors, purchasing groups and governments at all levels to “green” the production and purchasing chain.

Mission: to achieve a more sustainable world by promoting environmentally responsible production, purchasing and products.

Through its standard setting, certification and education programs, Green Seal:

- Identifies products that are designed and manufactured in an environmentally responsible manner.
- Offers scientific analyses to help consumers make educated purchasing decisions regarding environmental impacts.
- Ensures consumers that any product bearing the Green Seal Certification Mark has earned the right to use it.
- Encourages manufacturers to develop new products that are significantly less damaging to the environment than their predecessors.

History:

In the late 1980's the environmental community felt that after two decades of hard-won litigation and advocacy campaigns, it was time to incorporate a less adversarial approach to industry in their programs. They decided to initiate in the United States a product ecolabeling program, similar to the ones in Germany and Canada. Ecolabeling helps consumers identify green products. When the Green Seal logo is present on a product, the end user can be assured the product was evaluated by an independent unbiased third party for fourteen different criteria.

Green Seal was founded in 1989 as a non-profit organization and issued the first product certifications in 1992. A number of environmental standards were completed and several major companies applied to have their products evaluated.

Green Seal Services:

Purchasing –

- Institute or improve green purchasing
- Lists of recommended products
- Standards, criteria and contract language
- Environmental or financial justification for environmental purchases

Operations –

- Evaluation of building maintenance
- Recommendations for environmental improvement
- Environmental product criteria, service contracts
- Manual for specific operations

Facilities –

- Evaluation and design
- Recommendations for environmental upgrading
- Equipment criteria and recommendations
- Identification of potential savings through environmental improvement

Standards:

Green Seal bases its work on thorough, state-of-the-art scientific evaluations using internationally accepted methodologies like ASTM standardized testing. Product evaluations are conducted using a life-cycle approach to ensure that all significant environmental impacts of a product are considered, from raw materials through manufacturing to disposal in creating their standards. Green Seal uses the following 14 specific criteria to evaluate products.

- | | |
|---------------------------------------|-------------------------|
| Meets performance tests | No aquatic toxicity |
| No human toxicity | Biodegradable |
| No carcinogens or reproductive toxins | No eutrophication |
| No skin/eye corrosivity | Use of concentrates |
| Not a skin sensitizer | Safe fragrances |
| Non-combustible | No endocrine disruptors |
| Minimal VOCs | Reduced packaging |

Certification:

Once a standard has been established, Green Seal accepts applications for certification. Products are then evaluated for compliance with the applicable Green Seal standard. The manufacturing facility is then visited to evaluate quality control procedures. Once certified, products are subject to annual monitoring to insure that the product offered for sale continues to meet the Green Seal standard. Certification and yearly renewal fees are charged participating manufacturers.

GS-37 Standard for Industrial & Institutional Cleaners: Bathroom cleaners. (Green Earth® Peroxide Cleaner)

This category includes products used to clean hard surfaces in a bathroom such as counters, walls, floors, fixtures, basins, tubs, and tile. It includes products that are required to be registered under the Federal Insecticide, Fungicide, and Rodenticide Act (FIFRA), such as disinfectants and sanitizers. The product must have a dilution rate of at least 1:16.

Bowl and Urinal cleaners. (Green Earth® Peroxide Cleaner) may include ready to use or concentrated products.

General-purpose cleaners. (Green Earth® Daily Floor Cleaner) This category includes products used for routine cleaning of hard surfaces including impervious flooring such as concrete or tile. It does not include cleaners intended primarily for the removal of rust, mineral deposits, or odors. It does not include products intended primarily to strip, polish, or wax floors, and it does not include cleaners intended primarily for cleaning toilet bowls, dishes, laundry, glass, carpets, upholstery, wood, or polished surfaces. This category does not include any products required to be registered under FIFRA, such as those making claims as sterilizers, disinfectants, or sanitizers. The product must have a dilution rate of at least 1:32.

Glass cleaners. (Green Earth® Glass Cleaner) This category includes products used to clean windows, glass, and polished surfaces. This category does not include any products required to be registered under FIFRA, such as those making claims as sterilizers, disinfectants, or sanitizers. The product must have a dilution rate of at least 1:16.

Carpet Cleaners. (Green Earth® Peroxide Cleaner) This category includes products, wet or dry, used to clean and spot carpets. The product must perform as well as a nationally recognized product in its category in both cleaning efficiency and re-soiling resistance. The product must have a dilution rate of at least 1:16.

Disinfectants. There is no standard for disinfectants. By nature disinfectants kill bacteria, good and bad. The green community suggests using fewer disinfectants, ones with moderate pH, low VOCs and only in specified areas like ORs, ERs, critical care areas, food service/production and high touch contact areas.

GS 40 Floor-Care Products, finishes and compatible strippers: Finishes. (Green Earth® Floor Finish and Green Earth® Prelude) will include floor finish designed to polish, protect or enhance floor surfaces by leaving a protective wax, polymer or resin coating that is designed to be periodically removed (stripped) and reapplied. The finish must meet normal performance criteria such as, stripability; slip resistance, resistance to black heel marking, etc. Certified finishes will contain no heavy metals like zinc.

GS 40 Floor Strippers. (Green Earth® Finish Stripper will remove green and conventional finishes) The floor finish stripper is defined as a product designed to remove floor finish through breakdown of the finish polymers or by dissolving or emulsifying the finish, polish or wax. This standard does not address general purpose cleaners that can be used to clean floors, floor sealers, spray buffing products or products designed to remove floor wax solely through abrasion.

GS 41 Hand Soaps: (Green Earth® Clario Foam, Lotion and Clear Soaps)

This standard establishes criteria for industrial and institutional hand soaps. The standard does not apply to hand cleaners used in households, for preparation operations or medical facilities, nor do they cover anti-bacterial hand cleaners or hand sanitizers. Criteria for hand cleaners in this standard include:

- Perform as well or better than conventional hand cleaners.
- Are biodegradable and have limited toxicity to aquatic life.
- Are packaged in recyclable packaging, ideally incorporating recycled content.
- Have eliminated ingredients considered likely to negatively impact health and the environment.

GS 42 Environmental Standard for Cleaning Services:

This standard will establish requirements for cleaning service providers, including in-house and external cleaning services, to create a Green Cleaning program that protects human health and the environment. Green Cleaning encompasses all indoor activities typically required to clean commercial, public and industrial buildings. This standard does not include maintenance of exterior areas or residential buildings.

Cleaning Service Providers will develop and maintain a set of written guidelines or Standard Operating Procedures that govern the cleaning procedures, chemical handling and tracking requirements, equipment maintenance and operation procedures, communication protocols and requirements, training and inspection programs and reporting and record keeping procedures.

GS 53 Specialty Cleaning Products for Industrial and Institutional Use

Products to be considered under this standard are – cleaning products containing microorganisms, dish cleaning products, furniture polish, graffiti removers, metal cleaning, odor removers, oven cleaners, upholstery cleaning products and disinfectants.

Other Green Seal Standards relevant to the Jan San Industry:

GS 01	tissue paper
GS 05	compact fluorescent lamps (CFLs)
GS 08	cleaning products for households
GS 09	paper towels and paper napkins
GS 18	paper products used for food preparation
GS 21	powdered laundry bleach
GS 33	lodging properties
GS 46	restaurants and food service
GS 48	laundry care products for household use

Manufacturers pay for product certification.

5 - b. UNITED STATES GREEN BUILDING COUNCIL (USGBC)



What is USGBC?

USGBC is a standard-setting organization focused on the rapidly growing green building industry. It was formed to address the significant impacts of building design and operation on human health and the natural environment. It is a coalition of leaders from all segments of the building industry, including building owners and managers, architects and engineers, builders, building service contractors, product manufacturers, insurance companies and all levels of government. Currently there are over 30,000 members in the USGBC and over 7 billion square feet of certified and registered projects throughout the world.

Mission:

Its mission is to accelerate the development and implementation of green building practices and promote buildings that are environmentally responsible, profitable and healthy places to live and work.

Leadership in Energy and Environmental Design (LEED) Green Building Rating System:

In 2002, USGBC began development of its nationally accepted LEED rating system. This program is a complete set of assessment tools to promote sustainable building design, construction and operations practices. LEED is voluntary, consensus-based, market-driven standards designed to raise consumer awareness of green building benefits, encourage environmental leadership in the building industry and promote certification of high-performance, sustainable buildings nationwide.

LEED standards are currently available or under development for assessing building performance and meeting sustainability goals in a variety of green building areas.

LEED – EB O&M	Existing Building Operations & Maintenance
LEED – NC	New construction and major renovation projects
LEED – CI	Commercial and interior projects that create more efficient and healthier interiors
LEED – CS	Core and shell projects allows the building owner to educate tenants about the advantages of green
LEED – H	Standards for single-family and low-rise multi-family residences.
LEED – ND	Neighborhood development
LEED for Retail	
LEED for Schools	
LEED for Healthcare	
LEED for Data Centers	
LEED for Warehouses & Distribution Centers	
LEED for Hospitality	

LEED – EB Rating System:

Certified level	40* - 49 points
Silver level	50 - 59 points
Gold level	60 - 79 points
Platinum level	80 - 100 points

Distributors, manufactures and building service contractors can assist building managers earn up to 15% of the base level (*) certification points. These points are fast, easier and cheaper than many other options.

Criteria to earn LEED Certification Points:

Indoor Environmental Quality – reduce the exposure of building occupants and maintenance personnel to potentially hazardous biological and particulate contaminants.

- **EQ Prerequisite – Green Cleaning Policy which includes a high performance cleaning program (Required)**
- **EQ Credit – Green Cleaning - Custodial Effectiveness Assessment (minimum of 2.5 rating) (1 point)**
- **EQ Credit – Green Cleaning - Products and Materials (1 point)**
- **EQ Credit – Green Cleaning - Equipment (1 point)**
- **EQ Credit – Enhanced indoor air quality strategies – matting and entryway systems (1 point)**
- **EQ Credit - Integrated Pest Management (2 points)**

Benefits of a “Sustainable Building”: many of the same benefits mentioned for “Green Cleaning”

Environmental – enhance and protect ecosystems, improve air and water quality, reduce solid waste, conserve natural resources and decreases greenhouse gases.

Economic – reduce operating costs, enhance asset value and profits, improve employee productivity and satisfaction. Utilities, state and federal agencies and other sources are providing financial incentives and rebates for facilities adopting LEED measures. Potentially receive a higher rental rate from occupants concerned with the environment and healthy working conditions.

Health and safety – enhance occupant comfort, safety and health.

Community – minimize the strain on local infrastructures (water treatment, utilities and health care facilities and costs) and improve quality of life. Facilities are recognized as a well-run and well-managed building.

How do I get LEED Certified?:

To start the process, it is encouraged that a team be assembled to manage the certification process, which means preparing documentation and calculations to fulfill the prerequisites and credit submittal requirements to become LEED certified. The “green team” could consist of personnel from environmental services, human resources, training safety, as well as building managers, building occupants and possibly suppliers.

The team should identify which rating system the building desires to be certified and the desired level of certification. Then they will review the checklist provided by the USGBC to help develop their strategy, such as which points would be easy or difficult to achieve, where they will need to collect data, whether or not they need a consultant with certification experience, budgets and other potential issues they may need to consider prior to committing to the program.

Once the commitment is made, the building owner must register with the USGBC. Next the submitter must provide specific documentation which includes site plan, floor plans, elevation and photos, for tracking the building project. After documentation is provided it is reviewed and the different credits are interpreted by the USGBC council. Next the final application is submitted. The building is either awarded certification or rejected. If rejected, the submitter can appeal the results with further documentation supporting their cause.

Owners must also pay a fee to become LEED registered and certified. The charges vary based on the size of the facility. The certification process can take up to one year. Betco has a certified LEED AP to assist in your certification efforts.

5 - c. UL ECOLOGO



The UL Ecologo program helps consumers identify products and services that are less harmful to the environment. The original Environmental Choice Program was established in 1988.

UL Ecologo standards address resource use, chemicals used during production, waste and emission reduction, energy consumption and packaging.

A key aspect of the certification process is the requirement for third party verification of compliance to UL Ecologo certification criteria as a condition for certification and licensing. This process ensures the Program’s credibility and includes:

- A review of each applicant company’s product and process information.
- An examination of the company’s quality assurance (QA) / quality control (QC) measures.
- Where deemed necessary by UL Ecologo officials, an audit of the company’s facilities for purposes of initial certification.

The UL EcoLogo program is internationally renowned because of the program’s stringent certification process. The certification programs include the following categories: agricultural and horticultural products, automotive related products, building and construction related products, cleaning and janitorial products, consumer products, containers and packaging, electricity products, lubricants and absorbents, marine products, office furniture equipment and business products, paper products, printing products and services and miscellaneous industrial products and services.

Manufacturers pay for product certification.

CURRENT BETCO ECOLOGO CERTIFIED PRODUCTS: GREEN EARTH PUSH, GREEN EARTH RESTROOM CLEANER, GREEN EARTH VELOCITY, BETCO ONE STEP

5 - d. DESIGN FOR THE ENVIRONMENT (DFE)



EPA's Design for the Environment (DfE) works in partnership with industry, environmental groups, and academia to reduce risk to people and the environment by finding ways to prevent pollution. For more than 15 years, through partnership projects, DfE has evaluated human health and environmental concerns associated with traditional and alternative chemicals and processes in a range of industries. These analyses have empowered hundreds of businesses to select safer chemicals and technologies. DfE focuses on industries that combine the potential for chemical risk reduction with a strong motivation to make lasting, positive changes.

DfE program reviews each product component, starting with the chemical component's structure to determine its key health and environmental characteristics. Then ingredient characteristics are compared to other chemicals in the same use class and considers any possible negative synergies between the ingredients. DfE identifies cleaning products that contain the safest possible ingredients, perform well and are cost effective.

Product manufacturers who become Design for the Environment partners and earn the right to display the Design for the Environment logo on recognized products have invested heavily in research, development and reformulation, to ensure that their ingredients and finished product line up on the green end of the health and environmental spectrum, while maintaining or improving product performance.

Manufacturers pay a fee for the testing and certification process.

CURRENT BETCO DfE CERTIFIED PRODUCT: GREEN EARTH VELOCITY

5-e. CARPET AND RUG INSTITUTE (CRI)



CRI is a non-profit trade organization that conduct tests of carpet, cushions, adhesives, cleaning chemicals and equipment. Their goal is to continually improve best practices in product improvement, environmental responsibility and customer care.

- Certification for vacuums – HF 14 Upright Vacuum
- Certification of extractors – **FIBERPRO FP 8 & 20**
- Certification of cleaners and spotters – **FIBERPRO SPOTTER**

There is a fee for certification.

5 – f. GREENGUARD



UL GreenGuard Environmental institute was created to protect human health and quality of life by enhancing indoor air quality and reducing people's exposure to chemicals and other pollutants. UL GreenGuard certifies products and materials for low chemical emissions and provides a resource for choosing healthier products and materials for indoor environments.

There is a fee for certification.

5 – g. USDA BioPreferred



The U.S. Department of Agriculture (USDA) launched a new labeling initiative to identify biobased products, which are commercial or industrial products whose main ingredients are renewable plant or animal materials. The purpose of the labeling initiative is to more clearly identify biobased products for all buyers and to promote the increase sale and use of biobased products in the commercial market and for consumers. The use of biobased products help increase U.S. energy independence by reducing the use of petroleum in manufactured products. They also reduce the introduction of fossil carbon into the atmosphere, thus mitigating potential climate change impacts. And finally, the use of biobased products supports the farming industry.

There are a number of product categories like industrial cleaners, hand cleaners, adhesive and mastic removers, general purpose cleaners, glass cleaners and graffiti and grease removers. Betco has a number of products certified under this initiative.

There is a fee for certification.

CURRENT BETCO CERTIFIED BIOPREFERRED PRODUCTS: CITRUSOLV CONCENTRATE, CLARIO FOAMING INSTANT HAND SANITIZER, CLARIO INSTANT HAND SANITIZER, GREEN EARTH GLASS CLEANER, GREEN EARTH NATURAL ALL PURPOSE CLEANER, TRITONHANDSANITIZER.

5 - h. ISSA AND ECOFORM TRANSPARE



ISSA has partnered with Ecoform to develop a web-based system that provides comprehensive and detailed information relating to a product's specific environmental, safety and health attributes. Transpare offers buyers information they can use to directly compare and contrast green products and select those that possess environmental and human health attributes that are particularly important to protecting their organizations sustainability goals.

Transpare helps users identify products that meet the requirements of the U. S. Green Building Council's Leadership in Environmental & Energy Design for Existing Buildings (LEED EB O&M) rating system.

Transpare provides easy to use data to better explain the differences between products. Users can filter the information according to:

- VOC content
- Concentrates delivered in closed loop systems
- Skin sensitization
- Acute toxicity
- Biodegradability

There is a fee for certification.

CURRENT BETCO CERTIFIED TRANSPARE PRODUCTS: BETCO ONE STEP, GREEN EARTH BIOACTIVE SOLUTIONS DEVOUR NO RINSE MULTI-SURFACE FLOOR CLEANER, GREEN EARTH PEROXIDE CLEANER, GREEN EARTH VELOCITY

5 - i. ISSA CLEANING INDUSTRY MANAGEMENT STANDARD (CIMS)



The Cleaning Industry Management Standard is designed to assist cleaning organizations (in-house and service contractors) in setting up a management system that allows an organization to meet specific goals. The Standard is a management framework that can be used to develop customer-centered, quality organizations.

One of the most important features of the Standard is that it is non-prescriptive and is based on management principles that have proven to be primary characteristics of quality, customer-centered organizations. It does not require, recommend or otherwise endorse any particular process or product; it allows individual organizations flexibility in choosing the most effective ways in which to meet their management requirements.

The standard is composed of the following sections:

Quality – a general framework to ensure effective operations and continual improvement.

Service Delivery – these processes include staffing, bidding, costing, budgeting and purchasing.

Human Resources – the organization should demonstrate that it efficiently and effectively manages “human capital” in a way that enhances organizational performance.

Health, Safety and ENVIRONMENTAL STEWARDSHIP – processes, systems and documentation to insure the safety, health and sustainability of the facility while insuring a positive impact on the environment.

Management Commitment – demonstrate an organizations commitment to management systems to meet customer needs and expectation, now and in the future.

Green Building – establishes a specific framework to ensure that the organization uses environmentally preferable practices in addition to the management best practices identified in the five core sections of the Standard. The requirements parallel LEED EB O&M certification requirements.

There is a fee for the certification process.

BETCO HAS CIMS CERTIFIED PROFESSIONALS TO ASSIST WITH YOUR CERTIFICATION EFFORTS.

5 – j. HEALTHY SCHOOLS CAMPAIGN



- H2E – non-profit organization to support environmentally sustainable health care facilities.
- The Green Guide for Health Care is a self-certifying, best practices tool kit for health care.
- The point system provides design and construction teams a way to baseline and benchmark their achievement and to support continuous improvement.
- The Green Guide for Health Care borrows the credit numbering scheme from the USGBC LEED rating system.
- The Green Guide does not recommend products.

5 – k. HEALTHY SCHOOLS CAMPAIGN



- Environmental Audits - working with students, teachers and community members for greater awareness and understanding of the school environment.
- Green Cleaning - working with school building engineers to reduce the use of toxic cleaning products in schools.
- Healthy and High Performing Schools - working to improve school construction standards.
- Promoting Healthy Eating - working with schools to conduct assessments.
- Legislative Advocacy - supporting a range of environmental health issues to improve school environments.
- Betco is a supporting partner.

6. SUSTAINABLE GREEN CLEANING PROCEDURES

The following section covers Sustainable Green Cleaning procedures for commercial facilities. This is not a “how to” manual. It will not tell you, for example, how to strip and refinish a floor; but it will address how hard floor care differs in a green cleaning approach. What determines the differences are the underlying health and environmental issues, not just the appearance of the building.

A key issue that cuts across all cleaning procedures is the issue of cleaning frequencies. Cleaning for health or Sustainable Green Cleaning generally requires the same or higher frequencies. To some extent, you may be able to balance the increased costs with increased efficiencies.

Keep in mind too that these procedures can only serve as a general guideline because commercial buildings vary tremendously. It is virtually impossible to assemble a single, comprehensive and standardized set of Sustainable Green Cleaning procedures. As you encounter new environments and new situations, you will have to apply the principles of Green Cleaning to develop your own procedures.

Betco offers users a complete Sustainable Green Cleaning Policy template on Betco.com under the Sustainability tab.

Identify people with special needs -

- Identify building occupants with individual needs and sensitivities.
- Develop a plan to address the individual needs.
- Change products/procedures/schedules as necessary to accommodate their individual needs.
- Address ventilation requirements to help mitigate the problems.
- Communicate plans to special needs personnel and all building occupants.
- Continually request feedback from occupants to make appropriate changes.

Entryways –

- Roughly 80% of the dirt in a building is tracked in through the entrance.
- The matting system should be 12 -15 feet long. For a main entrance, an ideal system would include an outside scraper mat, foyer mat and an inside carpet mat.
- Always place caution signs prior to cleaning entryways.
- Mats should be vacuumed at least once a day; vacuum in both directions using upright vacuums with a beater bar. Be sure to clean under mats as well. Replace dirty mats with clean ones weekly under normal conditions, more often in wet weather or extremely dirty conditions. Scrub dirty mats with detergent or carpet solution, rinse them thoroughly and let them dry on a periodic basis.

- Providing trash receptacles and cigarette urns at all entrances will reduce the amount of food, cigarettes and other trash brought into the building. Ensure they are emptied and cleaned on a regular basis.
- Sweep exterior sidewalks, entry areas and steps leading into the building on a daily basis. Periodically clean sidewalks and entry areas with a high pressure power washer.
- Clean and store equipment after each use.

Hard Floor Care –

- Utilize appropriate entryway cleaning systems and maintenance procedures.
- Always place caution signs prior to beginning floor maintenance work.
- Hard floors should be vacuumed daily using a high quality backpack vacuum. Advantages – it removes more dirt, improving air quality, it stirs up less dirt and dust up into the air, it is more effective at removing dirt from grout, corners, edges and under furniture and it improves productivity.
- Establish and monitor a plan for routine, interim and restorative maintenance. Use the Betco Life Cycle of Floor Care module and Cleaning Task Cards to train personnel.
- Hard floors should also be damp mopped or cleaned with an automatic scrubber to remove dirt not picked up by the vacuum. Microfiber mops are more effective at removing dirt than traditional yarn mops.
- Encourage the use of zinc-free floor finishes and environmentally preferable strippers. Always keep a base of 6-8 coats of finish on floors.
- Encourage the use of a top scrub and recoat procedure versus a total strip-out to limit the amount of highly alkaline strippers poured down the drain.
- Notify occupants in advance of stripping and recoating operations. Always place caution signs prior to starting floor maintenance.
- Arrange to have the ventilating system operating in the occupied cycle during and after stripping and refinishing operations.
- Only use chemical products according to label instructions.
- Always supply and wear the proper personal protective equipment (PPE).
- Dispose of excess solutions properly.
- Clean up spills as soon as possible.
- Clean and store equipment after each use.

Carpet Care –

- Utilize appropriate entryway systems and maintenance procedures.
- Always place caution signs prior to beginning carpet maintenance work.
- Vacuum carpet in lobbies, elevators and high traffic areas thoroughly every day. Use high efficiency vacuum cleaners with microfiltration bags. | Replace vacuum bags when they are half full to minimize emissions. Clean or replace filters regularly.
- Establish and monitor a plan for routine, interim and restorative maintenance. Use the Betco Life Cycle of Carpet module and Cleaning Task Cards to train personnel.

- Clean up spills on carpet as quickly as possible. Create a spill cart with a spotting kit and portable spotting machine.
- Maximize the amount of water extracted from the carpet to minimize moisture and potential for mold, mildew and bacterial growth. Make sure the vacuum pickup is working properly.
- Increase ventilation to dry carpets fully within 24 hours or less to minimize the potential for microbial growth. Use floor fans or carpet dryers.
- Notify occupants in advance when extraction operations are scheduled.
- Arrange to have the ventilating system operating in the occupied cycle during and after the extraction procedure.
- Only use chemical products according to label instructions.
- Always supply and wear the proper personal protective equipment (PPE).
- Dispose of excess solutions properly.
- Clean and store equipment after each use.

Dust mopping – vacuuming is preferred to dust mopping

- Use the widest micro fiber dust mops appropriate for the area to be cleaned.
- If using a dust mop treatment, follow label instructions. A water based product is preferable.
- Launder mops on a regular basis.
- Use a continuous motion, without lifting the mop from the floor to limit particulates in the air.
- Use Betco Cleaning Task Cards to insure proper training.
- Clean and store equipment after each use.

Dusting –

- Use microfiber dust cloths to capture and remove dust.
- Replace soiled cloths with clean ones. Always use folded clothes and refold soiled area to maximize the use of the dust cloth.
- Use vacuum attachments or backpacks for high dusting.
- Avoid feather dusters and other methods that stir up dust.
- Avoid dust cloth treatments which can leave residues and emit VOCs.
- Spray dust treatment onto the cloth versus spraying product directly onto the surface.
- Use Betco Cleaning Task Cards to insure proper training.

Restrooms –

- Establish and monitor a plan for routine, interim and restorative maintenance. Use the Betco Restroom Cleaning module and Cleaning Task Cards to train personnel.
- Always place caution signs and close the restroom prior to starting the cleaning process.

- Frequently clean surfaces that hands come in contact with to eliminate the spread of germs; door knobs, light switches and fixture handles.
- Eliminate moisture, keep floors dry to eliminate slip/fall accidents and the build up of bacteria, mold and mildew.
- Ensure trash receptacles are cleaned and emptied daily.
- Restroom floor drains have a very high potential for biocontamination and should be disinfected regularly. Ensure drains are operating properly.
- Recommend the installation of no touch towel dispensers to the facility manager if restrooms are not equipped with these.
- Arrange to have the ventilating system operating in the occupied cycle during and after the cleaning procedure.
- Only use chemical products according to label instructions.
- Always supply and wear the proper personal protective equipment (PPE).
- Dispose of excess solutions properly.
- Clean and store equipment after each use.

Food Areas –

- Clean and sanitize floors, tables, counters and other surfaces.
- Separate recyclables from trash as needed.
- Remove trash daily.
- Remove recyclables as needed.
- Ensure floor drains are operating properly.

Odor Control –

- Be aware of excessive odors in all areas of the building.
- Many odors can be oxidized with Peroxide Cleaners or Liquid bacteria digesters.

Spills –

- Clean spills up as soon as possible. Place cautions signs if appropriate.
- Use appropriate cleaning solutions and follow label directions.
- Make sure occupants know the person to contact in case of spills.
- Always supply and wear the proper personal protective equipment (PPE).
- Dispose of excess solutions properly.
- Clean and store equipment after each use.

Handling chemicals and dilution of concentrated chemicals –

- Using concentrated chemicals reduces the overall environmental impact from packaging and transportation and usually reduces costs.
- Train all workers in the safe handling and use of cleaning chemicals.
- Use appropriate protective equipment when mixing concentrated cleaning products.
- Follow manufacture's dilution directions or use properly functioning chemical management dispensers.

- Put appropriate labels on secondary containers such as spray bottles.
- Never mix different cleaning products together.
- Ensure that chemicals are stored properly.
- Apply product onto a cloth versus spraying it onto the surface to reduce VOCs and possible slip and fall issues.

OSHA Blood-borne Pathogen Standard –

- Use the Betco OSHA Blood-borne Pathogen module to train employees.
- Use safety cones or other means to make sure that occupants do not come in contact with spills.
- Use proper personal protective equipment (PPE).
- Use an OSHA approved disinfectant diluted per label directions. Betco pH 7 Q, pH 7 Q Ultra, Quat Stat, Quat Stat SC, Fight Bac, Bet One all meet EPA requirements for clean up of bodily fluids.
- Dispose of all materials properly in a biohazard bag.

OSHA Right To Know Standard –

- Use the Betco OSHA Right To Know module to train employees.
- Constantly update SDS sheets for chemicals used in the facility.

Trash Removal –

- Pull trash daily so as not to attract insects and other pests.
- Cover trash cans that contain food waste.
- Make sure that dumpsters or other outside trash receptacles are emptied regularly.
- Make sure that trash and recyclables are being separated properly.
- Use Betco Cleaning Task Cards to insure proper employee training.

Indoor Plants –

- Educate occupants on appropriate care guidelines for indoor plants. Monitor use of fertilizers or pesticides so as not to adversely affect the indoor air quality.
- Ensure that plants are not in direct contact with carpets and ventilation units.
- Clean up any spills of soil or moisture as soon as possible.

Integrated Pest Management (IPM) –

- Establish, monitor and communicate the IPM program to employees and building occupants.
- Improve sanitation through thorough cleaning and by removing food sources.
- Manage waste, cover trash containers and remove waste frequently.
- Maintain the building structure, seal cracks, fix leaks, etc.
- Install physical barriers to pest entry.
- Notify employees and occupants of treatment times and their role in the IPM program.

Recycling Programs –

- Recycling reduces the amount of solid waste and lessens the burden on solid waste disposal sites, such as landfills and incinerators.
- Insure that collection meets guidelines of the recycling hauler and recycling facility.
- Locate bins throughout the facility, ease of access increases participation.
- Educate occupants as to what can be recycled and how it should be separated.
- Educate occupants to rinse food and drink containers before placing them in bins.
- Put signs on or near trash cans to remind occupants to recycle.
- Track recycling results.
- Monitor recycling collection bins to see if they are attracting cockroaches and other pests.

Garage Maintenance –

- Collect and remove trash daily.
- Sweep the parking surface and stairwells weekly.
- Wash the parking surface at least twice a year.
- Inspect floor drains and lighting fixtures periodically.
- Make sure floor drains, basins and traps are kept free of trash and debris to prevent clogging and standing water.
- Inspect doors to insure they are sealed properly to prevent exhaust from entering the building.

Roof Maintenance –

- Perform routine roof inspections monthly.
- Keep roofs clean and free of debris.
- Keep drainage systems clear.
- Keep roof access limited to authorized personnel to minimize foot traffic.
- Insure fans and vents are clean and operating properly.

Maintaining HVAC Systems –

- Keep mechanical rooms clean and free of rodents and other pests.
- Cleaning and disinfecting air conditioner drip pans monthly.
- Replace the biocide pack for air conditioner drip pans monthly.
- Clean or replace filters on HVAC systems based on manufacturer's recommendations.
- Clean or replace filters on humidifiers according to the manufacturer's recommendations.

Fabric Cleaning – partitions, wall fabrics, furniture, drapery

- Vacuum regularly.
- Deep clean periodically.
- Treat spots immediately.

Basements –

- Examine basement areas for dirt, evidence of insects and other pests and excessive moisture.
- Insure drains are operating properly.

Stairs and Elevators –

- Look for dirt and excessive moisture.
- Inspect and clean on a regular basis.

Cleaning Closets –

- They should be clean, dry and adequately ventilated.
- Check drains and wash basins to see if they are free of bacteria, odors and operating properly.
- Insure chemical management systems are operating properly.

Building Exterior –

- Look for excessive dirt, standing water and damage in parking lots.
- Examine the building’s exterior and report any damage.
- Look for drainage problems around the building.
- Insure drains are operating properly.

7. SELECTING SUSTAINABLE GREEN PRODUCTS

Traditionally users considered performance and cost when selecting products. In a Sustainable Green Cleaning program they will consider performance, cost, health and environmental issues. In a Sustainable Green Cleaning program, product selection should be based on the following criteria:

Impact on health and the indoor environment - select products that are safer for workers and building occupants and that do not adversely affect the indoor environment.

Impact on the larger environment - select products that have little or no negative impact on the outside environment.

Performance - the products must do the job.

Cost - be sure to consider performance and productivity in the cost equation. Look at the overall cost of the procedure, not just the individual chemical or equipment cost.

Type of facility - use the same products wherever appropriate to simplify purchasing, procedures and training.

General guidelines for selecting chemicals –

- Select the least toxic products needed to perform a specific cleaning task.
- Use products with low VOC content (Volatile Organic Compound – the part of a product that evaporates during drying).
- Look for products with a moderate pH (a chemical scale which expresses the degree of acidity or alkalinity of water based solutions), 4 to 11.

- Avoid products containing known or suspected carcinogens.
- If hazardous products must be used, ensure worker safety through extensive training and use of personal protective equipment.
- Products that leave little or no residue after cleaning.
- Products that are designed to work in cold water.
- Use single cleaning products for multiple applications.
- Choose products that are readily biodegradable. (the capability of organic matter to be decomposed by biological processes)
- Select metal free floor finishes.
- Select products that are derived from renewable resources, feed stocks, such as detergents and solvents made from corn starch, coco nut oil and orange peels. This will reduce the demand for petroleum.

Packaging –

- Purchase chemical products as concentrates.
- Select products that come in recyclable containers.
- Select products that minimize outside packaging.
- Recycle all possible packaging.

Selecting paper products – Select products with maximum recycled content. (post consumer fiber or recovered fiber)

Post consumer fiber – paper, paperboard and fibrous wastes.

Recovered fiber – post consumer content as well as manufacturing wastes from the paper-making process and repulped paper and paperboard from obsolete inventories.

Selecting products with the highest amount of post consumer fiber diverts the greatest amount of paper waste from landfills.

Bleaching Process – do not use paper products that have been manufactured with de-inking solvents containing chlorine or any other chemicals listed in the EPA Toxic Release Inventory.

Select roll towels versus C-fold towels. Use jumbo paper for toilet and towel usage with controlled dispensing systems.

EPA guidelines for minimum levels of recycled content – Comprehensive Procurement Guidelines (CPC)

Product Category	Post consumer	Recovered
Toilet tissue	20-60%	20-100%
Paper towels	40-60%	40-100%
Facial tissue	10-15%	10-100%
Toilet seat covers	40-60%	40-100%
Industrial wipes	40%	40-100%
Plastic liners	10-25%	- -

Use high density trash bags versus linear low density bags made from petroleum base raw materials.

Microfiber Mops and Cloths –

Microfiber cloth is composed of 80% polyester and 20% polyamide. The polyester fibers serve as the scrubbing and cleaning element, while the polyamide provides an absorbent quick-drying element. Individual fibers are 1/100th the size of a human hair and 1 square inch of cloth contains approximately 90,000 microfibers. The fibers are partially split to create deep channels in the strands. These channels provide dramatically more surface area to lift and trap dirt more effectively than traditional cotton fibers.

When microfiber cloths are used dry, the wedge-shaped filaments create an electrostatic charge that attracts and clings to dirt. Ideal for dusting floors, walls, ceilings, counters or any other flat surface, they are more economical than disposable electrostatic wipes which must be discarded when they become dirty.

Microfiber pads can attract and retain 7 times their weight in dirt and liquids. Because the fabric is highly absorbent, it can deliver and remove far more liquid to and from the floor. Due to the properties of polyamide, microfiber fabric dries in one-third the time of cotton.

Density is key to determining the quality of microfiber. Denser material can absorb more liquid and dust and will last longer.

Equipment –

- **Vacuums** – capable of capturing 96% of particulates, 0.3 microns in size and operate at less than 70 db sound levels. Carpet & Rug Institute (CRI) HF 14 Upright Vacuum.
- **Extractors** – capable of removing moisture so the carpet will be dry within 24 hours and have a solution metering device to limit the amount of liquid applied. Carpet & Rug Institute (CRI). Betco FP 8 and FP 20 are CRI certified.
- **Floor machines and burnishers** – should be equipped with vacuums for capturing fine particulate and operate at less than 70 db sound levels.
- **Propane machines** – have high efficiency, low emission engines. All Betco propane equipment meets this requirement.
- **Automatic scrubbing machines** – should be equipped with a solution metering device to control the amount of liquid applied and a properly vacuuming system.
- **Battery** - powered equipment should be equipped with environmentally preferable gel or AGM batteries.
- Powered equipment should be ergonomically designed to minimize vibration, noise and user fatigue.
- Powered equipment should be designed with safeguards, such as rollers or rubber bumpers, to reduce potential damage to building surfaces.
- A logbook should be kept for all powered equipment to document purchase dates, maintenance history and equipment information sheets.

Choosing a supplier –

A good supplier can give you a more broad selection of green products, make informed recommendations based on the advantages of specific products and provide support for a green training program. Effective inventory management by you and the supplier can minimize the amount of cleaning chemicals stored in the building while ensuring an uninterrupted supply of products.

Ask them:

- What other facilities are you supporting with environmentally preferable products and procedures?
- Do you carry “certified” products?
- Ask if they are familiar with the United States Green Building Council’s LEED Certification program. Then ask them to briefly explain how they can help you obtain certification points.
- Ask them for a copy of an implementation plan.

8. IMPLEMENTING A SUSTAINABLE GREEN CLEANING PROGRAM

The Sustainable Green Cleaning concept is actually intangible, something you can’t see, touch, smell or hear, so your challenge in gaining support and commitment is to make it more tangible. The amount of detail, method of presentation and key points of focus will vary depending on the nature of your organization and your specific audience at the time.

By nature, people are resistant to change. Change is perceived as hard, time consuming and threatening. The following ideas will assist you to implement a successful green cleaning program.

Step 1 - Obtain commitment

For a green cleaning program to succeed, commitment from the CEO down is essential. You need the commitment of employees in all areas and at all levels, from managers to cleaners, to building occupants.

Keep reminding management that the process is dynamic. As you conduct the pilot program you will keep them informed of results and needed changes. And most importantly, continually re-confirm the management and personnel commitment.

Step 2 - Develop an implementation or “green” team

General thoughts - assemble a team from operations, purchasing, supply management, human resources, vendors, training and occupational safety to develop, implement and assess the green program. Someone from top management will also need to be included on your “green team” in order to demonstrate support and add the “muscle” if needed.

Others you may want to include on your “green team” are building occupants, service contractors and vendors. All of the team members may have specific agendas and concerns so be sure to select a team leader with the ability to communicate, manage multiple priorities and processes and fosters a sense of teamwork.

“Green team” for schools should include – school district representative, school administrator, teacher, plant operations, custodians, teachers, school nurse, parent-teacher organization representative, school board representative, transportation and students.

“Green team” for a healthcare facility should include – administration, nurse, doctor, infection control, purchasing, environmental services, operations, patient advocate group, laundry, food services, transportation and community relations.

The key to selecting your “green team” is finding people with the time and desire to participate in this process.

Step 3 - Evaluate current cleaning products, equipment, procedures and training. Pick items that you can realistically measure and take action on. Keep it simple and collect data that is readily available and can be communicated easily. The Betco Sustainable Green Cleaning survey form will assist with the evaluation.

Items to consider:

Inventory cleaning products - review purchasing records and conduct a walk through to survey what is actually being used. Also during the walk through, inventory what “other” chemicals are found and determine how they are brought into the facility. During the survey collect any product, vendor or distributor information concerning the cleaning products including MSDS sheets and review labeling information. Identify any products that have been linked to **worker injuries** or **occupant complaints**. Determine alternatives that are environmentally preferable.

Survey all powered cleaning equipment. Identify all equipment used, where it is used, the current condition of the equipment and review the maintenance records. Determine alternatives that are environmentally preferable.

Survey and inspect all other tools and supplies used in the cleaning process: mops, buckets, wringers, paper, wipers, liners, toilet tissue, etc. Determine alternative tools and supplies that are environmentally preferable.

Evaluate current training programs. Review all training and safety literature and materials. Evaluate and look for compliance with the existing procedures. Determine what adjustments will need to be implemented for the green cleaning program. It will be essential to tell cleaners why a procedure is done a certain way or why a certain product is being used. Let them participate in the planning and implementation of the green cleaning program.

Conduct a general housekeeping walk through. Evaluate the overall quality of the current cleaning and look for problems as well as opportunities for improvement. If the housekeeping is outsourced, get a copy of the current cleaning specifications and look for compliance.

Consider doing a survey of cleaning employees and building occupants for overall satisfaction. This will help you identify specific areas of concern and place proper priorities for the greening program. (Available on Betco.com)

Document and review any recycling program in place. Look for evidence that the program is being used and producing the intended results.

Do a survey of building occupants to identify any people with special sensitivity to cleaning chemicals.

Step 4 - Establish an effective communication system between building employees and building occupants

Successful implementation of a stewardship plan depends on everyone understanding and carrying out their individual parts of the green cleaning plan. Therefore, your central communications goal is to ensure everyone understands their roles and responsibilities. The better they understand the overall plan and how their efforts fit into the success of the plan, the more likely you are to succeed.

The general guideline for most of the communications is to be positive. Introducing a green cleaning program should send the message that you are trying to make the building better and not that the building was bad and needed to be fixed.

A best practice suggestion for successful implementation is developing an overall theme or brand for the green cleaning program. Encourage participation from all segments, management to employees to occupants, in the naming of the new program or in the expansion of a current program. Also it is helpful to **create a mission and/or vision statement** which will give focus and importance to the green cleaning program.

Let everyone know what is going to happen, why it is going to happen, when it is going to happen and encourage feedback for everyone on a continual basis. The following are helpful hints for a successful communication plan.

Introduction of the Sustainable Green Cleaning program – tell people about how important cleaning is in general. Many of your building’s occupants probably think of cleaning as little more than pulling the trash, replacing the paper towels and vacuuming up the stray bits of paper on the carpet. This is your chance to really explain the value of cleaning in general. You can emphasize how green cleaning will enhance their health and the indoor/outdoor environment.

Stress improvement – you need to explain how the products, services, procedures and strategies in the plan reduce the impact on the health of the employee, building occupant and visitor and the environment will be positively effected. Everyone wants to know “what’s in it for me”.

Setting expectations – set realistic expectations from the beginning; it won’t be perfect but we can make it better. People (employees or occupants) that suffer from asthma, allergies or other respiratory problems, may think the new program will fix everything. You need to emphasize the green cleaning program will make things better but you can’t make them perfect.

Explaining the changes – what are you doing differently and why is that better for employees and occupants. Highlighting the benefits derived from new equipment, chemicals, supplies and procedures being implemented will yield a long list of potential communication points.

On-going communication – the initial communications explained what, why and how the green cleaning program will be implemented and effect employees and building occupants. After implementation you will want to continue your positive communication process by letting people know when you’re planning to conduct major cleaning activities that they are likely to smell, see, hear, notice or otherwise be affected by. The key is to let them know before the project occurs, don’t wait for them to complain about it. Examples would be – scrub and recoating, stripping and recoating, carpet spotting, shampooing or extracting, application of pesticides, fertilizers or weed killers, wall washing, ceiling tile cleaning, deep cleaning of restrooms or other major projects.

Examples of ways to communicate your message are: newsletters, news releases, bulletin board information, company Intranet information, posters, periodic emails, provide means for communicating questions or comments, anything that will communicate your message. Betco has a number of communication templates for your use on Betco.com.

Step 5 - Develop a Pilot Plan

The green team should develop a Sustainable Green Cleaning pilot plan based on all the information that they collected and then prioritized in order to make sure that everyone is on the same page. The plan typically covers what products and procedures will be changed, including when those changes will happen, who will be responsible and area(s) that will be affected. Analyze the information and look for the best opportunities for improvement. As you do so, you need to look for and document the changes you propose for products, procedures and other pollution-prevention strategies. The key for your pilot plan is to gain buy-in from your green team and upper management and to show results after you implement each stage.

You don’t have to do everything at once. By getting the pilot plan in place, achieving real results and communicating progress, you provide the foundation for the more challenging opportunities and continual improvement.

Priorities for your Pilot Plan:

- **Most immediate results** – strategies that eliminate the most immediate risks to building employees and building occupants or that demonstrate harm to the environment.
- **Greatest potential gain** – changes in products or procedures that yield the greatest health benefits for employees or building occupants.
- **Easiest to demonstrate and measure** – opportunities for improvement that are measurable and demonstrate progress to employees and building occupants.
- **Most cost-effective** – opportunities that produce little visible change but offer measurable cost savings.

The specific points in your plan will depend on the findings from your survey. Normally your plan will address the following topics. The specific recommendations for each area are outlined in the Betco Sustainable Green Cleaning Workbook and on Betco.com.

- Identifying vulnerable employees and occupants
- Cleaning chemicals
- Recycling
- Floor care
- Carpet care
- Janitorial paper products
- Equipment
- Dusting and spot cleaning surfaces
- Entryways
- Food areas
- Restrooms
- Indoor plants
- Green cleaning training program

Train building occupants – the employees and occupants of your building need training to understand their roles in a successful Sustainable Green Cleaning program. Areas of training should include – spills, eating in the workplace, bringing cleaning products from home, locked offices and of course recycling programs.

Step 6 - Monitor results and celebrate success

Pre-pilot surveys allow you to develop a baseline for staff and occupant response to cleaning methods and products before starting the pilot. It is now time to make an assessment concerning the pilot program. Use this input to validate your goal accomplishments and re-enforce the benefits of the program. It is important to

gain some detailed information about how the green cleaning program has been received and whether it has succeeded at the level of performance. This feedback will provide support for expansion of the pilot to full scale implementation or let you know that there are aspects that need to be worked out before expansion is possible.

- Survey janitorial workers, building occupants or others who may be involved with the pilot to see if they have any issues or concerns about using the new products, tools or procedures.
- Use the results of your surveys to identify those items that are highly successful and to flag those which did not work as well and need to either be readdressed or dropped in future efforts.
- Make sure to solicit feedback from those who expressed reservations about the pilot to ensure that they feel heard and respected.
- Communicate the progress of the green program and what the next steps are and who will be affected. Use the same process as before to select the next area(s) for implementation. If it worked before, it will work again.

Make a plan how you will **celebrate the success** of the program and how you will communicate it to the staff, building occupants and the community. Take advantage of opportunities for positive press and staff recognition to set the stage for further implementation. Continue to use previous successful communication tools.

Also develop an **awards program** for employees and occupants who contribute to continuous improvement for offering successful ideas on green procedures or environmentally preferable products.

9. FREQUENTLY ASKED QUESTIONS

Q. What does green cleaning mean?

A. Green Cleaning in its most simplified form is defined as cleaning to protect health while minimizing the effect on the environment.

Q. What does Sustainability mean?

A. Taking care of current resources so future generations will have adequate resources.

Q. How can I be sure I am not being duped into buying products that make untrue claims about chemical safeness?

A. Take a good look at the claims the product is making. If it looks like smoke and mirrors, it probably is. Additionally third party certification (i.e. Green Seal, Ecologo, DfE) insures an independent unbiased party has reviewed and certified the product.

Q. How can a maintenance manager convince upper building management to go green?

A. Green program equals healthier employees, more satisfied tenants. A green commitment means a closer look at your overall cleaning program which will result in lower costs, greater productivity and less employee turn over. For example, compare the cost of a scrub and recoat procedure versus an entire strip out. Explain the "Triple Bottom Line" advantage.

Q. What can being LEED certified do for my facility?

A. Excellent exposure for your facility, a commitment to your tenants. Generally LEED buildings can offer a higher rental rate per square foot and greater occupancy rates than their conventional counterparts.

Q. How can I get started with a green cleaning program?

A. Start small, identify major impact areas and suggest to upper management a pilot test program with one building or one floor or one hallway. Use the Betco 6 Step Implementation Process as a benchmark.

Q. Where can I go to obtain information concerning Sustainable Green Cleaning?

A. Several websites have excellent detailed information. To name a few: www.betco.com, www.greenseal.org, www.usgbc.org, www.issa.com, www.h2e-online.org, www.greencleanschools.org

Q. How much more will a Sustainable Green Cleaning program cost me?

A. Overall you will save money, when you institute an entire green program, by looking at ways to be more productive and truly analyzing your entire cleaning operation.

Q. How do I know that Sustainable Green Cleaning products will do as well as my current products?

A. Like anything else, try the products for yourself. The technology has advanced to the point where we can get similar results with green products than by using conventional cleaners.

10. TAKING A SURVEY

The survey should look at all areas of the building to identify existing problems that require immediate remediation. It should also identify areas that may require higher cleaning frequencies or special procedures to prevent potential problems from occurring as well as areas where the cleaning operation can be improved. Be alert to areas of excessive moisture throughout the building, which can support the growth of mold and mildew. Look for condensation on walls, musty odors, damp carpet and water damaged ceiling tiles.

You may find it helpful to have a facility floor plan and a digital camera during your survey.

Always have appropriate personnel to conduct and verify the survey results.

The results of the survey will assist in establishing priorities and goals for the Sustainable Green Cleaning program.

The survey form below will assist you in conducting your initial green program survey and periodic monitoring surveys after implementation.



DATE _____

FACILITY _____

SURVEY PERSONNEL _____

BUILDING SURVEY

Cleaning Policy	Comments/Recommendations
Written Green Cleaning Policy (SOP) – LEED IEQ Prerequisite	
Purchase of sustainable cleaning, hard floor, carpet care, tools, janitorial paper and plastic liner products meeting the criteria of LEED IEQ Credit. (Y/N)	
Purchase of sustainable cleaning equipment meeting the criteria of LEED IEQ Credit. (Y/N)	
Establish a policy addressing how an effective cleaning and hard floor and carpet maintenance system will be consistently utilized, managed and audited. Specifically address cleaning to protect vulnerable building occupants. (Y/N)	
Develop strategies for promoting and improving hand hygiene, including both hand washing and the use of alcohol-based waterless hand sanitizers. (Y/N)	
Develop guidelines addressing the safe handling and storage of cleaning chemicals used in the building, including a plan for managing hazardous spills or mishandling incidents. (Y/N)	
Develop requirements for staffing and training of maintenance personnel appropriate to the needs of the building. Specifically address the training of maintenance personnel in the hazardous use, disposal and recycling of cleaning chemicals, dispensing equipment and packaging. (Y/N)	
The use of chemical concentrates with appropriate dilution systems to minimize chemical use wherever possible. (Y/N)	

Provide for collecting occupant feedback and continuous improvement to evaluate new technologies, procedures and processes. (Y/N)

Current Chemicals – Manufacturer/Distributor	Comments/Recommendations
Floor Care	
Conventional products	
Third Party Certified products	
Floor care maintenance log being used (Y/N)	
Condition of floor	
Carpet Care	
Conventional products	
Third Party Certified products	
Carpet care maintenance log being used (Y/N)	
Condition of carpet	
Disinfectants	
Ecologo CCD 166 products (Y/N)	
General Cleaners	
Conventional products	
Third Party Certified products	
Odor Control	
Low VOC products (Y/N)	
Skin Care	
Conventional products	
Third Party Certified products	
Foam soaps (Y/N)	
Antibacterial soaps (Y/N)	
Lockable dispensers (Y/N)	
Hand Sanitizers (Y/N)	
Bulk fill dispensers (Y/N)	
Cartridge fill dispensers (Y/N)	
Hand washing program in place (Y/N)	
Chemical Management System (Y/N) Operating properly (Y/N)	
Other Chemicals	

Current Equipment – Manufacturer/Distributor	Comments/Recommendations
Manufacturer/Distributor	
CRI Certified vacuums or HEPA filtration (Y/N)	
CRI Certified extractors (Y/N)	
Powered floor equipment – passive/active vacuum systems < 70 db (Y/N)	
Scrubbers – adjustable solution control (Y/N)	
Propane equipment – high efficiency, low-emission engines with catalytic converters meeting CARB or EOA guides; < 90 db (Y/N)	
Stored equipment is clean & in working condition (Y/N)	
AGM, Gel, Lithium batteries (Y/N)	
Maintenance logs being utilized and up to date (Y/N)	
Current Towel Manufacturer/Distributor	Comments/Recommendations
Conventional or Third Party Certified products	
Made with recycled materials (Y/N)	
Made with rapidly renewable resources or tree free fibers (Y/N)	
No de-inking using chlorine solvents (Y/N)	
No bleaching with chlorine (Y/N)	
Using jumbo roll dispensers (Y/N)	
Current Tissue Manufacturer/Distributor	Comments/Recommendations
Conventional or Third Party Certified products	
Made with recycled materials (Y/N)	
No de-inking using chlorine solvents (Y/N)	
No bleaching with chlorine (Y/N)	
Using jumbo roll dispenses (Y/N)	
Current Liner Manufacturer/Distributor	Comments/Recommendations
Using high density liners (Y/N)	
Using low density liners (Y/N)	
Right sized for containers (Y/N)	
Double bagging (Y/N)	
EPA compliant, 10% post-consumer content (Y/N)	

Restrooms	Comments/Recommendations
Conditions	
Excessive dirt, moisture present in restroom (Y/N)	
Leaks or standing water present (Y/N)	
Noticeable odors present (Y/N)	
Soap dispensers, showers, towel dispensers, exhaust fans, vents, sinks, drains, toilets and urinals are clean & working properly (Y/N)	
What is the condition of flooring? What type of flooring is present? Is it sealed? (Y/N) Type of coating.	
Trash cans covered & emptied daily? (Y/N)	
Touch free urinals, toilets, dispensers (Y/N)	
Non-para urinal blocks (Y/N)	
Use foam hand soap (Y/N)	

Cleaning Closets	Comments/Recommendations
Conditions	
Adequate number of cleaning closets presents (Y/N)	
Closet is organized, chemicals and equipment are properly labeled (Y/N)	
Properly Ventilated (Y/N)	
Hazardous items are stored safely (Y/N)	
Floor drains are operating properly (Y/N)	
Noticeable odors present (Y/N)	
Excess moisture or standing water present (Y/N)	
Chemical dispensing equipment present and operating properly (Y/N)	

Recycling Program	Comments/Recommendations
Written program (Y/N)	
Items recycled – paper, cardboard, plastic, glass, metals, mercury containing light bulbs, batteries containers labeled in place (Y/N)	
Occupants have been trained (Y/N)	
Containers emptied according to plan (Y/N)	

Storage Areas	Comments/Recommendations
Conditions	
Hazardous materials such as highly flammable, corrosive, reactive, toxic or infectious items present (Y/N)	
Excessive dirt or moisture present (Y/N)	
Doors sealed properly to prevent exhaust from entering building (Y/N)	
Noticeable odors present (Y/N)	
Insects or rodents present (Y/N)	

Stairs and Elevators	Comments/Recommendations
Conditions	
Excessive dirt or moisture present (Y/N)	
Materials stored in stairwell (Y/N)	
Safety concerns (malfunctioning elevators, damaged hand rails, loose or broken stairs).	
Noticeable odors present (Y/N)	
What is the condition of flooring? What type of flooring is present? Is it coated? (Y/N) Type of coating.	

Office and Work Areas	Comments/Recommendations
Conditions	
Excessive dirt, clutter or storage of food present (Y/N)	
What is the condition of flooring? What type of flooring is present? Is it coated? (Y/N) Type of coating.	
Closets contain excess dirt or moisture (Y/N)	
Water damage present in ceiling tiles (Y/N)	
Telephones, door knobs and light switches clean and operating properly (Y/N)	
Noticeable odors present (Y/N)	
Window coverings clean & dust free? (Y/N)	
Windows clean? (Y/N)	
Light fixtures clean & operating properly? (Y/N)	
Trash receptacles cleaned and emptied (Y/N)	

Food Areas	Comments/Recommendations
Conditions	
Excessive dirt, moisture or open food containers present on counters, tables, floors, cabinets, refrigerators and area under sinks (Y/N)	
Presence of insects and rodents (Y/N)	
Floor drains operating properly (Y/N)	
Trash receptacles are covered and emptied daily (Y/N)	
Noticeable odors present (Y/N)	
What is the condition of flooring? What type of flooring is present? Is it coated? (Y/N) Type of coating.	

Building Exterior	Comments/Recommendations
Conditions	
Sidewalk, roads, parking lots – dirt present, type of soil.	
Building exterior damage present if so where?	
Condition of drainage around building	
Drains operating properly (Y/N)	
Condition of dumpsters, insects and rodents present (Y/N)	
Presence of standing water in parking lot (Y/N)	

Building Entrances & Exits	Comments/Recommendations
Conditions	
Evaluate matting systems – scraper mats, foyer mats and inside carpet mats.	
Matting maintenance program present (Y/N), frequency of maintenance.	
Waste receptacles cleaned and emptied (Y/N)	
Glass doors and window coverings are clean and in proper working condition (Y/N)	
Noticeable odors present (Y/N)	
What is the condition of flooring? What type of flooring is present? Is it coated? (Y/N) Type of coating.	

Public Areas	Comments/Recommendations
Conditions	
Public telephones, vending machines and light switches are clean (Y/N)	
Waste receptacles cleaned and emptied (Y/N)	
Smoking areas designated? (Y/N)	
What is the condition of flooring? What type of flooring is present? Is it coated? (Y/N) Type of coating.	
Noticeable odors present (Y/N)	

Basements and Crawl Spaces	Comments/Recommendations
Conditions	
Dirt, insects, other pests, or moisture present (Y/N)	
Hazardous materials present (Y/N)	
Drains operating properly (Y/N)	
Vents and filters free of moisture and excess dirt (Y/N)	
Cracks in flooring, foundation or walls (Y/N)	
Noticeable odors present (Y/N)	
What is the condition of flooring? What type of flooring is present? Is it coated? (Y/N) Type of coating.	

Mechanical Rooms and Systems	Comments/Recommendations
Conditions	
Excessive dirt and moisture present (Y/N)	
HVAC Filters need to be replaced (Y/N)	
Insects or rodents present (Y/N)	
Hazardous materials present (Y/N)	
Noticeable odors present (Y/N)	
Vents and exhaust fans clean and operating properly (Y/N)	

Garages and Loading Docks	Comments/Recommendations
Conditions	
Excessive dirt or moisture present (Y/N)	
Hazardous materials such as highly flammable, corrosive, reactive, toxic or infectious items present (Y/N)	
Doors sealed properly to prevent exhaust from entering building (Y/N)	
Insects or rodents present (Y/N)	
Noticeable odors present (Y/N)	
What is the condition of flooring? Type of flooring is present? Is it coated? (Y/N) Type of coating.	

Roof Areas	Comments/Recommendations
Conditions	
Exhaust fans and vents clean and operating properly (Y/N)	
Storage of materials present (Y/N)	
Leaks or standing water present (Y/N)	
Screens or barriers are in place to prevent pest entry into the building (Y/N)	

Compliance Issues	Comments/Recommendations
OSHA Bloodborne Pathogen training program in place (Y/N) Attendance logs up to date (Y/N)	
OSHA Hazardous Communication program in place (Y/N) Attendance logs up to date (Y/N)	
MSDS sheets available and up to date (Y/N)	
PPE available and in good operating condition (Y/N)	
Worker Safety Training Program in place (Y/N) Attendance logs up to date (Y/N)	
Quality Inspection program in place (Y/N)	
Occupant/employee complaint response program in place (Y/N)	

Miscellaneous Conditions	Comments/Recommendations
Written program for Integrated Pest Management, indoors & outside (Y/N)	
Identified those building occupants with individual needs & sensitivities (Y/N)	
Written plan of notification to notify these personnel for specific cleaning tasks (Y/N)	
Ability to provide written Scope of Work by area complete with required tasks, frequencies & production rates (Y/N)	
ISSA Cleaning Industry Management Standard (CIMS) certified (Y/N)	
Green Seal GS 42 certified (Y/N)	
LEED certified building (Y/N) Desire information about LEED certification (Y/N)	

10. RESOURCES FOR INFORMATION FOR THIS WORKBOOK

- Betco Corporation – www.betco.com
- Green Seal – www.greenseal.org
- United States Green Building Council (USGBC) – www.usgbc.org
- Association of Physical Plant Administrators (APPA) – www.appa.org
- Canada's Environmental Choice Program (Ecologo) – www.Ecologo.ca
- U.S. Department of Agriculture (USDA) www.usda.gov
- Environmental Protection Agency (EPA) www.epa.gov/oppt/epp/pubs/cleanfct.pdf
- EPA Design for the Environment (DfE) – www.epa.gov/dfe/
- EPA Comprehensive Procurement Guideline (CPG) – www.epa.gov/cpg/
- EPA's Environmentally Preferable Purchasing – www.epa.gov/epp/
- Healthy Schools Campaign – www.healthyschools.com
- Collaborative for High Performance Schools (CHPS) – www.chps.net
- Green Guide for Health Care (GGHC) – www.gghc.org
- Hospitals for Healthy Environment – www.h2e-online.org
- Green Guard – www.greenguard.org
- ISSA – www.issa.com
- Green Cleaning for Dummies – available from ISSA
- Stephen Ashkin – SteveAshkin@AshkinGroup.com
- Green Cleaning University – greencleaninguniversity.org
- Carpet and Rug Institute (CRI) - www.carpet-rug.org
- International Executive Housekeepers Association – www.ieha.org
- International Facility Management Association – www.ifma.org
- The Ashkin Group – www.ashkingroup.com
- IFMA Operation Manual
- The Pennsylvania Green Building Operations and Maintenance Manual
- Guide To Green Cleaning from BSCAI
- Transpare.com

11. GREEN CLEANING CERTIFICATION EXAM

NOTE: exam is also available on Betco.com; certificates of completion are available from Betco Gold distributors or Betco Regional Managers.

1. Green Cleaning is cleaning to lessen the impact on the employee, building occupants, visitors and on the indoor and outside environment?
TRUE FALSE
2. A benefit of Sustainable Green Cleaning is reduced absenteeism?
TRUE FALSE
3. The Green Seal organization certifies products as being environmentally preferable.
TRUE FALSE
4. Green finish strippers will take off regular floor finish also?
TRUE FALSE
5. LEED-EB certification is only for extra big buildings?
TRUE FALSE
6. Having an entryway matting system with a plan for its maintenance will earn a LEED-EB certification point?
TRUE FALSE
7. Recycling aluminum can, paper, plastic and glass will earn LEED-EB certification points?
TRUE FALSE
8. Using micro fiber mops is a Sustainable Green Cleaning best practice?
TRUE FALSE
9. Using GS37 certified products is a Sustainable Green Cleaning best practice?
TRUE FALSE
10. Identifying building occupants that have special needs or sensitivities to certain chemicals is a Sustainable Green Cleaning best practice?
TRUE FALSE
11. Eating more green beans is a Sustainable Green Cleaning best practice?
TRUE FALSE

12. Always wear the manufacturer's recommended personal protective equipment (PPE) when performing normal duties?
TRUE FALSE
13. Don't worry about reading product label directions?
TRUE FALSE
14. Always use the product with the highest pH value when cleaning?
TRUE FALSE
15. When selecting paper products, select ones with maximum recycled content?
TRUE FALSE
16. Micro fiber mops are only used in tiny little spaces?
TRUE FALSE
17. When selecting vacuum cleaners, select one with a db noise level less than 70?
TRUE FALSE
18. When selecting an auto scrubber, insure the machine has a solution metering device to minimize the amount of liquid applied?
TRUE FALSE
19. When choosing a supplier for Sustainable Green Cleaning products, select the one that takes you to lunch?
TRUE FALSE
20. When you start a Sustainable Green Cleaning program, create a team consisting of personnel from many departments?
TRUE FALSE

12. GLOSSARY

Acrylic – type of polymer found in floor finishes.

Acute effect – an adverse effect that develops rapidly from a short term high level exposure to a material.

Alkalinity – useful in removing acidic, fatty and oily soils.

Allergic reaction – an abnormal physiological reaction to chemical or other stimulus.

All purpose cleaner – a detergent suitable for general cleaning duties.

Antimicrobial – an agent which inhibits or destroys bacteria, fungi, protozoa or viruses that are pathogenic.

Asphyxiant – a vapor or gas which can cause unconsciousness or death by suffocation.

Bacteria – single cell microorganisms not containing chlorophyll.

BioBased – products that are composed in whole or in significant part of biological products or renewable agricultural materials that can be continually produced without diminishing supply.

Bloodborne pathogen – disease causing bacteria normally contained in bodily fluids.

Butyl cellusolve (butyl) – a water soluble solvent frequently used in degreasing products.

Carbon Footprint – a measure of the impact human activities have on the environment in terms of the amount of greenhouse gases produced, measured in units of carbon dioxide.

Carcinogen – cancer causing agent.

CIMS – Cleaning Industry Management Standard – is designed to assist cleaning organization (in-house and service contractors) in setting up a management system that allows an organization to meet specific goals.

Concentrated chemicals – the undiluted form of a dilutable cleaning product.

Chronic toxicity – adverse effects caused by continuous or repeated exposure to a harmful organism over a period of time equal to ½ of the organism's lifetime.

Corrosion – process of gradual eating away by chemical action.

Cross-contamination (cross-infection) – the process of transferring bacteria from one person or an object to another person.

Design For The Environment (DfE) – EPA's voluntary partnership program which works with industry sectors to improve the performance, health and safety attributes of products.

Detergent – synthetic cleaning agent which is useful in physical removal of soils.

Disinfectant – an agent that destroys harmful bacteria and/or viruses on inanimate surfaces. Products making disinfectant claims must be registered with the EPA.

Ecolabeling – A labeling system which helps end users identify green products. The ecolabel ensures the product was evaluated by an independent non-biased third party for performance and environmental attributes.

EcoLogo Program (Canada) – Canada's Ecolabeling program that identifies products and services that are less harmful to users, occupants and the environment.

Ecosystems – An ecological community together with its environment, functioning as a unit.

Environmental impact – the possible adverse effect of the release of a material into the environment as listed in MSDS information.

Environmentally preferable product – A product that has a reduced impact on the health and safety of workers, and the environment compared to traditional products.

Environmental Protection Agency (EPA) – has responsibility to regulate the environmental issues. A governmental branch responsible for safeguarding our nation's land, water, and air resources.

Federal Insecticide Fungicide and Rodenticide Act (FIFRA) - products that make claims such as sterilizers, disinfectants, or sanitizers must be registered under this act.

FIFRA – Federal Insecticide Fungicide and Rodenticide Act. Products that make claims such as sterilizers, disinfectants, or sanitizers must be registered under this act.

Flammability – the capacity of a material to ignite easily and burn rapidly.

Flash point – the lowest temperature at which the vapor from a product will ignite.

Fungi (fungus) – vegetable organisms that lack chlorophyll and are filamentous. Fungus includes mold, mildew, yeast and mushrooms.

Fungicide – a chemical agent that destroys fungi.

Greenhouse Gases – gases in the Earth's atmosphere that produce the greenhouse effect. Greenhouse gases include water vapor, carbon dioxide, methane, nitrous oxide, halogenated fluorocarbons, ozone, perfluorinated carbons and hydro fluorocarbons.

Greenwashing – disinformation to present an environmentally responsible public image that isn't warranted.

GS-37 – Green Seal standard for Bathroom Cleaners, General Purpose Cleaners, Glass Cleaners and carpet cleaners.

GS-40 – Green Seal standard for floor finishes and floor strippers.

GS-41 – Green Seal standard for hand cleaners, industrial and institutional, for non anti-bacterial products. This standard does not include products used in households, food preparation operations or medical facilities.

GS-42 – Green Seal standard for cleaning service providers, including in-house and building contractors, to create a Green Cleaning program that protects human health and the environment.

Germicide – any substance that kills germs. Another name for a disinfectant.

Gram positive and gram negative – classification of bacteria by their reaction to staining. A dye is applied to bacteria and those that remain permanently stained are gram positive. If the stain is easily removed they are gram negative. Staph and Strep are examples of gram positive bacteria. Pseudomonas and salmonella are examples of gram negative bacteria.

Green Cleaning – cleaning to safeguard human health while minimizing the impact on the environment.

Green Seal – Non-profit agency that works with manufacturers, industry sectors, purchasing groups and government branches to “green” the production and purchasing chain. Their mission is to achieve a more sustainable world by promoting environmentally responsible production, purchasing and products.

Hazardous material – any substance having the properties capable of producing adverse effects on the health or safety of people.

Healthy Schools Campaign – non-profit organization that works with students, teachers and community members for greater awareness and understanding of the school environment.

HEPA filters – “High Efficiency Particulate Arrestance” the filter must retain and filter out all particles from the air that passes through it down to 0.3 microns in size at an efficiency rating of 99.97%.

Hospitals for Healthy Environment – non-profit organization to support environmentally sustainable health care facilities.

Indoor Air Quality (IAQ) – deals with the content of interior air that could affect the health and comfort of building occupants.

Infection – a condition in which microorganisms have entered the body and produced an adverse reaction.

Ingestion – taking a substance into the body by mouth.

Inhalation – taking a substance into the body by breathing.

Inorganic – a substance not made of the combination of carbon and hydrogen.

Irritant – something that causes an inflammation reaction in the eyes, skin or respiratory system.

LEED – Leadership in Energy and Environmental Design. Rating system defines green buildings using a common set of standards created by United States Green Building Council.

LEED – EB – USGBC standard for existing buildings

LEED – NC – USGBC standard for new construction

LEED – CI – USGBC standard for commercial and interior projects

LEED – CS – USGBC standard for core and shell projects

LEED – H – USGBC standard for homes and the home building industry

LEED – ND – USGBC standard for neighborhood development

LEED – Retail – USGBC standard for retail facilities

LEED – Schools – USGBC standard for educational facilities

LEED – Hospitals – USGBC standard for health care facilities

Lethal concentration (LC) – the concentration required to cause death in a given species of animal or plant.

Life Cycle Assessment – is an analysis of the environmental aspects and potential impacts associated with a product, process or service.

Microfiber – material which provides dramatically more surface area to lift and trap dirt more effectively than traditional cotton fibers,

Microorganisms – plants or animals visible only with the aid of a microscope.

Mildew – a growth, usually white, produced by fungus.

Mold – a woolly growth, produced by fungus.

Molecule – the smallest unit into which a substance can be divided that retains all of the chemical identity of that substance.

Neutral – a chemical state that is neither acidic or alkalie (base); 5-9 on the pH scale.

Occupational Safety and Health Agency (OSHA) – establishes and enforces laws relating to worker safety.

Pathogen – any disease producing organism.

Personal protective equipment (PPE) – equipment worn to prevent workers from harmful exposures or conditions.

Pesticide – an agent which prevents, repels, destroys or mitigates pests types include insecticides, disinfectants and sanitizers, rodenticides and herbicides.

pH – a simple chemical scale which expresses the degree of acidity or alkalinity of a solution. The scale runs from 0 to 14. 7 is the neutral point. Numbers below 7 indicate acidity. Numbers above 7 indicate alkalinity.

Pilot project – a test project to assist in implementing a green cleaning program.

Pollutants – waste material that contaminates air, soil, or water.

Post consumer content – is the percentage of material in a product that was consumer waste and has served its intended purpose.

Readily renewable – a resource that can be replenished by natural means at rates comparable to its rate of consumption.

Ready to use chemicals (RTU) – cleaners that are not diluted before use.

Recovered content – post consumer content as well as manufacturing wastes from the paper-making process and re-pulped paper and paperboard from obsolete inventories.

Recycled materials – materials that are reused to make other products.

Recycled content – is the proportion of preconsumer or postconsumer recycled material.

Recycling – is the collection, reprocessing, marketing and use of materials that were diverted or recovered from the solid waste stream.

Reduce – using less of a product in order to lessen the impact on the environment.

Renewable resources – any natural resource that can replenish itself naturally over time, such as wood, soy, citrus or solar energy.

Reuse – reusing products or byproducts from processes for the same function, a similar function or a new function.

Sanitizer – an agent that reduces the number of bacteria to a safe level but does not completely eliminate them, as judged by public health requirements.

Solvents – substances used to solubilize other materials.

Source reduction – refers to any change in the design, manufacture, purchase, or use of materials or products (including packaging) to reduce their amount or toxicity before they become municipal solid waste.

Surfactant – surface-active-agent which increases the emulsifying, foaming, dispersing, spreading and wetting properties of a product.

Sustainability – products and procedures that will maintain human health, the environment and facilities for future generations.

Toxic – substance causing adverse effects in the body like a poison.

Transparent – a web based system that allow users to identify and compare green products to meet their specific sustainability goals.

Triple Bottom Line – refers to the results of organizations along three dimensions- economic (profit), environment (planet) and social (people).

United States Green Building Council (USGBC) – non-profit agency that addresses the significant impacts of building design and operation on human health and the natural environment.

Use dilution – the final concentration at which a product is used.

USGBC – United States Green Building Council – non-profit agency that addresses the significant impacts of building design and operation on human health and the natural environment.

Virucide – a chemical agent that kills viruses.

Volatile – that part of a product that evaporates during drying.

Volatile Organic Compound (VOC) – measure of ingredients that release into the air that can lead to poor indoor air quality.

Waste – unwanted materials left over from a manufacturing process. Waste is also the refuse from places of human or animal habitation.

Waste reduction – using source reduction, recycling or composting to prevent or reduce waste generation.

Waste stream – the total flow of solid waste from a facility that is recycle, burned or disposed of in landfills.

Waterless urinals – fixtures that do not require potable or grey water to flush.



Recycling Solutions



Smarter Recycling



3540-07 Slim Jim® Recycling Container with Dolly

AT-SOURCE COLLECTION

Rubbermaid Commercial Products at-source containers make it easy to support your facility's recycling program and encourage compliance where recyclables are generated.



256R-73 Glutton® Recycling Station

MULTIPLE STREAM SORTATION

Rubbermaid's high-capacity sortation containers include customizable label and lid systems. Ergonomic features such as hinged lids help protect worker well-being.



9W27-73 BRUTE® Rollout Container

HIGH-CAPACITY TRANSPORT

Reduce the amount of handling and transport large volumes of materials with ease and efficiency. Rubbermaid containers are designed to serve as both central collection and transport solutions.

MAKE YOUR RECYCLING PROGRAM SUCCESSFUL

With dozens of choices now containing post-consumer recycled materials, we're your source for successful recycling programs.

- Our blue plastic and steel recycling containers exceed Environmental Protection Agency (EPA) guidelines for post-consumer recycled content
- Rubbermaid recycled content products are key contributors to LEED Building Certification

For additional information, visit www.rcpworksmarter.com.

Rubbermaid offers the right container for every recycling need.



Smarter Compliance

Rubbermaid
Commercial Products

BU@BIP
EPA Guidelines
for Post-Consumer
Recycled Content

Rubbermaid products with recycled content exceed EPA Procurement Guideline mandates and assist in obtaining LEED Building Certification.

LEED CERTIFICATION

Rubbermaid post-consumer recycling (PCR) products can help achieve up to 14 points and two requirements for LEED Existing Building certification.

Credits are awarded for the purchase and use of recycled content products.

Implementation of a recycling program is required to earn materials and resources credits.

For more information, visit the U.S. Green Building Council's Web site at www.usgbc.org.



EPA PROCUREMENT

The Environmental Protection Agency (EPA) Comprehensive Procurement Guidelines designate items that must contain recycled content when purchased with federal funds. Office waste and recycling containers must contain 16% to 100% post-consumer recycled content.

Rubbermaid blue plastic and steel recycling containers exceed EPA guidelines for post-consumer recycled content.

For more information, visit the EPA Web site at www.epa.gov.



COMMITTED TO SUSTAINABILITY

Rubbermaid Commercial Products is committed to manufacturing and delivering our products in an ecologically responsible manner. All of our plastic and metal containers are 100% recyclable.

Visit www.rcpworksmarter.com to learn more about sustainability initiatives from Rubbermaid Commercial Products.

RECYCLED AND DURABLE!

Rubbermaid Commercial Products mandates that our products made with recycled materials pass the same best-in-class product performance tests as products manufactured from virgin materials.



PLASTIC RECYCLING CONTAINERS



3968-73 3969-73



5712-73



2620-73



9W27-73



1305-73



256R-73



2956-73 2957-73

OUTDOOR STATION CONTAINERS

No.	Description	Product Dimensions	Capacity (Gal)	Color	Post-Consumer Recycled Resin
3968-73*	Plaza® Bottle and Can Recycling Container	24.75" l x 25.25" w x 42.13" h	50	BLUE	✓
3969-73*	Plaza® Paper Recycling Container	24.75" l x 25.25" w x 42.13" h	50	BLUE	✓
2568-73	Glutton® Recycling Container	25.5" l x 22.75" w x 31.13" h	56	BLUE	✓

*Custom imprinting available; contact Rubbermaid Customer Service at (800) 347-9800.

RECYCLING BOXES

No.	Description	Product Dimensions	Capacity (Gal)	Color	Post-Consumer Recycled Resin
5712-06	Recycling Box with Universal Recycle Symbol	20" l x 15.38" w x 13.5" h	12.5	GRN	
5712-73	Recycling Box with Universal Recycle Symbol	20" l x 15.38" w x 13.5" h	12.5	BLUE	✓
5712-74	Recycling Box with "Computer Paper Only" Symbol	20" l x 15.38" w x 13.5" h	12.5	BLUE	✓

BRUTE® RECYCLING CONTAINERS

No.	Description	Product Dimensions	Capacity (Gal)	Color	Post-Consumer Recycled Resin
2620-73	BRUTE® Recycling Container without Lid	19.5" dia x 22.88" h	20	BLUE	✓
2632-73	BRUTE® Recycling Container without Lid	22" dia x 27.25" h	32	BLUE	✓
2631	Lid for 2632 BRUTE® Containers	22.25" dia x 1.63" h	N/A	BLUE	
2643-73	BRUTE® Recycling Container without Lid	24" dia x 31.5" h	44	BLUE	✓
2643-07	BRUTE® Recycling Container with Venting Channels	24" dia x 31.5" h	44	BLUE	
3536-73	BRUTE® Square Recycling Container without Lid	23.5" l x 23.5" w x 28.75" h	40	BLUE	✓

See our Full-Line Catalog for additional lid options.

BRUTE® RECYCLING ROLLOUT CONTAINERS

No.	Description	Product Dimensions	Capacity (Gal)	Color	Post-Consumer Recycled Resin
9W21-73	BRUTE® Rollout Container	32.3" l x 25.3" w x 41.8" h	65	BLUE	✓
9W22-73	BRUTE® Rollout Container	35.4" l x 27.3" w x 45.6" h	95	BLUE	✓
9W27-73	BRUTE® Recycling Rollout Container with Lid	28.5" l x 23.38" w x 36.5" h	50	BLUE	✓

BULK COLLECTION RECYCLING CONTAINERS

No.	Description	Product Dimensions	Capacity	Size	Color	Post-Consumer Recycled Resin
1305-73	Recycling Tilt Truck, Standard Duty (RM)	60.5" l x 28" w x 38.63" h	850 lb	0.5 cu yd	BLUE	✓
4616-73	Recycling Cube Truck	43.75" l x 31" w x 37" h	500 lb	16 cu ft	BLUE	✓

GLUTTON RECYCLING STATION

No.	Description	Product Dimensions	Capacity (Gal)	Color	Post-Consumer Recycled Resin
256R-73	Glutton® Recycling Station	53" l x 24" w x 35.5" h	92	BLUE	✓
256R-06	Glutton® Recycling Station	53" l x 24" w x 35.5" h	92	BEIG	

DEKSID RECYCLING CONTAINERS

No.	Description	Product Dimensions	Capacity (Qt)	Color	Post-Consumer Recycled Resin
2955-73	Deskside Recycling Container, Small with Universal Recycle Symbol	11.38" l x 8.25" w x 12.13" h	13%	BLUE	✓
2956-06	Deskside Recycling Container, Medium with Universal Recycle Symbol	14.38" l x 10.25" w x 15" h	28½	GRN	
2956-73	Deskside Recycling Container, Medium with Universal Recycle Symbol	14.38" l x 10.25" w x 15" h	28½	BLUE	✓
2957-73	Deskside Recycling Container, Large with Universal Recycle Symbol	15.25" l x 11" w x 19.88" h	41¼	BLUE	✓

INDOOR STATION CONTAINERS

No.	Description	Product Dimensions	Capacity (Gal)	Color	Post-Consumer Recycled Resin
3520-73	Half Round Recycling Container	21" l x 11" w x 28" h	21	BLUE	✓
3540-07	Slim Jim® with Venting Channels - Recycling	22" l x 11" w x 30" h	23	BLUE, GRN	
3540-74	Traditional Slim Jim® Recycling Container	20" l x 11" w x 30" h	23	BLUE	✓
3540-75	Slim Jim® Recycling Container	20" l x 11" w x 30" h	23	BLUE	✓
3541-73	Slim Jim® Waste Container with Handles	23.13" l x 11" w x 24.88" h	15½	BLUE	✓
3569-07	Untouchable® Square Container - Recycling	16.5" l x 15.5" w x 30.9" h	23	GRN	
3569-73	Untouchable® Square Container - Recycling	16.5" l x 15.5" w x 30.9" h	23	BLUE	✓
3958-73	Square Recycling Container	19.5" sq x 27.63" h	35	BLUE	✓
3959-73	Square Recycling Container	19.5" sq x 34.25" h	50	BLUE	✓
2673-60	Slim Jim® Swing Lid for Slim Jim® Containers - fits 3540-75, 3540-07, 3541-73	20.5" l x 11.38" w x 5" h	N/A	BLA	
2688-88	Slim Jim® Handle Top for Slim Jim® Containers	20.38" l x 11.31" w x 2.75" h	N/A	LGRAY	
2689-88	Swing Lid fit 3569 Containers	16" sq x 4" h	N/A	BEIG, BLA	
2690	Paper Recycle Top	16" sq x 3.2" h	N/A	BLUE	
2691	Bottle/Can Recycle Top	16" sq x 3.2" h	N/A	BLUE	
2692-88	Slim Jim® Bottle and Can Recycling Top for Slim Jim® Containers	20.38" l x 11.31" w x 2.75" h	N/A	GRN, BLUE	
2703-88	Slim Jim® Paper Recycling Top for Slim Jim® Containers	20.5" l x 11.5" w x 2.75" h	N/A	GRN, BLUE	
2791	Untouchable® Bottle and Can Recycling Top for 3958-73, 3959-73 Containers	20.13" sq x 6.25" h	N/A	DBLUE	
2794	Untouchable® Paper Recycling Top for 3958-73, 3959-73 Containers	20.13" sq x 6.25" h	N/A	DBLUE	



3541-73 3540-07



DCR24PPLTBK

DRR24CPLSM



S3SSGBK S3SSPBK S3ETTBK



NC42P5 NC30C2 NC36W4



STEEL RECYCLING CONTAINERS

SILHOUETTE RECYCLING CONTAINERS

No.	Description	Product Dimensions	Liner	Capacity (Gal)	Color	Post-Consumer Recycled Steel
DCR24C	Designer Recycling Square, Cans	18.5" sq x 32.37" h	PL	29	DP, SM, TBK, SS	✓
DCR24P	Designer Recycling Square, Paper	18.5" sq x 32.37" h	PL	29	DP, SM, TBK, SS	✓
DCR24T	Designer Recycling Square, Trash	18.5" sq x 32.37" h	PL	29	DP, SM, TBK, SS	✓
DRR24C	Designer Recycling Round, Cans	20.15" dia x 30.87" h	PL	26	DP, SM, TBK, SS	✓
DRR24P	Designer Recycling Round, Paper	20.15" dia x 30.87" h	PL	26	DP, SM, TBK, SS	✓
DRR24T	Designer Recycling Round, Trash	20.15" dia x 30.87" h	PL	26	DP, SM, TBK, SS	✓

Plastic Liner (PL) is standard. Desert Pearl (DP), Silver Metallic (SM), Stainless Steel (SS), Textured Black (TBK)

CLASSICS

No.	Description	Product Dimensions	Liner	Capacity (Gal)	Color	Post-Consumer Recycled Steel
S3EG	Recycle Receptacle - Bottle/Can Top	18" dia x 35.5" h	PL	25	BK	✓
S3EP	Recycle Receptacle - Paper Top	18" dia x 35.5" h	PL	25	BK	✓
S3SSG	Recycle Receptacle, Stainless Steel - Bottle/Can Top	18" dia x 35.5" h	PL	25	BK	✓
S3SSP	Recycle Receptacle, Stainless Steel - Paper Top	18" dia x 35.5" h	PL	25	BK	✓

Black (BK) Plastic Liner (PL) Call Customer Service for label options.

COLLECT-A-CUBE

No.	Description	Product Dimensions	Liner	Capacity (Gal)	Color	Post-Consumer Recycled Steel
NC24*	Recycling Cube	15.75" sq x 24" h	RB	22.5	Beige	✓
NC30*	Recycling Cube	15.75" sq x 30" h	RB	28.5	Beige	✓
NC36*	Recycling Cube	15.75" sq x 36" h	RB	34.5	Beige	✓
NC24L*	Recycling Cube with Lock	15.75" sq x 24" h	RB	22.5	Beige	✓
NC30L*	Recycling Cube with Lock	15.75" sq x 30" h	RB	28.5	Beige	✓
NC36L*	Recycling Cube with Lock	15.75" sq x 36" h	RB	34.5	Beige	✓

*Base SKU shown; for ordering information, call Customer Service. Retainer Bands Only (RB)

FIBERGLASS RECYCLING CONTAINERS

FIBERGLASS RECYCLING CONTAINERS & CENTERS

No.	Description	Product Dimensions	Liner	Capacity (Gal)	Color
FG1630C	Can Recycling	16" dia x 28" h	PL*	15	**
FG1630SQC	Can Recycling	16" sq x 30" h	PL*	20	**
FG1829C	Can Recycling	18" dia x 29" h	PL*	20	**
FG1630P	Paper Recycling	16" dia x 28" h	PL*	15	**
FG1630SQP	Paper Recycling	16" sq x 30" h	PL*	20	**
FG1829P	Paper Recycling	18" dia x 29" h	PL*	20	**
FGR2416TP	2-Section Recycling Center	15" l x 24" w x 28" h	PL*	(2) 16	**
FGR3616TPC	3-Section Recycling Center	15" l x 36" w x 28" h	PL*	(3) 16	**
FGR4816TPC	4-Section Recycling Center	15" l x 48" w x 28" h	GL	(2) 9, (2) 16	**
FGR3418TC	Large Capacity 2-Section Recycling Center	18" l x 34" w x 31" h	PL	(2) 23	**
FGR3418TP	Large Capacity 2-Section Recycling Center	18" l x 34" w x 31" h	PL	(2) 23	**
FGR5220	Shapes Recycling Center	20" l x 52" w x 37.5" h	PL	21, 15, 23	**

*Plastic Liner (PL) is standard. For Galvanized Liner or Retainer Bands, call Customer Service. **Call Customer Service for color options.

Smarter Waste & Recycling Management

Reducing the amount of waste you send to the landfill saves money and is ecologically responsible.

Rubbermaid products save you money and help you manage your waste and recycling streams more efficiently.



RECYCLING SOLUTIONS

Rubbermaid products support your facility's recycling programs, from public areas to back-of-house applications.



LOOK FOR THIS SYMBOL

RCP products that support sustainable practices are marked with this leaf symbol in our product catalogs.



As a member of the USGBC, we are dedicated to promoting products for buildings that are environmentally responsible and create healthy places to work. We offer over 1,000 products that contribute to buildings achieving LEED Certification.

Visit www.rcpworksmarter.com for more information on USGBC and LEED Certification.

CUSTOMIZATION OPTIONS

Find information about label options, custom colors, and custom graphics in our Full-Line Product and Decorative Receptacle Catalogs, and on our Web site at www.rcpworksmarter.com.



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Work Smarter.





Spartan Sustainable Products



Quality Maintenance and Chemical Specialty Products to Meet the Needs of Professionals



Spartan Sustainability Initiatives



Bridging the Gap Between Chemistry & Sustainability

Spartan is focused on continuing our leadership role within the sustainability movement. While we continue to make advancements in sustainable products, we are making adjustments in our operations to reduce our carbon footprint as well. At Spartan, we are active sustainability participants, not just a product manufacturer. Below are some of the steps we are taking to decrease our environmental impact and enhance our corporate responsibility.

Energy Use & Greenhouse Gas (GHG) Emissions

- >25% reduction in energy usage
- >20% reduction in annual Greenhouse Gas (GHG) Emissions:
 - = GHG emissions of 144 passenger cars
 - = CO2 emissions of 1753 barrels of oil
 - = annual energy usage of 91.5 homes
- 18-21% reduction in the GHG Emissions embedded in each gallon of product
- 54% reduction in vending machine energy usage

Waste Disposal

- Over 65% of our waste is recycled, rather than landfilled
- Over 250 tons of materials recycled annually
- Recycling Program for production, office and employee waste

Resource & Material Usage

- On-site ponds supply automated irrigation management
- 75% of Spartan's property remains naturally vegetated
- 71 acres agriculturally farmed
- Landscape debris is composted
- Facility-wide Green Cleaning Program w/ Green Solutions and BioRenewables
- All literature contains 10-30% recycled paper
- >50% of literature is sent in electronic form only

Sustainable Packaging

- Save 60 tons of virgin plastic resin annually through use of a lower weight plastic container
- 100% recyclable corrugated containers
- 2/3 corrugated containers made from sustainable sources
- Recycled office paper creates white cartons – NOT bleach
- Estimated environmental savings based on one year for corrugated cardboard production:
 - Trees conserved – 14,185
 - GHG conserved – 1087 metric tons
 - Energy conserved – 7444 million BTUs
 - Water conserved – 5,840,800 gallons
 - Wastewater creation avoided – 7,429,929 gallons
 - Landfill space saved – 2754 cubic yards

Spartan Sustainable Products

In the five categories of our Spartan Sustainable Products, we offer many Environmentally Preferable options that enable you to clean for health.

Contrary to the myths of the past, these products work just as well as traditional cleaning products. Using sustainable products is not more expensive than a traditional cleaning program either, that is just another misconception.

Keeping facilities clean without negatively affecting the health of its occupants and custodial staff is the primary goal of a "green" or sustainable program.

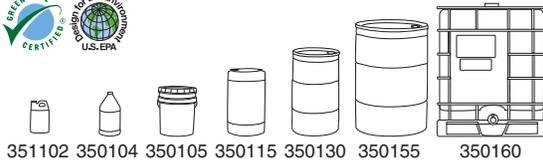


Clean for Health - Clean for Environment



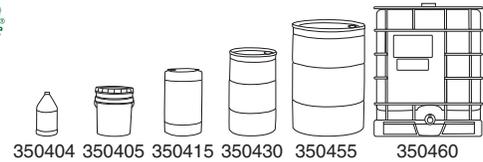
Green Solutions[®] All Purpose Cleaner

Quickly penetrates, and emulsifies soils. Removes light to medium soils. No fragrance, dye or VOCs. Versatile – use on any surface not harmed by water. Spray, wipe, or mop.



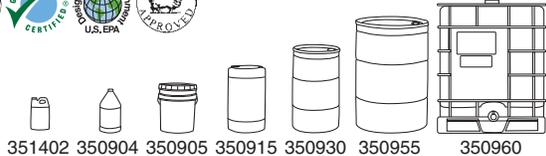
Green Solutions[®] Floor Seal & Finish

Superior leveling for faster recoat and fewer errors. Exceptional clarity, depth of gloss, and superior durability without yellowing. No heavy metals, no unpleasant odors. Save time with this easy-to-maintain finish.



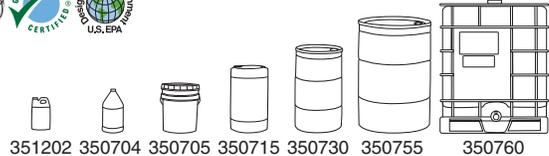
Green Solutions[®] Carpet Cleaner

Penetrates quickly for fast and easy soil removal. Use in all types of extraction equipment. Dries to a crystal for easy vacuum removal. Non-residual formula prevents resoiling. No fragrance, dye, VOCs, or solvents. Safe to use on stain-resistant, untreated, and wool carpets.



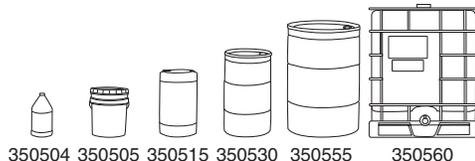
Green Solutions[®] Glass Cleaner

Penetrates soil for fast and easy removal. Dries quickly without streaking. No fragrance, no dye, no VOCs, no ammonia. Ideal for use on glass, windows, mirrors, countertops, chrome trim, display cases, fluorescent lights, and salad bar/deli/fast food sneeze guards.



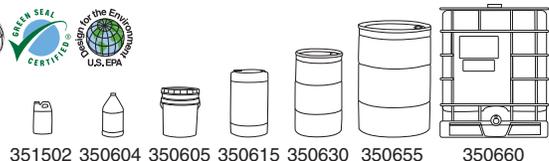
Green Solutions[®] Floor Finish Remover

Use 24 hours a day – anytime and anywhere. Low VOCs and low odor – ideal for confined areas and where strong odors are a problem. Easily removes Green Solutions Floor Seal & Finish and other cross-linked finishes.



Green Solutions[®] Industrial Cleaner

Quickly penetrates and removes petroleum-based soils. No fragrance, dye or VOCs. Works effectively to clean up motor oil, hydraulic fluid, stamping oils, and lubricant. Ideal for use in manufacturing plants, printing houses, auto repair shops, dumpsters, loading docks, and mass transit systems.



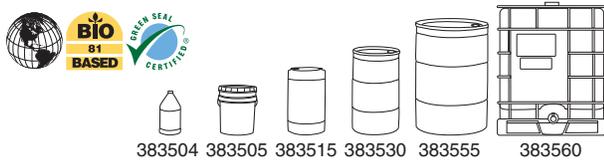


Sustainable Products for a Sustainable Future



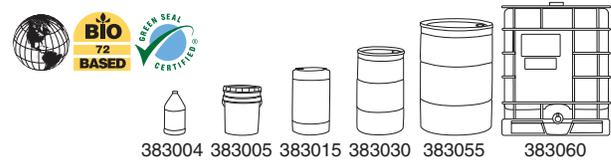
BioRenewables® Glass Cleaner

This versatile and easy to use product contains 81% bio-based material. It removes tough soils such as grease, smoke, oils, tape residue, food stains, dust and dirt from window glass and sills, mirrors, countertops, chrome, fluorescent lights and tubing, and any other glass or mirror finish.



TriBase® Multi Purpose Cleaner

A 72% bio-based product, formulated with corn, coconut and palm kernel surfactants. TriBase cleans a multitude of soils with no VOCs. It is biodegradable and works on glass, mirrors, floors, walls, restroom and kitchen surfaces and tile; almost any surface not harmed by water.



BioRenewables® Glass Cleaner RTU

A convenient, ready-to-use version of the BioRenewable Glass Cleaner. Ideal for work environments where dispensers are not readily available or an RTU product is desired.



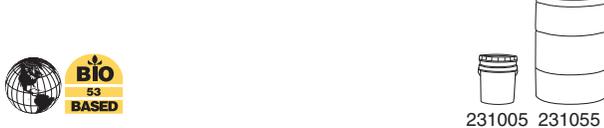
BioRenewables® Restroom Cleaner

A citric acid-based, toilet, urinal and shower room cleaner/deodorizer that contains 83% bio-based material. It removes soap scum, water spots, light rust and is safe to use in urinals, shower rooms and other similar hard, non-porous restroom surfaces.



BioRenewables® Industrial Degreaser

Formulated with soybean oil technology and boosted with d-Limonene, it contains 53% bio-based material. Removes grease, dirt, cosmoline, tar, many inks, most adhesives, and industrial oils. Safe to use on ferrous and non-ferrous metal, concrete, and ceramic.



BioRenewables® Waterless and Waterless Plus Hand Cleaners

These hand cleaners are made with a soybean-solvent base to remove heavy-duty soils safely and easily. Produced with 80% bio-based material, they also contain a unique blend of surfactants to emulsify soils. Waterless Plus has pumice to lift away ground-in grime.



Graffiti Remover SAC®

A ready-to-use product of soybean and corn esters. A safer solvent alternative to petroleum based solvents, such as toluene. Removes graffiti as well as scuff marks, wax residue and adhesive. Safe to use on glazed tile, stainless steel, fiberglass, metal, marble, chrome, aluminum, glass, Formica®, Lexan®, and porcelain.



Lite'n Foamy® Sunflower Fresh & Citrus Fresh

These hand, hair and body washes are formulated with 85% bio-based ingredients. The products are for use with Spartan's Lite'n Foamy bulk-fill dispensers. Automatic and counter mount dispensers are also available.



DID YOU KNOW? The Spartan bio-based seal guarantees the percentage of bio-based content in each product. All of Spartan's BioRenewables products are tested by an outside, USDA approved laboratory to certify the percentage of bio-based raw materials found in the product.

Using these products promotes North American agriculture and reduces our dependence on foreign oil.



An Environmental Approach to Laundry



Environmental Initiative

Spartan sought to identify ingredients that fit environmentally preferable profiles established for green cleaning applications. We utilized them in our laundry care products, without compromising product performance.

Sustainable Characteristics of Clothesline Fresh

- All surfactants are on DfE's (Design for the Environment) CleanGredients® list.
- Readily biodegradable.
- Bio-based surfactants are used whenever possible and when petroleum-derived surfactants are used; they are readily biodegradable as well.
- Bio-based surfactants are derived from soy, corn, and coconut oil.
- Formulated with the EPA's Presidential Green Chemistry Challenge award winning chelants.
- Polymeric chelant and anti-encrustation aide entirely derived from chicory root.
- Natural bio-based acids as neutralization aides (citric acid).

Clothesline Fresh Products Contain

- No or low VOCs
- No Phosphates
- No Silicates
- No Harsh Solvents
- No Alkylphenol Ethoxylates
- No Nitrilotriacetic Acid (NTA)
- No Toxic/Persistent Components or By-products
- No Ozone Depleting Chemicals

Why use the DfE® Award Winning Surfactants?

The DfE criteria were followed to give end-users a choice to use modern technology that supports *green* and sustainability efforts.

High Efficiency Formulations

Clothesline Fresh products are high efficiency formulations and are ideal for use in conjunction with other smart environmental choices you make including:

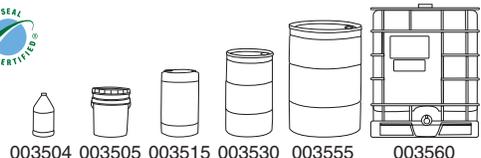
- Use high efficiency equipment
- Automatic dispensing
- Cool and cold-water temperatures
- Decreased wash cycle time
- Increase use of ozone injection systems



All-Purpose, Hydrogen Peroxide Based Cleaner

- Clean by Peroxy has powerful oxidizing capabilities that react with organic soils, creating effervescent bubbles to quickly lift away grease and grime.
- Made with hydrogen peroxide which breaks down into oxygen and water.
- Save labor, confusion and inventory space by replacing numerous products with just one.... Clean by Peroxy can be used at 1:128 for glass cleaning and 1:10 for heavy duty cleaning.

- Non-viscous, biodegradable, phosphate free and easily waste treatable.
- Versatile, Clean by Peroxy can be used on grout, glass, heavy-duty cleaning and degreasing, mopping of floors and carpet extraction.



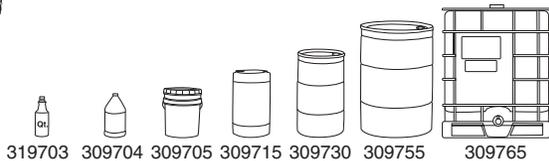


Organic Cleaning at Its Best



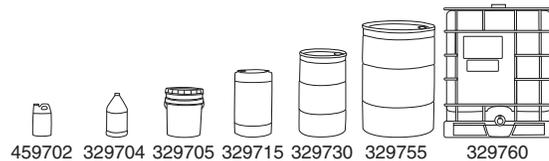
Consume®

Multi-functional at its best! Consume is a cleaner, odor eliminator, stain remover, and drain maintainer. It naturally removes difficult organic soils from many surfaces including tile, concrete, steel, and carpet. Regular use of Consume eliminates organic build-up in drains, keeping them clear and odor-free. Cleans and eliminates odors on floors, in dumpsters, recycling containers, and portable toilets. Ideal for cleaning and odor control in many areas, such as carpets, drains, dumpsters, and more!



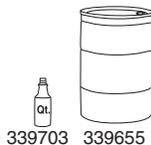
Consume Eco-Lyzer®

All in one, Eco-Lyzer is a neutral disinfectant cleaner with residual odor control. EPA Reg. No. 5741-24. Patented cleaning technology (**US Patent #6,165,965 & #6,180,585**) that reduces janitorial labor by cleaning, disinfecting, and digesting residual organic soils with one product. Multi-surface safe with a neutral pH, Eco-Lyzer is safe to use on most floors, including concrete, ceramic, terrazzo, marble, slate, rubber, VCT, and painted surfaces. Use in bathrooms, stadiums, zoos, kennels, dumpsters, trash bins, loading docks, and portable toilets.



Consume Bio-Bowl®

A natural acid toilet, urinal, and shower room cleaner with organic digesters and bio-based cleaning agents to effectively remove hard water, urine deposits, and related odors. The unique blend of digesters and bio-based acid controls foul odors, digesting urine build-up in pipes to keep them free flowing and odor free. Consume Bio-Bowl is a ready-to-use product, so there is no mixing necessary. Bio-Bowl can be used in urinals, toilets, and drains.



Consume® FWD

Consume FWD is a farm waste digester that effectively controls foul odors at their source, reduces sludge build-up, and breaks down manure in lagoons. FWD is ideal for use in poultry, swine, dairy, and equine farms. The unique digesters efficiently control odor-causing materials such as ammonia, hydrogen sulfide, and volatile fatty acids. Consume FWD provides digesting activity even in cold weather, maintaining the waste system year-round. Use of Consume FWD speeds up the composting process, making fertilizer more readily available.

5-gallon pails with scoop
310605



By using 100% post consumer recycled paper, the printing of this brochure has saved:

- 11 trees preserved for the future
- 31 lbs waterborne waste not created
- 4,567 gallons waste water flow saved
- 505 lbs solid waste not generated
- 995 lbs net greenhouse gasses prevented
- 7,616,000 BTUs energy not consumed

primary values were derived from information publically available at:
www.epa.gov/cleanrgy/egrid/index.htm and
www.environmentaldefense.org/dosuments/1687_figures.pdf

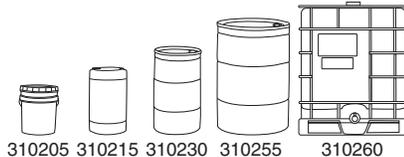
KEY	
	Product available worldwide.
	This product is Green Seal™ Certified.
	Formulated in partnership with the Environmental Protection Agency's Design for the Environment program.
	WOOLSAFE approved maintenance product for wool and wool-rich carpets.

Organic Cleaning at Its Best



Consume® LIQ

Liquid wastewater treatment naturally digests organic soils (sugars, carbohydrates, proteins, and fats) in drains, grease interceptors, septic tanks, lift stations, and wastewater systems. It maximizes efficiency of grease interceptors and septic tanks to minimize operating costs. Routine application of Consume LIQ reduces BODs (Biochemical Oxygen Demand), FOGs (Fats, Oils, Greases), and TSSs (Total Suspended Solids). Additionally, it can reduce the volume of sludge and costs associated with disposal.



Consume® POW

A powdered wastewater treatment that naturally cleans by assisting in the removal of organic soils in grease interceptors, septic tanks, drain fields, lift stations, and wastewater systems. Consume POW digesters speed up the natural digestion process of organic soils and difficult compounds including phenols and cellulose, saving time. Routine application of Consume POW reduces BODs, FOGs, and TSSs. It speeds recovery from system washouts and slugs. POW improves system stability, lowering maintenance needs, saving time and money.

5-gallon pails
with scoop
310405

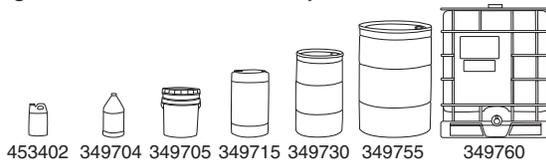


Fifty, 1/2 lb
packets
310505



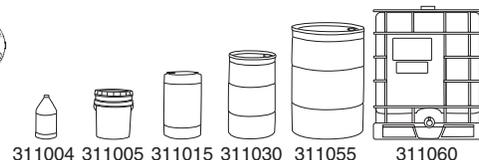
Consume Micro-Muscle®

An industrial strength degreaser with odor control, Micro-Muscle quickly penetrates and digests petroleum-based soils such as: motor oil, hydraulic fluid, stamping oils, and lubricants. It has residual organic digesters for ongoing odor control. Micro-Muscle helps degrade petroleum soils found in waste treatment systems flowing downstream. Use in manufacturing, print shops, repair shops, dumpsters, loading docks, and mass transit systems.



Contempo CX3 Bio-Assist®

A heavy-duty soil extraction carpet cleaner with Consume's digestive power, CX3 has organic digesters stay behind for residual odor control and waste removal. It is low foaming, non-corrosive, phosphate free, biodegradable and non-flammable. Ideal for nursing homes, day cares, schools, restaurants, casinos, food handling areas, pet facilities, or anywhere carpet odor problems may be a nuisance.



Consume® MP

MP is a Mosquito Control Product and is an EPA Registered Pesticide (62637-3-5741). It kills mosquito larvae before they mature by interfering with their digestive systems. Easy to use – just toss into standing water – no mixing or spraying. MP will not harm livestock, birds, or other wildlife. Ideal for irrigation and retention ponds, ditches, pastures, ponds and lakes, and golf course ponds.

2-gallon pails
containing ten
1-lb. (454 g)
packets.
321600



Consume Drop-in-a-Drain®

A convenient, single dose natural drain treatment, Drop-in-a-Drain naturally digests drain line build-up and blockage. Its unique single dose comes in water soluble dosing packets. Drop-in-a-Drain is easy to use and great showers, sinks, septic systems, floor drains, beer and soda tap drains.



336 packets in
2 pails
320500



DID YOU KNOW? Nature utilizes the fundamental process of biological decomposition to convert organic waste material back into essential nutrients and other chemical elements. This "Nature's Way" of recycling is carried out by billions of naturally occurring microorganisms found in our environment. Spartan formulated the Consume Nature's Way products to harness the ability of the microorganisms to use organic waste as their energy (food) source.

Glossary of Terms

Bio-based Product: A commercial or industrial product (other than food or feed) that utilizes biological products or renewable domestic agricultural (plant, animal, and marine) or forestry materials.

CIMS-GB: A product of ISSA, the Cleaning Industry Management Standard Green Building, sets forth a management framework designed to assist in developing quality, customer-centered organizations, based on universally accepted principles that have proven to be the hallmarks of well-managed, successful cleaning operations. www.issa.com/standard

DfE: The Design for Environment (DfE) program is an EPA partnership program which partners the EPA with individual industry sectors to compare and improve performance, human health and environmental risks of existing and alternative products. www.epa.gov/dfc

Energy Star: A voluntary labeling program of the U.S. Environmental Protection Agency (EPA) and the U.S. Department of Energy that identifies energy-efficient products. www.energystar.gov

Environmental Choice Program (ECP): A Canadian organization that creates green standards for a variety of products and provides product certification. www.environmentalchoice.com

Environmentally Preferable: Products or services that have a lesser or reduced effect on human health and the environment when compared with competing products or services that serve the same purpose.

EPA: The U.S. Environmental Protection Agency. Its mission is to protect human health and the environment. www.epa.gov

EPP: Environmentally Preferable Purchasing is a federal-wide program that encourages and assists Executive agencies in the purchasing of environmentally-preferable products and services. www.epa.gov/epp

Forest Stewardship Council: Items carrying the FSC label are independently certified to assure consumers that they come from forests that are managed to meet the social, economic and ecological needs of present and future generations.

Green Cleaning: Incorporates products and methods that help improve the health and environment of a building and its occupants.

Green Cleaning University: Provides education and resources to develop knowledge of the issues, skills and techniques for creating and maintaining healthy, high-performance facilities. www.greencleaninguniversity.org

Green Guidelines for Healthcare: The healthcare sector's first sustainable design toolkit integrating enhanced environmental and health principles and practices into the planning, design, construction, operations and maintenance of their facilities. www.gghc.org

Green Hotels Association: Brings together hotels interested in environmental issues and encourages, promotes and supports the "greening" of the lodging industry. www.greenhotels.com

Green Label: The Carpet and Rug Institute's (CRI) indoor air quality standards for carpet, adhesives and cushion materials. www.carpet-rug.org

Green Seal™: An independent, non-profit organization that creates green standards for a variety of products and provides product certification. www.greenseal.org

Greenstar Certified: Its purpose is to achieve a cleaner, healthier and sustainable world through the identification and promotion of products that are produced and used in an environmentally-sound manner. www.greenstarcertified.org

Healthy Schools Program: Provides real solutions to help schools become healthier places for both students and teachers. www.healthyschools.org

HE (high efficiency): Concentrated laundry detergents that are low-sudsing and for use with low water, high-efficiency washing machines

Hospitals for a Healthy Environment (H2E): Its purpose is to educate health care professionals about pollution-prevention opportunities and provide a wealth of practical tools and resources to facilitate the industry's movement toward environmental sustainability. www.h2e-online.org

IAQ: Indoor Air Quality deals with the content of interior air that could affect health and comfort of building occupants. The IAQ may be compromised by microbial contaminants, chemicals, or any mass or energy stressor that can induce health effects.

LEED: Leadership in Energy and Environmental Design Building Rating System created by the USGBC.

LEED-CI: LEED for Commercial Interiors is the recognized standard for certifying high-performance green interiors that are healthy, productive places to work, are less costly to operate and maintain, and reduce environmental footprint.

LEED-EB & OM: LEED for Existing Buildings is a set of performance standards for the sustainable operation of existing buildings where the majority of the interior or exterior surfaces remain unchanged.

LEED-NC: LEED for New Construction and Major Renovations. LEED-NC is a green rating system for new and existing commercial and institutional buildings.

Reduced-risk: Industry terminology that indicates an environmentally-preferable disinfectant.

Sustainability: To clean in a way that will not harm future generations' ability to do the same thing by minimizing the impact of cleaning on people and the environment.

Sustainable Products: Sustainable (green) products have less environmental and human health impact than other products in the same category and with the same function.

Tools for Schools (TfS): Tools for Schools is a program developed by the EPA to help schools improve the indoor-air quality of their buildings. www.epa.gov/iaq/schools

U.S. Green Building Council: A membership organization comprised of owners, manufacturers, service providers, and architects that has become the leading proponent of green building in the United States. www.usgbc.org

Volatile Organic Compounds (VOCs): Gases which are emitted from certain solids or liquids. VOCs include a variety of chemicals, some of which may have short and long-term adverse health effects.

WOOLSAFE: A worldwide accreditation program for the promotion and proper care for wool carpet and upholstery. In addition, it identifies carpet and cleaning chemicals suitable for use on wool.

Distributed by:



ISSA MEMBER
The Experts
on Cleaning and Maintenance



Spartan Chemical Company, Inc.
1110 Spartan Drive, Maumee, Ohio 43537
1-800-537-8990
www.spartanchemical.com

©SCC 2/11 L0163

Be sure to read all Directions, Precautionary and First Aid Statements on product labels before use of these or any Spartan product. Material Safety Data Sheets for all Spartan products are available from your authorized Spartan Distributor or by visiting www.spartanchemical.com.

Guarantee: Spartan's modern manufacturing and laboratory control insure uniform quality. If dissatisfied with performance of product, any unused portion may be returned for credit within one year of the date of manufacture. Use product as directed and read all precautionary statements.

TAB EIGHT

Appendix K: SUPPLEMENTARY CATALOGS AND CONSUMER INFORMATION

Please see the SMA Catalog enclosed in the submission sealed box.

[SMA Product Catalog](#)

Additionally, please see the electronic catalogs from a few of our featured manufacturers.

CERTIFICATE OF INTERESTED PARTIES

FORM 1295

1 of 1

Complete Nos. 1 - 4 and 6 if there are interested parties.
 Complete Nos. 1, 2, 3, 5, and 6 if there are no interested parties.

**OFFICE USE ONLY
 CERTIFICATION OF FILING**

1 Name of business entity filing form, and the city, state and country of the business entity's place of business.

Strategic Market Alliance
 Charlotte, NC United States

2 Name of governmental entity or state agency that is a party to the contract for which the form is being filed.

Region 10

3 Provide the identification number used by the governmental entity or state agency to track or identify the contract, and provide a description of the services, goods, or other property to be provided under the contract.

TBD
 JANITORIAL AND SANITATION SUPPLIES, EQUIPMENT AND RELATED SOLUTIONS

DRAFT

4	Name of Interested Party	City, State, Country (place of business)	Nature of interest (check applicable)	
			Controlling	Intermediary

5 Check only if there is NO Interested Party.

6 UNSWORN DECLARATION

My name is _____, and my date of birth is _____.

My address is _____, _____, _____, _____, _____.
(street) (city) (state) (zip code) (country)

I declare under penalty of perjury that the foregoing is true and correct.

Executed in _____ County, State of _____, on the _____ day of _____, 20____.
(month) (year)

 Signature of authorized agent of contracting business entity
 (Declarant)

DOC #1 CLEAN AIR AND WATER ACT

I, the Vendor, am in compliance with all applicable standards, orders or regulations issued pursuant to the Clean Air Act of 1970, as Amended (42 U.S. C. 1857 (h), Section 508 of the Clean Water Act, as amended (33 U.S.C. 1368), Executive Order 117389 and Environmental Protection Agency Regulation, 40 CFR Part 15 as required under OMB Circular A-102, Attachment O, Paragraph 14 (1) regarding reporting violations to the grantor agency and to the United States Environment Protection Agency Assistant Administrator for the Enforcement.

Potential Vendor: Strategic Market Alliance

Title of Authorized Representative: National Accounts - Public Sector

Mailing Address: 13824 Ballantyne Corp. Place, Suite 600, Charlotte, NC 28277

Signature: Martina A. Renzi

DOC #2 DEBARMENT NOTICE

I, the Vendor, certify that my company has not been debarred, suspended or otherwise ineligible for participation in Federal Assistance programs under Executive Order 12549, "Debarment and Suspension", as described in the Federal Register and Rules and Regulations.

Potential Vendor: Strategic Market Alliance

Title of Authorized Representative: National Accounts- Public Sector

Mailing Address: 13024 Ballantyne Corp. Plac, Suite 600, Charlotte, NC 28277

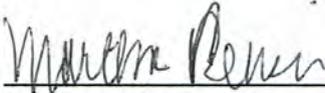
Signature: Martina H. Kerwin

DOC #3 LOBBYING CERTIFICATION

Submission of this certification is a prerequisite for making or entering into this transaction and is imposed by Section 1352, Title 31, U.S. Code. This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Any person who fails to file the required certification shall be subject to civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

The undersigned certifies, to the best of his/her knowledge and belief, that:

1. No Federal appropriated funds have been paid or will be paid on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of a Federal contract, the making of a Federal grant, the making of a Federal loan, the entering into a cooperative agreement, and the extension, continuation, renewal, amendment, or modification of a Federal contract, grant, loan, or cooperative agreement.
2. If any funds other than Federal appropriated funds have been or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract or cooperative agreement, the undersigned shall complete and submit Standard Form LLL, "Disclosure of Lobbying Activities," in accordance with its instructions.
3. The undersigned shall require that the language of this certification be included in the award documents for all covered sub-awards exceeding \$100,000 in Federal funds at all appropriate tiers and that all sub-recipients shall certify and disclose accordingly.



Signature of Respondent

11-12-19

Date

DOC #4 CONTRACTOR CERTIFICATION REQUIREMENTS

Contractor's Employment Eligibility

By entering the contract, Contractor warrants compliance with the Federal Immigration and Nationality Act (FINA), and all other federal and state immigration laws and regulations. The Contractor further warrants that it is in compliance with the various state statutes of the states it will operate this contract in.

Participating Government Entities including School Districts may request verification of compliance from any Contractor or subcontractor performing work under this Contract. These Entities reserve the right to confirm compliance in accordance with applicable laws.

Should the Participating Entities suspect or find that the Contractor or any of its subcontractors are not in compliance, they may pursue any and all remedies allowed by law, including, but not limited to: suspension of work, termination of the Contract for default, and suspension and/or debarment of the Contractor. All costs necessary to verify compliance are the responsibility of the Contractor.

The Respondent complies and maintains compliance with the appropriate statutes which requires compliance with federal immigration laws by State employers, State contractors and State subcontractors in accordance with the E-Verify Employee Eligibility Verification Program.

Contractor shall comply with governing board policy of the Region 10 ESC Participating entities in which work is being performed.

Fingerprint & Criminal Background Checks

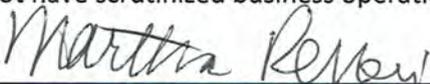
If required to provide services on school district property at least five (5) times during a month, contractor shall submit a full set of fingerprints to the school district if requested of each person or employee who may provide such service. Alternately, the school district may fingerprint those persons or employees. An exception to this requirement may be made as authorized in Governing Board policy. The district shall conduct a fingerprint check in accordance with the appropriate state and federal laws of all contractors, subcontractors or vendors and their employees for which fingerprints are submitted to the district. Contractor, subcontractors, vendors and their employees shall not provide services on school district properties until authorized by the District.

The Respondent shall comply with fingerprinting requirements in accordance with appropriate statutes in the state in which the work is being performed unless otherwise exempted.

Contractor shall comply with governing board policy in the school district or Participating Entity in which work is being performed.

Business Operations in Sudan, Iran

In accordance with A.R.S. 35-391 and A.R.S. 35-393, the Contractor hereby certifies that the contractor does not have scrutinized business operations in Sudan and/or Iran.



Signature of Respondent

11-12-19

Date

DOC #5 ANTITRUST CERTIFICATION STATEMENTS (Tex. Government Code § 2155.005)

I affirm under penalty of perjury of the laws of the State of Texas that:

- (1) I am duly authorized to execute this contract on my own behalf or on behalf of the company, corporation, firm, partnership or individual (Company) listed below;
- (2) In connection with this proposal, neither I nor any representative of the Company has violated any provision of the Texas Free Enterprise and Antitrust Act, Tex. Bus. & Comm. Code Chapter 15;
- (3) In connection with this proposal, neither I nor any representative of the Company has violated any federal antitrust law; and
- (4) Neither I nor any representative of the Company has directly or indirectly communicated any of the contents of this proposal to a competitor of the Company or any other company, corporation, firm, partnership or individual engaged in the same line of business as the Company.

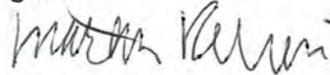
VENDOR Strategic Market Alliance

RESPONDANT

ADDRESS 13024 Ballantyne Corp Place Suite 600

Charlotte, NC 28277

Signature



Printed Name

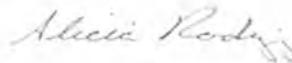
Martha Renkoski
Position with Company -
National Accounts – Public Sector

PHONE 770-789-7510

AUTHORIZING OFFICIAL

FAX 704-268-3461

Signature



Printed Name

Alicia Rodriguez
Position with Company
Senior Director of Business
Development

DOC #6 IMPLEMENTATION OF HOUSE BILL 1295

Certificate of Interested Parties (Form 1295):

In 2015, the Texas Legislature adopted House Bill 1295, which added section 2252.908 of the Government Code. The law states that a governmental entity or state agency may not enter into certain contracts with a business entity unless the business entity submits a disclosure of interested parties to the governmental entity or state agency at the time the business entity submits the signed contract to the governmental entity or state agency. The law applies only to a contract of a governmental entity or state agency that either (1) requires an action or vote by the governing body of the entity or agency before the contract may be signed or (2) has a value of at least \$1 million. The disclosure requirement applies to a contract entered into on or after January 1, 2016.

The Texas Ethics Commission was required to adopt rules necessary to implement that law, prescribe the disclosure of interested parties form, and post a copy of the form on the commission's website. The commission adopted the Certificate of Interested Parties form (Form 1295) on October 5, 2015. The commission also adopted new rules (Chapter 46) on November 30, 2015, to implement the law. The commission does not have any additional authority to enforce or interpret House Bill 1295.

Filing Process:

Starting on January 1, 2016, the commission will make available on its website a new filing application that must be used to file Form 1295. A business entity must use the application to enter the required information on Form 1295 and print a copy of the completed form, which will include a certification of filing that will contain a unique certification number. An authorized agent of the business entity must sign the printed copy of the form and have the form notarized. The completed Form 1295 with the certification of filing must be filed with the governmental body or state agency with which the business entity is entering into the contract.

The governmental entity or state agency must notify the commission, using the commission's filing application, of the receipt of the filed Form 1295 with the certification of filing not later than the 30th day after the date the contract binds all parties to the contract. The commission will post the completed Form 1295 to its website within seven business days after receiving notice from the governmental entity or state agency.

Information regarding how to use the filing application will be available on this site starting on January 1, 2016.

https://www.ethics.state.tx.us/whatsnew/elf_info_form1295.htm

DOC #7 BOYCOTT CERTIFICATION

Respondents must certify that during the term of any Agreement, it does not boycott Israel and will not boycott Israel. "Boycott" means refusing to deal with, terminating business activities with, or otherwise taking any action that is intended to penalize, inflict economic harm on, or limit commercial relations specifically with Israel, or with a person or entity doing business in Israel or in an Israeli-controlled territory, but does not include an action made for ordinary business purposes.

SMA/Respondent certifies to the above. SMA does not boycott Israel and will not boycott Israel.

Matthew Rennie Strategic Market Alliance 11-12-19

DOC #8 TERRORIST STATE CERTIFICATION

In accordance with Texas Government Code, Chapter 2252, Subchapter F, REGION 10 ESC is prohibited from entering into a contract with a company that is identified on a list prepared and maintained by the Texas Comptroller or the State Pension Review Board under Texas Government Code Sections 806.051, 807.051, or 2252.153. By execution of any agreement, the respondent certifies to REGION 10 ESC that it is not a listed company under any of those Texas Government Code provisions. Responders must voluntarily and knowingly acknowledge and agree that any agreement shall be null and void should facts arise leading the REGION 10 ESC to believe that the respondent was a listed company at the time of this procurement.

SMA/Respondent certifies to the above. SMA will not enter into a contract with a company that is identified on a list prepared and maintained by the Texas Comptroller or the State Pension Review Board under Texas Government Code Sections 806.051, 807.051, or 2252.153.

Matthew Rennie Strategic Market Alliance 11-12-19

DOC #7 BOYCOTT CERTIFICATION

Respondents must certify that during the term of any Agreement, it does not boycott Israel and will not boycott Israel. "Boycott" means refusing to deal with, terminating business activities with, or otherwise taking any action that is intended to penalize, inflict economic harm on, or limit commercial relations specifically with Israel, or with a person or entity doing business in Israel or in an Israeli-controlled territory, but does not include an action made for ordinary business purposes.

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DOC #9 RESIDENT CERTIFICATION:

This Certification Section must be completed and submitted before a proposal can be awarded to your company. This information may be placed in an envelope labeled "Proprietary" and is not subject to public view. In order for a proposal to be considered, the following information must be provided. Failure to complete may result in rejection of the proposal:

As defined by Texas House Bill 602, a "nonresident Bidder" means a Bidder whose principal place of business is not in Texas, but excludes a contractor whose ultimate parent company or majority owner has its principal place of business in Texas.

Texas or Non-Texas Resident

- I certify that my company is a "resident Bidder"
- I certify that my company qualifies as a "nonresident Bidder"

If you qualify as a "nonresident Bidder," you must furnish the following information:

What is your resident state? (The state your principal place of business is located.)

Strategic Market Alliance 13024 Ballantyne Corp. Place, Suite 600
 Company Name Address

Charlotte NC 28277
 City State Zip

AZ Compliance with Federal and state requirements: Contractor agrees when working on any federally assisted projects with more than \$2,000.00 in labor costs, to comply with all federal and state requirements, as well as Equal Opportunity Employment requirements and all other federal and state laws, statutes, etc. Contractor agrees to post wage rates at the work site and submit a copy of their payroll to the member for their files. Contractor must retain records for three years to allow the federal grantor agency access to these records, upon demand. Contractor also agrees to comply with the Arizona Executive Order 75-5, as amended by Executive Order 99-4.

When working on contracts funded with Federal Grant monies, contractor additionally agrees to comply with the administrative requirements for grants, and cooperative agreements to state, local and federally recognized Indian Tribal Governments.

AZ Compliance with workforce requirements: Pursuant to ARS 41-4401, Contractor and subcontractor(s) warrant their compliance with all federal and state immigration laws and regulations that relate to their employees, and compliance with ARS 23-214 subsection A, which states, ..."every employer, after hiring an employee, shall verify the employment eligibility of the employee through the E-Verify program" Region 10 ESC reserves the right to cancel or suspend the use of any contract for violations of immigration laws and regulations. Region 10 ESC and its members reserve the right to inspect the papers of any contractor or subcontract employee who works under this contract to ensure compliance with the warranty above.

AZ Contractor Employee Work Eligibility: By entering into this contract, contractor agrees and warrants compliance with A.R.S. 41-4401, A.R.S. 23-214, the Federal Immigration and Nationality Act (FINA), and all other Federal immigration laws and regulations. Region 10 ESC and/or Region 10 ESC members may request verification of compliance from any contractor or sub contractor performing work under this contract. Region 10 ESC and Region 10 ESC members reserve the right to confirm compliance. In the event that Region 10 ESC or Region 10 ESC members suspect or find that any contractor or subcontractor is not in compliance, Region 10 ESC may pursue any and all remedies allowed by law, including but not limited to suspension of work, termination of contract, suspension and/or debarment of the contractor. All cost associated with any legal action will be the responsibility of the contractor.

AZ Non-Compliance: All federally assisted contracts to members that exceed \$10,000.00 may be terminated by the federal grantee for noncompliance by contractor. In projects that are not federally funded, Respondent must agree to meet any federal, state or local requirements as necessary. In addition, if compliance with the federal regulations increases the contract costs beyond the agreed on costs in this solicitation, the additional costs may only apply to the portion of the work paid by the federal grantee.

Registered Sex Offender Restrictions (Arizona): For work to be performed at an Arizona school, contractor agrees that no employee or employee of a subcontractor who has been adjudicated to be a registered sex offender will perform work at any time when students are present, or reasonably expected to be present. Contractor agrees that a violation of this condition shall be considered a material breach and may result in the cancellation of the purchase order at the Region 10 ESC member's discretion. Contractor must identify any additional costs associated with compliance to this term. If no costs are specified, compliance with this term will be provided at no additional charge.

Offshore Performance of Work Prohibited: Due to security and identity protection concerns, direct services under this contract shall be performed within the borders of the United States.

Terrorism Country Divestments: In accordance with A.R.S. 35-392, Region 10 ESC and Region 10 ESC members are prohibited from purchasing from a company that is in violation of the Export Administration Act. By entering into the contract, contractor warrants compliance with the Export Administration Act.

The undersigned hereby accepts and agrees to comply with all statutory compliance and notice requirements listed in this document.

Matthew Reiner
Signature of Respondent

11-12-19
Date

DOC #11 OWNERSHIP DISCLOSURE FORM (N.J.S. 52:25-24.2)

Pursuant to the requirements of P.L. 1999, Chapter 440 effective April 17, 2000 (Local Public Contracts Law), the Respondent shall complete the form attached to these specifications listing the persons owning 10 percent (10%) or more of the firm presenting the proposal.

Company Name: Strategic Market Alliance
Street: 13024 Ballantyne ~~Blvd~~ Corp Plak, Ste. 600
City, State, Zip Code: Charlotte, NC 28277

Complete as appropriate:

I _____, certify that I am the sole owner of _____, that there are no partners and the business is not incorporated, and the provisions of N.J.S. 52:25-24.2 do not apply.

OR:

I _____, a partner in _____, do hereby certify that the following is a list of all individual partners who own a 10% or greater interest therein. I further certify that if one (1) or more of the partners is itself a corporation or partnership, there is also set forth the names and addresses of the stockholders holding 10% or more of that corporation's stock or the individual partners owning 10% or greater interest in that partnership.

OR:

I Martha Renkoski, an authorized representative of Strategic market Alliance, a corporation, do hereby certify that the following is a list of the names and addresses of all stockholders in the corporation who own 10% or more of its stock of any class. I further certify that if one (1) or more of such stockholders is itself a corporation or partnership, that there is also set forth the names and addresses of the stockholders holding 10% or more of the corporation's stock or the individual partners owning a 10% or greater interest in that partnership.

(Note: If there are no partners or stockholders owning 10% or more interest, indicate none.)

Name	Address	Interest
<u>none</u>		

I further certify that the statements and information contained herein, are complete and correct to the best of my knowledge and belief.

Martha Renkoski - National Accounts
Authorized Signature and Title

11-12-19
Date

DOC #12 NON-COLLUSION AFFIDAVIT

Company Name:
Street:
City, State, Zip Code:

State of New Jersey

County of Mecklenburg

I, Martha Kentoski of the Charlotte
Name City

in the County of Mecklenburg, State of North Carolina of
full age, being duly sworn according to law on my oath depose and say that:

I am the National Accounts of the firm of Strategic Market Alliance
Title Company Name

the Respondent making the Proposal for the goods, services or public work specified under the Harrison Township Board of Education attached proposal, and that I executed the said proposal with full authority to do so; that said Respondent has not 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 above proposal, and that all statements contained in said bid proposal and in this affidavit are true and correct, and made with full knowledge that the Harrison Township Board of Education relies upon the truth of the statements contained in said bid proposal and in the statements contained in this affidavit in awarding the contract for the said goods, services or public work.

I further warrant that no person or selling agency has been employed or retained to solicit or secure such contract upon an agreement or understanding for a commission, percentage, brokerage or contingent fee, except bona fide employees or bona fide established commercial or selling agencies maintained by

Strategic Market Alliance
Company Name

Martha Kentoski National Accounts
Authorized Signature & Title

Subscribed and sworn before me

this _____ day of _____, 20____

Notary Public of New Jersey
My commission expires _____, 20____

SEAL

Company Name: Strategic Market Alliance
Street: 13024 Bellantyne Corp. Place, Suite 600
City, State, Zip Code: Charlotte, NC 28277

Bid Proposal Certification:

Indicate below your compliance with New Jersey Affirmative Action regulations. Your proposal will be accepted even if you are not in compliance at this time. No contract and/or purchase order may be issued, however, until all Affirmative Action requirements are met.

Required Affirmative Action Evidence:

Procurement, Professional & Service Contracts (Exhibit A)

Vendors must submit with proposal:

- 1. A photo copy of their Federal Letter of Affirmative Action Plan Approval _____
OR
- 2. A photo copy of their Certificate of Employee Information Report X _____
OR
- 3. A complete Affirmative Action Employee Information Report (AA302) _____

Public Work – Over \$50,000 Total Project Cost:

- A. No approved Federal or New Jersey Affirmative Action Plan. We will complete Report Form AA201-A upon receipt from the Harrison Township Board of Education X _____
- B. Approved Federal or New Jersey Plan – certificate enclosed _____

I further certify that the statements and information contained herein, are complete and correct to the best of my knowledge and belief.

Martin Kellw National Account
Authorized Signature and Title

11-12-19
Date

P.L. 1995, c. 127 (N.J.A.C. 17:27)

MANDATORY AFFIRMATIVE ACTION LANGUAGE

PROCUREMENT, PROFESSIONAL AND 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, sex, affectional or sexual orientation. The contractor will take affirmative action to ensure that such applicants are recruited

and employed, and that employees are treated during employment, without regard to their age, race, creed, color, national origin, ancestry, marital status, sex, affectional or sexual orientation. 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 by the Public Agency Compliance Officer setting forth provisions of this non-discrimination clause.

The contractor or subcontractor, where applicable will, in all solicitations or advertisement 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, sex, affectional or sexual orientation.

The contractor or subcontractor, where applicable, will send to each labor union or representative of 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 P.L. 1975, c. 127, as amended and supplemented from time to time and the Americans with Disabilities Act.

The contractor or subcontractor agrees to attempt in good faith to employ minority and female workers trade consistent with the applicable county employment goal prescribed by N.J.A.C. 17:27-5.2 promulgated by the Treasurer pursuant to P.L. 1975, C.127, as amended and supplemented from time to time or in accordance with a binding determination of the applicable county employment goals determined by the Affirmative

Action Office pursuant to N.J.A.C. 17:27-5.2 promulgated by the Treasurer pursuant to P.L. 1975, C.127, as amended and supplemented from time to time.

The contractor or subcontractor agrees to inform in writing appropriate recruitment agencies in the area, including 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, sex, affectional or sexual orientation, 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 personnel 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.

The contractor or subcontractor agrees to review all procedures relating to transfer, upgrading, downgrading and lay-off to ensure that all such actions are taken without regard to age, creed, color, national origin, ancestry, marital status, sex, affectional or sexual orientation, and conform with the applicable employment goals, consistent with the statutes and court decisions of the State of New Jersey, and applicable Federal law and applicable Federal court decisions.

The contractor and its subcontractors shall furnish such reports or other documents to the Affirmative Action Office as may be requested by the office 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 Affirmative Action Office for conducting a compliance investigation pursuant to Subchapter 10 of the Administrative Code (NJAC 17:27).

Signature of Procurement Agent

Public Agency Instructions

This page provides guidance to public agencies entering into contracts with business entities that are required to file Political Contribution Disclosure forms with the agency. **It is not intended to be provided to contractors.** What follows are instructions on the use of form local units can provide to contractors that are required to disclose political contributions pursuant to N.J.S.A. 19:44A-20.26 (P.L. 2005, c. 271, s.2).

Additional information on the process is available in Local Finance Notice 2006-1

(www.nj.gov/dca/lgs/lfnslfnmenu.shtml).

1. The disclosure is required for all contracts in excess of \$17,500 that are **not awarded** pursuant to a “fair and open” process (N.J.S.A. 19:44A-20.7).
2. Due to the potential length of some contractor submissions, the public agency should consider allowing data to be submitted in electronic form (i.e., spreadsheet, pdf file, etc.). Submissions must be kept with the contract documents or in an appropriate computer file and be available for public access. **The form is worded to accept this alternate submission.** The text should be amended if electronic submission will not be allowed.
3. The submission must be **received from the contractor and** on file at least 10 days prior to award of the contract. Resolutions of award should reflect that the disclosure has been received and is on file.
4. The contractor must disclose contributions made to candidate and party committees covering a wide range of public agencies, including all public agencies that have elected officials in the county of the public agency, state legislative positions, and various state entities. The Division of Local Government Services recommends that contractors be provided a list of the affected agencies. This will assist contractors in determining the campaign and political committees of the officials and candidates affected by the disclosure.
 - a) The Division has prepared model disclosure forms for each county. They can be downloaded from the “County PCD Forms” link on the Pay-to-Play web site at www.nj.gov/dca/lgs/p2p. They will be updated from time-to-time as necessary.
 - b) A public agency using these forms **should edit them to properly reflect the correct legislative district(s)**. As the forms are county-based, **they list all legislative districts** in each county. **Districts that do not represent the public agency should be removed from the lists.**
 - c) Some contractors may find it easier to provide a single list that covers all contributions, regardless of the county. These submissions are appropriate and should be accepted.
 - d) The form may be used “as-is”, subject to edits as described herein.
 - e) The “Contractor Instructions” sheet is intended to be provided with the form. It is recommended that the Instructions and the form be printed on the same piece of paper. The form notes that the Instructions are printed on the back of the form; where that is not the case, the text should be edited accordingly.
 - f) The form is a Word document and can be edited to meet local needs, and posted for download on web sites, used as an e-mail attachment, or provided as a printed document.
5. It is recommended that the contractor also complete a “Stockholder Disclosure Certification.” This will assist the local unit in its obligation to ensure that contractor did not make any prohibited contributions to the committees listed on the Business Entity Disclosure Certification in the 12 months prior to the contract. (See Local Finance Notice 2006-7 for additional information on this obligation) A sample Certification form is part of this package and the instruction to complete it is included in the Contractor Instructions. **NOTE: This section is not applicable to Boards of Education.**

C. 271 POLITICAL CONTRIBUTION DISCLOSURE FORM

Contractor Instructions

Business entities (contractors) receiving contracts from a public agency that are NOT awarded pursuant to a “fair and open” process (defined at N.J.S.A. 19:44A-20.7) are subject to the provisions of P.L. 2005, c. 271, s.2 (N.J.S.A. 19:44A-20.26). This law provides that 10 days prior to the award of such a contract, the contractor shall disclose contributions to:

- any State, county, or municipal committee of a political party
- any legislative leadership committee*
- any continuing political committee (a.k.a., political action committee)
- any candidate committee of a candidate for, or holder of, an elective office:
 - of the public entity awarding the contract
 - of that county in which that public entity is located
 - of another public entity within that county
 - or of a legislative district in which that public entity is located or, when the public entity is a county, of any legislative district which includes all or part of the county. The disclosure must list reportable contributions to any of the committees that exceed \$300 per election cycle that were made during the 12 months prior to award of the contract. See N.J.S.A. 19:44A-8 and 19:44A-16 for more details on reportable contributions.

N.J.S.A. 19:44A-20.26 itemizes the parties from whom contributions must be disclosed when a business entity is not a natural person. This includes the following:

- individuals with an “interest” ownership or control of more than 10% of the profits or assets of a business entity or 10% of the stock in the case of a business entity that is a corporation for profit
- all principals, partners, officers, or directors of the business entity or their spouses
- any subsidiaries directly or indirectly controlled by the business entity
- IRS Code Section 527 New Jersey based organizations, directly or indirectly controlled by the business entity and filing as continuing political committees, (PACs). When the business entity is a natural person, “a contribution by that person’s spouse or child, residing therewith, shall be deemed to be a contribution by the business entity.” [N.J.S.A. 19:44A-20.26(b)] The contributor must be listed on the disclosure. Any business entity that fails to comply with the disclosure provisions shall be subject to a fine imposed by ELEC in an amount to be determined by the Commission which may be based upon the amount that the business entity failed to report. The enclosed list of agencies is provided to assist the contractor in identifying those public agencies whose elected official and/or candidate campaign committees are affected by the disclosure requirement. It is the contractor’s responsibility to identify the specific committees to which contributions may have been made and need to be disclosed. The disclosed information may exceed the minimum requirement. The enclosed form, a content-consistent facsimile, or an electronic data file containing the required details (along with a signed cover sheet) may be used as the contractor’s submission and is disclosable to the public under the Open Public Records Act. The contractor must also complete the attached Stockholder Disclosure Certification. This will assist the agency in meeting its obligations under the law.

NOTE: This section does not apply to Board of Education contracts.

List of Agencies with Elected Officials Required for Political Contribution Disclosure

N.J.S.A. 19:44A-20.26

County Name:

State: Governor, and Legislative Leadership Committees

Legislative District #s:

State Senator and two members of the General Assembly per district.

County:

Freeholders

{County Executive}

County Clerk

Surrogate

Sheriff

Municipalities (Mayor and members of governing body, regardless of title):

USERS SHOULD CREATE THEIR OWN FORM, OR DOWNLOAD FROM WWW.NJ.GOV/DCA/LGS/P2P A COUNTY-BASED, CUSTOMIZABLE FORM.

No contributions have been made,
therefore, the above has been
intentionally left blank.

Name of Business:

I certify that the list below contains the names and home addresses of all stockholders holding 10% or more of the issued and outstanding stock of the undersigned.

OR

I certify that no one stockholder owns 10% or more of the issued and outstanding stock of the undersigned.

Check the box that represents the type of business organization:

Partnership

Limited Partnership

Limited Liability Partnership

Corporation

Limited Liability Corporation

Subchapter S Corporation

Sole Proprietorship

Sign and notarize the form below, and, if necessary, complete the stockholder list below.

Stockholders:

Name:	Name:
Home Address:	Home Address:
Name:	Name:
Home Address:	Home Address:
Name:	Name:
Home Address:	Home Address:

Subscribed and sworn before me this 5th day of November, 2019

(Notary Public) [Signature]

My Commission expires 09/02/2020

Martha Penn
(Affiant)

Martha Renkosi-National Accounts
(Print name & title of affiant)

(Corporate Seal)



CERTIFICATE OF EMPLOYEE INFORMATION REPORT

RENEWAL

This is to certify that the contractor listed below has submitted an Employee Information Report pursuant to N.J.A.C. 17:27-1.1 et. seq. and the State Treasurer has approved said report. This approval will remain in effect for the period of **15-MAY-2019** to **15-MAY-2022**

SOUTH JERSEY PAPER PRODUCTS, INC.
2400 INDUSTRIAL WAY
VINELAND NJ 08360



Elizabeth Maher Muoio
ELIZABETH MAHER MUOIO
State Treasurer

STATE OF NEW JERSEY
BUSINESS REGISTRATION CERTIFICATE
FOR STATE AGENCY AND CASINO SERVICE CONTRACTORS

DEPARTMENT OF TREASURY
DIVISION OF REVENUE
PO BOX 270
TRENTON, NJ 08646-0252

TAXPAYER NAME:
SOUTH JERSEY PAPER PRODUCTS CO., INC.

TRADE NAME:

TAXPAYER IDENTIFICATION#:
221-776-093/000

CONTRACTOR CERTIFICATION#:
0108844

ADDRESS:
2400 INDUSTRIAL WAY
VINELAND NJ 08360

ISSUANCE DATE:
02/06/02

EFFECTIVE DATE:
06/10/65

Patricia A. Chacchis
Director, Division of Revenue

FORM-BRC(08-01)

This Certificate is NOT assignable or transferable. It must be conspicuously displayed at above address.

TAB NINE

Appendix H: ADDITIONAL REQUIRED DOCUMENTS

Appendix H: ADDITIONAL REQUIRED DOCUMENTS

- DOC #1 Clean Air and Water Act
- DOC #2 Debarment Notice
- DOC #3 Lobbying Certification
- DOC #4 Contractors Requirements
- DOC #5 Antitrust Certification Statement
- DOC #6 Implementation of House Bill 1295
- DOC #7 Boycott Certification
- DOC #8 Terrorist State Certification
- DOC #9 Resident Certification

FOR VENDORS INTENDING TO DO BUSINESS IN ARIZONA:

- DOC #10 Arizona Contractor Requirements

FOR VENDORS INTENDING TO DO BUSINESS IN NEW JERSEY:

- DOC #11 Ownership Disclosure Form
- DOC #12 Non-Collusion Affidavit
- DOC #13 Affirmative Action Affidavit
- DOC #14 Political Contribution Disclosure Form
- DOC #15 Stockholder Disclosure Form

New Jersey vendors are also required to comply with the following New Jersey statutes when applicable:

- All anti-discrimination laws, including those contained in N.J.S.A. 10:2-1 through N.J.S.A. 10:2-14, N.J.S.A. 10:5-1, and N.J.S.A. 10:5-31 through 10:5-38.
- Compliance with Prevailing Wage Act, N.J.S.A. 34:11-56.26, for all contracts within the contemplation of the Act.
- Compliance with Public Works Contractor Registration Act, N.J.S.A. 34:11-56.26
- Bid and Performance Security, as required by the applicable municipal or state statutes

REQUEST FOR PROPOSAL FOR JANITORIAL AND SANITATION SUPPLIES, EQUIPMENT AND RELATED SOLUTIONS



FORM 1295 submission

The screenshot shows a web browser window displaying the Texas Ethics Commission website. The browser's address bar shows the URL: ethics.state.tx.us/TECCertInt/pages/overInfoListPage.jpf. The website header includes the text "TEXAS ETHICS COMMISSION" and "Logged in as MRENKOSKI@SMASOLUTIONS.COM | Logout". Below the header, the main content area displays the following information:

- Certificate of Interested Parties - Submitted**
- Submitted on Fri Nov 08 10:01:04 CST 2019
- Unique Certificate Identifier: 2019-559724

At the bottom of the page, there are two PDF thumbnails: "Form 1295 Certific...pdf" and "Form 1295 Certific...pdf". The footer of the page contains the copyright notice: "Copyright © 2013, 2014, 2015, 2016, 2017, 2018, 2019 Texas Ethics Commission. All Rights Reserved." and a "Mobile Site" link.



STATE OF NORTH CAROLINA

COUNTY OF MECKLENBURG

AFFIDAVIT

I, Chris Rowe, after being duly sworn, say as follows:

- 1. I am a citizen and resident of Mecklenburg, North Carolina. I am over the age of 18 and competent to testify about the things in this affidavit.
- a. I attest that Strategic Market Alliance is an authorized distribution representative for all manufacturers referenced and included in this RFP. (supplier list attached)

This the 12 day of November, 2019.

Christopher G. Rowe
 (NAME OF AFFIANT) Christopher G. Rowe

STATE OF NORTH CAROLINA
COUNTY OF MECKLENBURG COUNTY

Sworn to and subscribed before me
by Christopher G. Rowe
this 12 day of November, 2019.

Cheryl J. Gasque

Signature of Notary Public

Cheryl J. Gasque

Printed Name of Notary Public

My Commission Expires: 4/11/2021

13024 Ballantyne Corporate Park, Suite 600
Charlotte, NC 28277
704-268-3430

TAB FIVE

Appendix C: PRICING

TAB FIVE

Appendix C: PRICING

Core Price List – Attachment B (Core Price list)

- Respondents are encouraged to include all high-volume products/services within the scope of this RFP they deem are necessary to show a complete core price list
- Respondents should complete as many products/lines in attachment b as they service, and responses must contain the following: *(if applicable)*
 - Vendor/Distributor Product Number
 - Manufacturer Product Number
 - Product Description
 - Manufacturer Name
 - Product Brand Name (if different than the manufacturer name)
 - Purchase unit of measure (UOM)
 - **Unit List Price (this is the suggested List Price which must be verifiable)**
 - Discount from the list price (Equalis Group Discount)
 - Final Price (Net price to Equalis Group participating public agencies)
- Products/lines completed will be used to establish the extent of a manufacturer's product lines, services, warranties, etc. that are available from a particular Respondent and the pricing per item.
- Services such as installation, delivery, tech support, training, and other services must be priced or listed as free in order to be offered on the contract. Unlisted services will not be accepted.
For the electronic copy, please submit price lists and/or catalogs in excel or delimited format only.

General Pricing

- In addition to the prices offered in Attachment B (core price list), respondents shall provide a calculation for pricing on all other products under the scope of this RFP.
- The calculation should be based on a discount from a verifiable price list or catalog and multiple percentage discounts are acceptable if, where different percentage discounts apply, different percentages are specified.

SMA will be using a discount off list price model based on a combination of the manufacturer and SMA published list price for Region 10 as shown on Attachment B. In many cases a manufacturer list price is not available. Quoted prices and subsequent product additions and price changes are based on SMA's cost with supported letters from the manufacturer in cases of increase or decrease. The discount percentages listed on Attachment B will remain firm for the life of the contract. Discounts

are listed by manufacturer. All are 55% off list with the exception of floor equipment manufacturers which are all at 25% off list price.

- Additional pricing and/or discounts may be included.

SMA offers various volume discounts for minimum order quantities. EQUALIS members can consolidate purchases in order to take advantage of volume discounts to meet minimums when a single delivery location is designated. On occasion, manufacturers offer SMA volume discounts at which time SMA would offer those savings to EQUALIS member locations that could handle those volume quantities.

As stated in the “Company Background “summary, Strategic Market Alliance (SMA) is owned and operated by over 5 independent distributors; SMA can commit to 100% of our locations providing the costing described in the Cost Proposal Submission enclosed. However, given that all of our locations operate independently yet with the same strategic intent to drive sustainable partnerships throughout the industry and support customers with quantifiable savings, the Additional Volume Discounts for Minimum Order Quantity described below will likely be available to all members of Equalis.

Paper Mills – An additional one percent discount will be provided on full truckloads of direct shipped paper. A full truckload is approximately 3200 cubic feet. A specific count of cases and dollar value would be provided based on the agency’s product mix. This would include full truck load direct shipments from any of the following manufacturers:

- Kimberly Clark
- Georgia Pacific
- Essity

Can Liners – Single orders of 250 cases or more of assorted product will also qualify for a one percent bulk purchase discount. This would include 250 case orders from the following manufacturers:

- Revolution Bag
- Republic Bag
- Inteplast
- Spectrum Bag

Not to Exceed Pricing

- Region 10 ESC requests pricing be submitted as not to exceed for any participating entity.
- Unlike fixed pricing the awarded vendor can adjust submitted pricing lower if needed but, cannot exceed original pricing submitted for solicitation.
- Vendor must allow for lower pricing to be available for similar product and service purchases.

SMA agrees to the statements listed.