



# CENTRALBIDDING

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- [Central Bidding](#)
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- [Create New](#)
  - [Create New Standard Envelope](#)
- [Logout \(MCAMARD\)](#)

**Central Bidding Time:** Thu February 23, 2017 2:01:24 PM GMT-6

Place a Bid for 5000118589 - THREE (3) YEAR CONTRACT TO PERFORM JANITORIAL SERVICES AT VARIOUS JEFFERSON PARISH FACILITIES FOR THE DEPARTMENT OF GENERAL SERVICES

Please enter your best bid proposal for this project

Louisiana Contractor ID#

57430

Enter all information required on the outside of the sealed envelope in the box below

<p>ABM Industry Groups, LLC          3636 S. I-10 Service Road, Suite 214          Metairie, LA 70001</p> <p>Bid Number 50-00118589          Three (3) Year Contract to Perform Jantiorial Service at Various Jefferson Parish Facilities for the Department of General Services</p>	

Bid Bond #

50-0011859

Jefferson Parish Vendor #:

310133413

Upload Attachment(s)

While this site accepts various file types, sizes and quantities, the preferred method for delivering all of the appropriate and required bid documents is one single scanned PDF file. Vendors submitting bids with multiple uploaded images/photos of bid responses are solely responsible for clarity. If uploaded images/documents are not legible, the bidder's submission will be rejected. Please note all requirements in this bid package for electronic bid submission.

## Upload a file

Click the Upload button in order to upload bid related documents

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Central Auction House, LTD



# CENTRALBIDDING

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Toggle navigation

- [Home](#)
- [Central Bidding](#)
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**Central Bidding Time:** Thu February 23, 2017 2:01:08 PM GMT-6

Location: **Metairie > Louisiana > USA**

Name: **Tom Haller**

Email: **thaller@abm.com**

Address: **3636 South I-10 Service Road, Suite 214**

Zip code: **70001**

Contact number: **7139285344**

Official Company/Business Name: **ABM Industry Groups, LLC**

Are you registered with the State of Louisiana as a Disadvantaged Business Enterprise (DBE)?: **No**

Is your company owned by a female?: **No**

Is your company owned by a minority?: **No**

Louisiana Contractor ID#: **57430**

NIGP Codes: (Commodity code categories) **91039 - Janitorial/Custodial Services**

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 [Main Menu](#)

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Central Auction House, LTD



# Janitorial Services Proposal

Jefferson Parish

Bid Number 50-00118589

**Presented to:**  
Misty Camardelle  
Buyer  
Jefferson Parish

**Presented by:**  
ABM  
Tom Haller  
Vice President, Sales  
thaller@abm.com  
(713) 928-5344

February 23, 2017

February 23, 2017

Misty Camardelle  
Jefferson Parish  
200 Derbigny Street  
General Government Building, Suite 4400  
Gretna, LA 70053

Dear Misty,

We understand that Jefferson Parish needs a quality-oriented, cost-effective janitorial services program that will meet your needs and build value for your facilities. With our level of expertise in Government, ABM will provide you with reliable, quality service that makes the most of your operating budget.

ABM has partnered with LA Design & Build, a small business entity with local presence in New Orleans, to assist ABM with labor to provide services outlined in the RFP.

ABM will meet and exceed your expectations with our dedicated personnel, innovative processes and technology, and commitment to client satisfaction. Our entire organization stands behind this proposal and all of the commitments made to Jefferson Parish.

If there is any additional information I might provide, please don't hesitate to call or write. All of us at ABM are ready to put our solutions to work for you.

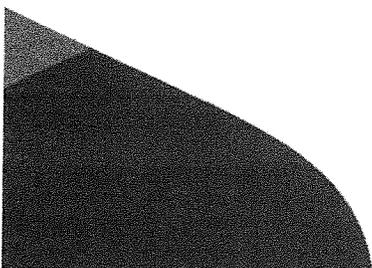
Sincerely,



Tom Haller  
Vice President, Sales

# Table of Contents

Required Submittals .....	4
Executive Overview .....	5
Organized to Respond to Your Needs .....	6
Cleaning Methodologies .....	8
Our People .....	12
Training Program .....	14
Managing Risk through Safety Programs .....	15
Quality Assurance Program .....	18
Equipment, Supplies and Chemicals .....	20
Uniforms — Yours or Ours .....	22
Should Your Facility Needs Expand .....	23
Janitorial At A Glance .....	24
What to Expect From ABM .....	25



## Required Submittals

- Bid Form
- Certificate of Incumbency (Corporate Resolution)
- Non-Public Works Bid Affidavit
- References
- Bid Bond
- W-9 Form
- Contractor's License

**All Public Work Projects are required to use the Louisiana Uniform Public Work Bid Form**

All prices must be held firm unless an escalation provision is requested in this bid. Jefferson Parish will allow one escalation during the term of the contract, which may not exceed the U.S. Bureau of Labor Statistics National Index for all Urban Consumers, unadjusted 12 month figure. The most recently published figure issued at the time an adjustment is requested will be used. A request must be made in writing by the vendor, and the escalation will only be applied to purchases made after the request is made.

Are you requesting an escalation provision?

YES \_\_\_\_\_ NO  X

MAXIMUM ESCALATION PERCENTAGE REQUESTED  N/A  %

INITIAL BID PRICES WILL REMAIN FIRM THROUGH THE DATE OF  End of initial contract term

For the purposes of comparison of bids when an escalation provision is requested, Jefferson Parish will apply the maximum escalation percentage quoted by the bidder to the period to which it is applied in the bid. The initial price and the escalation will be used to calculate the total bid price. It will be assumed, for comparison of prices only, that an equal amount of material or labor is purchased each month throughout the entire contract.

**DELIVERY: FOB JEFFERSON PARISH**

INDICATE DELIVERY DATE ON EQUIPMENT AND SUPPLIES

1 Week prior to contract inception

LOUISIANA CONTRACTOR'S LICENSE NO.: (if applicable)

57430

**THIS SECTION MUST BE COMPLETED BY BIDDER:**

FIRM NAME:  ABM Industry Groups, LLC

ADDRESS:  3636 S. I-10 Service Road, Suite 214

CITY, STATE:  Metairie, LA

ZIP:  70001

TELEPHONE: (  713  )  928-5344

FAX: (  713  )  843-2387

EMAIL ADDRESS:  thaller@abm.com

In the event that addenda are issued with this bid, bidders MUST acknowledge all addenda on the bid form. Bidder must acknowledge receipt of an addendum on the bid form as indicated. Failure to acknowledge any addendum on the bid form will result in bid rejection.

Acknowledge Receipt of Addenda: NUMBER:  #1

NUMBER: \_\_\_\_\_

NUMBER: \_\_\_\_\_

NUMBER: \_\_\_\_\_

TOTAL PRICE OF ALL BID ITEMS: \$  1,132,258.09

AUTHORIZED

SIGNATURE:  Tom Haller

Tom Haller

Printed Name

TITLE:  Vice President, Sales

SIGNING INDICATES YOU HAVE READ AND COMPLY WITH THE INSTRUCTIONS AND CONDITIONS.

**NOTE: All bids should be returned with the BID NUMBER and BID OPENING DATE indicated on the outside of the envelope submitted to the Purchasing Department.**

## INVITATION TO BID FROM JEFFERSON PARISH - continued

BID NO.: 50-00118589

SEALED BID

ITEM NUMBER	QUANTITY	U/M	DESCRIPTION OF ARTICLES	UNIT PRICE QUOTED	TOTALS
1	36.00	MO	THREE (3) YEAR CONTRACT TO PERFORM JANITORIAL SERVICE AT VARIOUS JEFFERSON PARISH FACILITIES FOR THE DEPARTMENT OF GENERAL SERVICES  0010 PROVIDE MONTHLY COST FOR GENERAL CLEANING, WHICH INCLUDES ALL OFFICES, RESTROOMS, STAIRWAYS, AND COMMON AREAS, FOR THE GENERAL GOVERNMENT BUILDING AND ROTUNDA AREA AS PER THE ATTACHED SPECS.	\$ 6,646.80	\$239,284.80
2	1.00	SQFT	0020 PROVIDE A SQUARE FOOTAGE COST FOR THE ADDITION OR DELETION OF SQUARE FOOTAGE TO BE CLEANED AT THE JEFFERSON PARISH GENERAL GOVERNMENT BUILDING AND ROTUNDA AREA AS PER THE SPECS.	\$ 0.058	
3	1.00	SQFT	0030 PROVIDE A SQUARE FOOTAGE COST FOR TILE AND HARD SURFACE FLOOR REFINISHING AS NEEDED WHICH INCLUDES EVERYTHING FOR STRIPPING, CLEANING, WAXING, AND BUFFING AT ANY OF THE BUILDING TO BE COVERED UNDER THIS CONTRACT.	\$ 0.020	
4	36.00	MO	0040 PROVIDE MONTHLY COST FOR GENERAL CLEANING, WHICH INCLUDES ALL OFFICES, RESTROOMS, STAIRWAYS, AND COMMON AREAS, FOR THE THOMAS DONELON BUILDING (24TH JDC) AS PER THE ATTACHED SPECS.	\$ 6,257.16	\$ 225,257.62
5	1.00	SQFT	0050 PROVIDE A SQUARE FOOTAGE COST FOR THE ADDITION OR DELETION OF SQUARE FOOTAGE TO BE CLEANED AT THE THOMAS F. DONELON BUILDING (24TH JDC) AS PER THE SPECS.	\$ 0.058	
6	36.00	MO	0060 PROVIDE A MONTHLY COST FOR GENERAL CLEANING, WHICH INCLUDES ALL OFFICES, RESTROOMS, STAIRWAYS, AND COMMON AREAS, FOR THE SECOND PARISH COURT BUILDING AS PER SPECS.	\$ 2,441.80	\$ 87,904.80
7	1.00	SQFT	0070 PROVIDE A SQUARE FOOTAGE COST FOR THE ADDITION OR DELETION OF SQUARE FOOTAGE TO BE CLEANED AT THE SECOND PARISH COURT BUILDING AS PER SPECS.	\$ 0.058	
8	36.00	MO	0080 PROVIDE A MONTHLY COST FOR GENERAL CLEANING, WHICH INCLUDES ALL OFFICES,	\$ 620.08	\$ 22,322.81

INVITATION TO BID FROM JEFFERSON PARISH - continued

BID NO.: 50-00118589

SEALED BID

ITEM NUMBER	QUANTITY	U/M	DESCRIPTION OF ARTICLES	UNIT PRICE QUOTED	TOTALS
9	1.00	SQFT	RESTROOMS, STAIRWAYS, AND COMMON AREAS FOR THE SALVADOR A. LIBERTO BUILDING AS PER SPECS.  0090 PROVIDE A SQUARE FOOTAGE COST FOR THE ADDITION OR DELETION OF SQUARE	\$ 0.058	
10	36.00	MO	FOOTAGE TO BE CLEANED AT THE SALVADOR A. LIBERTO BUILDING AS PER SPECS.  0100 PROVIDE A MONTHLY COST FOR GENERAL CLEANING, WHICH INCLUDES ALL OFFICES,	\$ 638.00	\$22,968.00
11	1.00	SQFT	RESTROOMS, STAIRWAYS, AND COMMON AREAS, FOR THE CHARLES B. ODOM, SR. SERVICE CENTER AS PER SPECS.  0110 PROVIDE A SQUARE FOOTAGE COST FOR THE ADDITION OR DELETION OF SQUARE	\$ 0.058	
12	36.00	MO	FOOTAGE TO BE CLEANED AT THE CHARLES B. ODOM, SR. BUILDING SERVICE CENTER AS PER SPECS.  0120 PROVIDE A COST FOR GENERAL CLEANING, WHICH INCLUDES ALL OFFICES,	\$ 11,265.17	\$ 405,545.98
13	1.00	SQFT	RESTROOMS, STAIRWAYS, AND COMMON AREAS, FOR THE JOSEPH S. YENNI BUILDING AS PER SPECS.  0130 PROVIDE A SQUARE FOOTAGE COST THE ADDITION OR DELETION OF SQUARE FOOTAGE	\$ 0.058	
14	36.00	MO	TO BE CLEANED AT THE JOSEPH S. YENNI BUILDING AS PER SPECS.  0140 PROVIDE A MONTHLY COST FOR GENERAL CLEANING, WHICH INCLUDES ALL OFFICES,	\$ 1,749.28	\$ 62,974.08
15	1.00	SQFT	RESTROOMS, STAIRWAYS, AND COMMON AREAS FOR THE FIRST PARISH COURT BUILDING AS PER SPECS.  0150 PROVIDE A SQUARE FOOTAGE COST FOR THE ADDITION OR DELETION OF SQUARE	\$ 0.058	
16	1.00	SQFT	FOOTAGE TO BE CLEANED AT THE FIRST PARISH COURT BUILDING AS PER SPECS.  0160 PROVIDE A SQUARE FOOTAGE COST FOR CARPET CLEANING AS NEEDED WHICH INCLUDES	\$ 0.12	

INVITATION TO BID FROM JEFFERSON PARISH - continued

BID NO.: 50-00118589

SEALED BID

ITEM NUMBER	QUANTITY	U/M	DESCRIPTION OF ARTICLES	UNIT PRICE QUOTED	TOTALS
17	4,000.00	HR	<p>EVERYTHING TO DO A TOTAL WET EXTRACTION, AT ANY OF THE BUILDINGS TO BE COVERED UNDER THIS CONTRACT.</p> <p>PLEASE NOTE THAT THE BONNET CLEANING SYSTEM IS NOT AN ACCEPTABLE FORM OF CARPET CLEANING.</p> <p>0170 PROVIDE AN HOURLY COST RATE FOR A DAY TIME JANITORIAL EMPLOYEE TO PERFORM</p>	<b>\$ 16.50</b>	<b>\$ 66,000.00</b>
18	1.00	HR	<p>REGULAR JANITORIAL EMPLOYEE JOB DESCRIPTION. CONTRACTOR WILL ALSO BE REQUIRED TO PROVIDE EQUIPMENT FOR THE EMPLOYEE TO USE TO PERFORM THESE SERVICES. EMPLOYEE MAY BE USED ON AN HOURLY BASIS FOR INTERMITTENT WORK AT VARIOUS LOCATIONS.</p> <p>0180 PROVIDE A PER HOUR COST TO PERFORM BLOOD CONTAMINATION MATERIAL CLEAN UP STANDARD OPERATING PROCEDURE ON A AS NEEDED BASIS, PER THE ATTACHED SPECIFICATIONS.</p>	<b>\$ 18.50</b>	

**ABM INDUSTRY GROUPS, LLC**

**CERTIFICATE OF INCUMBENCY**

I, CHRISTOPHER B. BOUVIER, hereby certify that I am the duly elected and acting Assistant Secretary of ABM Industry Groups, LLC (the "Company"), a limited liability company duly organized and existing under the laws of the State of Delaware, and I further certify the following:

TOM HALLER is a duly appointed and incumbent Vice President – Sales of the Company, and is authorized to act in that capacity on behalf of the Company.

I FURTHER CERTIFY that in his capacity of Vice President – Sales, Mr. Haller is authorized and empowered on behalf of the Company to execute on behalf of the Company, contracts, bonds and any other documents pertaining to agreements between the Company and Jefferson Parish, Louisiana, pertaining to janitorial and building services to be provided by the Company at various Jefferson Parish government buildings.

IN WITNESS WHEREOF, I have hereunto set my signature and corporate seal on this \_\_\_\_ day of February, 2017.



---

Christopher B. Bouvier  
Assistant Secretary

**Non-Public Works Bid**

**AFFIDAVIT**

**STATE OF** Texas

**PARISH/COUNTY OF** Harri

BEFORE ME, the undersigned authority, personally came and appeared: Tom Haller  
\_\_\_\_\_, (Affiant) who after being by me duly sworn, deposed and said that  
he/she is the fully authorized Vice President, Sales of ABM Industry Groups, LLC (Entity),  
the party who submitted a bid in response to Bid Number 50-00118594, to the Parish of  
Jefferson.

Affiant further said:

Campaign Contribution Disclosures

**(Choose A or B, if option A is indicated please include the required attachment):**

**Choice A** \_\_\_\_\_ Attached hereto is a list of all campaign contributions, including the date and amount of each contribution, made to current or former elected officials of the Parish of Jefferson by Entity, Affiant, and/or officers, directors and owners, including employees, owning 25% or more of the Entity during the two-year period immediately preceding the date of this affidavit or the current term of the elected official, whichever is greater. Further, Entity, Affiant, and/or Entity Owners have not made any contributions to or in support of current or former members of the Jefferson Parish Council or the Jefferson Parish President through or in the name of another person or legal entity, either directly or indirectly.

**Choice B** X there are **NO** campaign contributions made which would require disclosure under Choice A of this section.

Debt Disclosures

**(Choose A or B, if option A is indicated please include the required attachment):**

**Choice A** \_\_\_\_\_ Attached hereto is a list of all debts owed by the affiant to any elected or appointed official of the Parish of Jefferson, and any and all debts owed by any elected or appointed official of the Parish to the Affiant.

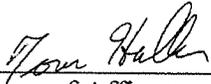
**Choice B** X There are **NO** debts which would require disclosure under Choice A of this section.

Affiant further said:

That Affiant has employed no person, corporation, firm, association, or other organization, either directly or indirectly, to secure the public contract under which he received payment, other than persons regularly employed by the Affiant whose services in connection with the construction, alteration or demolition of the public building or project or in securing the public contract were in the regular course of their duties for Affiant; and

*[The remainder of this page is intentionally left blank.]*

That no part of the contract price received by Affiant was paid or will be paid to any person, corporation, firm, association, or other organization for soliciting the contract, other than the payment of their normal compensation to persons regularly employed by the Affiant whose services in connection with the construction, alteration or demolition of the public building or project were in the regular course of their duties for Affiant.

  
\_\_\_\_\_  
Signature of Affiant

**Tom Haller**  
\_\_\_\_\_  
Printed Name of Affiant

SWORN AND SUBSCRIBED TO BEFORE ME  
ON THE 23rd DAY OF February, 2017.

  
\_\_\_\_\_  
Notary Public

**Barbara Price**  
\_\_\_\_\_  
Printed Name of Notary

**346879**  
\_\_\_\_\_  
Notary/Bar Roll Number

My commission expires July 28, 2020.

Attachment "A"

**CONTRACTOR'S REFERENCE LIST**

Company Name: <b>Fell Group</b>	Size of Area Serviced:
Address: <b>Lakeway I, II and III, 3900 North Causeway Boulevard</b>	
City/State/Zip: <b>Metairie, LA</b>	Current or Past Client: <b>Current</b>
Contact Person: <b>Jody Castle</b>	Title: <b>General Manager</b>
Telephone/Fax: <b>(504) 219-5858</b>	E-Mail:
Company Name: <b>Poydras Louisiana, LLC</b>	Size of Area Serviced:
Address: <b>1615 Poydras, Suite 840</b>	
City/State/Zip: <b>New Orleans, LA</b>	Current or Past Client: <b>Current</b>
Contact Person: <b>Maurice Fauchoux</b>	Title: <b>General Manager</b>
Telephone/Fax: <b>(504) 636-3600</b>	E-Mail:
Company Name: <b>Corporate Realty Group</b>	Size of Area Serviced:
Address: <b>Benson Tower, 1450 Poydras Street</b>	
City/State/Zip: <b>New Orleans, LA</b>	Current or Past Client: <b>Current</b>
Contact Person: <b>Heather Guichet, CPM</b>	Title: <b>Property Manager</b>
Telephone/Fax: <b>(504) 493-6762</b>	E-Mail: <b>hguichet@corp-realty.com</b>
Company Name: <b>Trademark Properties</b>	Size of Area Serviced:
Address: <b>Perkins Rowe, 10202 Perkins Rowe</b>	
City/State/Zip: <b>Baton Rouge, LA 70810</b>	Current or Past Client: <b>Current</b>
Contact Person: <b>Branden Barker</b>	Title: <b>Property Manager</b>
Telephone/Fax: <b>(225) 767-2001</b>	E-Mail:
Company Name: <b>Mercedes-Benz Superdome and Smoothie King Center</b>	Size of Area Serviced:
Address: <b>1500 Sugar Bowl Drive</b>	
City/State/Zip: <b>New Orleans, LA 70112</b>	Current or Past Client: <b>Current</b>
Contact Person: <b>Brian Brocato</b>	Title: <b>Director of Facilities</b>
Telephone/Fax: <b>(504) 587-3818</b>	E-Mail:

**BID BOND**

**TRAVELERS CASUALTY AND SURETY COMPANY OF AMERICA  
Hartford, Connecticut 06183**

Bond No.:

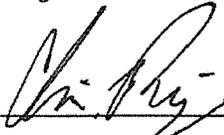
KNOW ALL MEN BY THESE PRESENTS,

That we, ABM INDUSTRY GROUPS, LLC, as Principal, hereinafter called the Principal, and TRAVELERS CASUALTY AND SURETY COMPANY OF AMERICA, of Hartford, Connecticut, a corporation duly organized under the laws of the State of Connecticut, as Surety, hereinafter called the Surety, are held and firmly bound unto JEFFERSON PARISH, as Obligee, hereinafter called the Obligee, in the sum of Five percent of amount bid. Dollars (\$ 5% of Amount Bid ), for the payment of which sum well and truly to be made, the said Principal and the said Surety, bind ourselves, our heirs, executors, administrators, successors and assigns, jointly and severally, firmly by these presents.

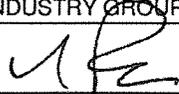
WHEREAS, the Principal has submitted a bid for Bid Number: 50-00118589; Three (3) Year Contract to Perform Janitorial Service at Various Jefferson Parish Facilities for the Department of General Services

NOW, THEREFORE, if the Obligee shall accept the bid of the Principal and the Principal shall enter into a Contract with the Obligee in accordance with the terms of such bid, and give such bond or bonds as may be specified in the bidding or Contract Documents with good and sufficient surety for the faithful performance of such, or in the event of the failure of the Principal to enter such Contract and give such bond or bonds, if the Principal shall pay to the Obligee the difference not to exceed the penalty hereof between the amount specified in said bid and such larger amount for which the Obligee may in good faith contract with another party to perform the Work covered by said bid, then this obligation shall be null and void, otherwise to remain in full force and effect.

Signed and sealed this 20th day of February, 2017.

  
Chris Ridge (Witness)

  
Edward Spector, Witness

ABM INDUSTRY GROUPS, LLC  
 (Principal) (Seal)  
(Name & Title)  
**Lu Ann Brinkley, Director Insurance Services**

**TRAVELERS CASUALTY AND SURETY COMPANY OF AMERICA**  
By   
Marina Tapia . Attorney-in-Fact

**CALIFORNIA ALL-PURPOSE ACKNOWLEDGMENT**

A Notary Public or other officer completing this certificate verifies only the identity of the individual who signed the document to which this certificate is attached, and not the truthfulness, accuracy, or validity of that document.

State of California

County of Los Angeles

On FEB 20 2017 before me, April Martinez, Notary Public, personally appeared Marina Tapia who proved to me on the basis of satisfactory evidence to be the person(s) whose name(s) is/~~are~~ subscribed to the within instrument and acknowledged to me that ~~he/she/they~~ executed the same in ~~his/her/their~~ authorized capacity(~~ies~~), and that by ~~his/her/their~~ signature(s) on the instrument the person(s), or the entity upon behalf of which the person(s) acted, executed the instrument.

I certify under PENALTY OF PERJURY under the laws of the State of California that the foregoing paragraph is true and correct.

WITNESS my hand and official seal.



Signature \_\_\_\_\_

*April Martinez*  
Signature of Notary Public



POWER OF ATTORNEY

Farmington Casualty Company
Fidelity and Guaranty Insurance Company
Fidelity and Guaranty Insurance Underwriters, Inc.
St. Paul Fire and Marine Insurance Company
St. Paul Guardian Insurance Company

St. Paul Mercury Insurance Company
Travelers Casualty and Surety Company
Travelers Casualty and Surety Company of America
United States Fidelity and Guaranty Company

Attorney-In Fact No. 230610

Certificate No. 007058268

KNOW ALL MEN BY THESE PRESENTS: That Farmington Casualty Company, St. Paul Fire and Marine Insurance Company, St. Paul Guardian Insurance Company, St. Paul Mercury Insurance Company, Travelers Casualty and Surety Company, Travelers Casualty and Surety Company of America, and United States Fidelity and Guaranty Company are corporations duly organized under the laws of the State of Connecticut, that Fidelity and Guaranty Insurance Company is a corporation duly organized under the laws of the State of Iowa, and that Fidelity and Guaranty Insurance Underwriters, Inc., is a corporation duly organized under the laws of the State of Wisconsin (herein collectively called the "Companies"), and that the Companies do hereby make, constitute and appoint

Tracy Aston, Kristine Mendez, KD Conrad, Simone Gerhard, Edward C. Spector, Lisa K. Crail, B. Aleman, Misty Wright, Renato F. Reyes, April Martinez, and Marina Tapia

of the City of Los Angeles, State of California, their true and lawful Attorney(s)-in-Fact, each in their separate capacity if more than one is named above, to sign, execute, seal and acknowledge any and all bonds, recognizances, conditional undertakings and other writings obligatory in the nature thereof on behalf of the Companies in their business of guaranteeing the fidelity of persons, guaranteeing the performance of contracts and executing or guaranteeing bonds and undertakings required or permitted in any actions or proceedings allowed by law.

IN WITNESS WHEREOF, the Companies have caused this instrument to be signed and their corporate seals to be hereto affixed, this 2nd day of December, 2016.

Farmington Casualty Company
Fidelity and Guaranty Insurance Company
Fidelity and Guaranty Insurance Underwriters, Inc.
St. Paul Fire and Marine Insurance Company
St. Paul Guardian Insurance Company

St. Paul Mercury Insurance Company
Travelers Casualty and Surety Company
Travelers Casualty and Surety Company of America
United States Fidelity and Guaranty Company



State of Connecticut
City of Hartford ss.

By: [Signature]
Robert L. Raney, Senior Vice President

On this the 2nd day of December, 2016 before me personally appeared Robert L. Raney, who acknowledged himself to be the Senior Vice President of Farmington Casualty Company, Fidelity and Guaranty Insurance Company, Fidelity and Guaranty Insurance Underwriters, Inc., St. Paul Fire and Marine Insurance Company, St. Paul Guardian Insurance Company, St. Paul Mercury Insurance Company, Travelers Casualty and Surety Company, Travelers Casualty and Surety Company of America, and United States Fidelity and Guaranty Company, and that he, as such, being authorized so to do, executed the foregoing instrument for the purposes therein contained by signing on behalf of the corporations by himself as a duly authorized officer.

In Witness Whereof, I hereunto set my hand and official seal.
My Commission expires the 30th day of June, 2021.



[Signature]
Marie C. Tetreault, Notary Public

## Request for Taxpayer Identification Number and Certification

**Give Form to the  
 requester. Do not  
 send to the IRS.**

Print or type See Specific Instructions on page 2.	1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank. <b>ABM Industry Groups, LLC</b>	
	2 Business name/disregarded entity name, if different from above	
	3 Check appropriate box for federal tax classification; check only <b>one</b> of the following seven boxes: <input checked="" type="checkbox"/> Individual/sole proprietor or single-member LLC <input type="checkbox"/> Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=partnership) ▶ _____ <b>Note.</b> For a single-member LLC that is disregarded, do not check LLC; check the appropriate box in the line above for the tax classification of the single-member owner. <input type="checkbox"/> Other (see instructions) ▶ _____	4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3): Exempt payee code (if any) _____ Exemption from FATCA reporting code (if any) _____ <small>(Applies to accounts maintained outside the U.S.)</small>
	5 Address (number, street, and apt. or suite no.) <b>14141 Southwest Freeway, Suite 477</b>	Requester's name and address (optional)
	6 City, state, and ZIP code <b>Sugar Land, TX 77478</b>	
	7 List account number(s) here (optional)	

**Part I Taxpayer Identification Number (TIN)**

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN* on page 3.

**Note.** If the account is in more than one name, see the instructions for line 1 and the chart on page 4 for guidelines on whose number to enter.

<b>Social security number</b>											
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 20px; height: 20px;"></td> </tr> </table>											
<b>OR</b>											
<b>Employer identification number</b>											
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9	5	-	2	4	9	5	5	5	6		

**Part II Certification**

Under penalties of perjury, I certify that:

- The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
- I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
- I am a U.S. citizen or other U.S. person (defined below); and
- The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

**Certification instructions.** You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions on page 3.

<b>Sign Here</b>	Signature of U.S. person ▶		Date ▶	1/2/17
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**General Instructions**

Section references are to the Internal Revenue Code unless otherwise noted.

**Future developments.** Information about developments affecting Form W-9 (such as legislation enacted after we release it) is at [www.irs.gov/fw9](http://www.irs.gov/fw9).

**Purpose of Form**

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following:

- Form 1099-INT (interest earned or paid)
- Form 1099-DIV (dividends, including those from stocks or mutual funds)
- Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
- Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
- Form 1099-S (proceeds from real estate transactions)
- Form 1099-K (merchant card and third party network transactions)

- Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
- Form 1099-C (canceled debt)
- Form 1099-A (acquisition or abandonment of secured property)

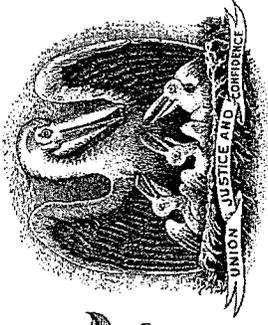
Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

*If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See What is backup withholding? on page 2.*

By signing the filled-out form, you:

- Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),
- Certify that you are not subject to backup withholding, or
- Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income, and
- Certify that FATCA code(s) entered on this form (if any) indicating that you are exempt from the FATCA reporting, is correct. See *What is FATCA reporting?* on page 2 for further information.

# State of Louisiana



## State Licensing Board for Contractors

LA DESIGN & BUILD, LLC  
514 Franklin Avenue  
New Orleans, LA 70117

This is to Certify that:

is duly licensed and entitled to practice the following classifications

BUILDING CONSTRUCTION



Witness our hand and seal of the Board dated,  
Baton Rouge, LA 21st day of September 2016

*Michelle M. ...*  
Director

*Lee Malott*  
Chairman

Expiration Date: September 20, 2019

*Andy ...*  
Treasurer

License No: 57430 This License Is Not Transferrable

# Executive Overview

## Building Value for Jefferson Parish

Jefferson Parish needs a facilities partner who builds value for you by reducing operating expenses while keeping your buildings safe, clean, comfortable and energy efficient. With our people and our technology, we'll preserve your assets and increase their performance—maximizing their value for you.

### **Service excellence and industry expertise**

To deliver you a quality, cost-effective uniform standard of service, we use our own highly qualified employees. We have the expertise to understand your industry and empower our workforce to provide you with reliable, high-quality service specific to your needs. Plus, with our nationwide presence, we've got local experts who understand the unique needs of your area.

### **Breadth of services**

In addition to the services proposed here, you can rely on ABM for virtually all of your facility needs. We offer you simplified support for all of our solutions, whether stand-alone or integrated.

### **Technology-enabled workforce**

In addition to intensive training, the workforce serving your facility will use our award-winning, innovative technology to drive efficiencies, lower costs and ensure compliance. We streamline service delivery with the technological tools that allow both Jefferson Parish and ABM to have greater access and transparency to your account.

### **Guaranteed energy and sustainability solutions**

Jefferson Parish's sustainability objectives will become ours. We'll help you meet short-term goals, like green cleaning, and we can help you establish and meet long-term goals for water efficiency, energy consumption, materials and resources. We have a Director of Sustainability and certified LEED APs who are ready to work with you on specific plans to update your systems and increase efficiencies to meet your sustainability goals.

## Organized to Respond to Your Needs

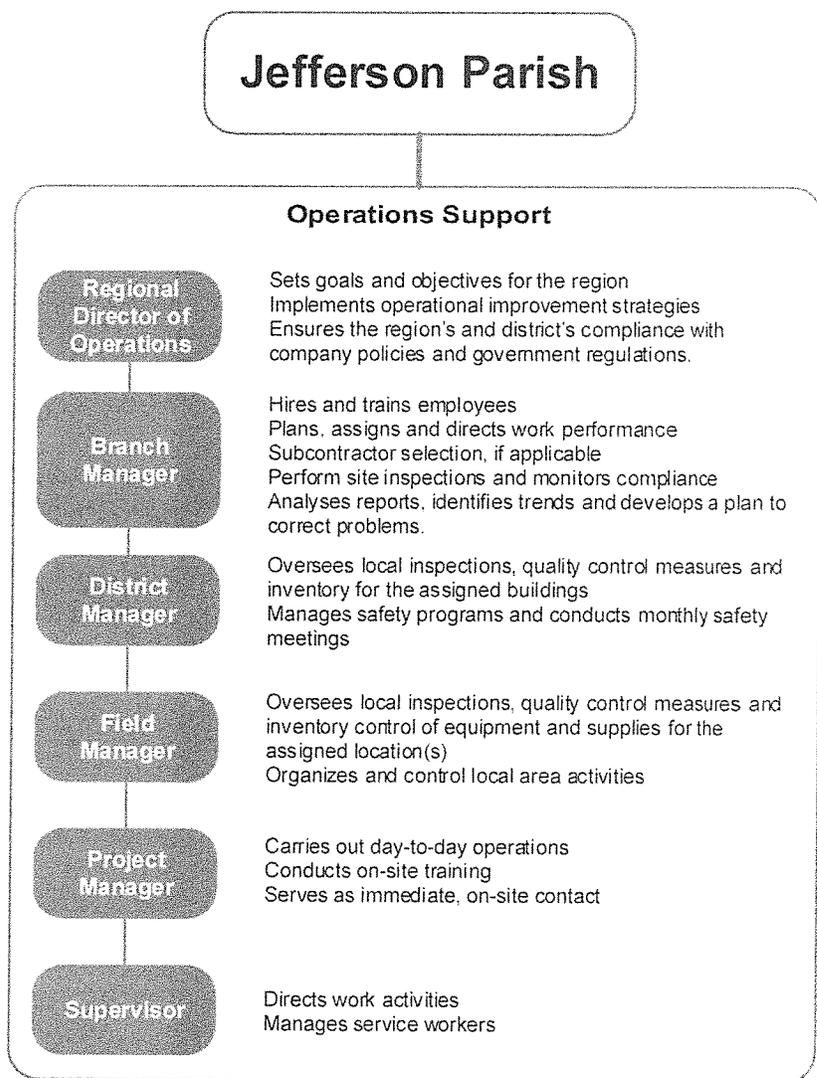
Jefferson Parish will receive personalized service that emphasizes client satisfaction. Through our organizational structure, leadership and consistent management, we've developed an approach that allows us to manage your buildings' service needs and exceed your expectations.

Jefferson Parish will benefit from our *industry experts and local specialists in recruitment, operations, account management, quality assurance, safety, risk management, training and technical support*. All are focused on delivering quality, reliable service with the latest technology to continually meet your unique needs.

Descriptions of service personnel's roles and responsibilities that will directly support your account are listed here to provide you clarification of what should be expected from each.

### A Project Manager Who Fits Your Needs

ABM's Project Manager serves as the primary contact between Jefferson Parish, service workers and management. On a daily basis, your Project Manager is supported by the District Manager and the local ABM branch and region.



## Conveniently Located to Serve You

### Louisiana Branch Offices

The below organization chart displays key resources within the branch. Resources will be assigned to Jefferson Parish based on size and scope of work.

#### ABM Metairie Branch Office Information:

3636 S. I-10 Service Road, Suite 214  
 Metairie, LA 70001  
 Telephone: 504.830.4003

#### ABM New Orleans Branch Office Information:

514 Franklin Avenue  
 New Orleans, LA 70117  
 Telephone: 504.265-8484  
 Fax: 504.265-8482

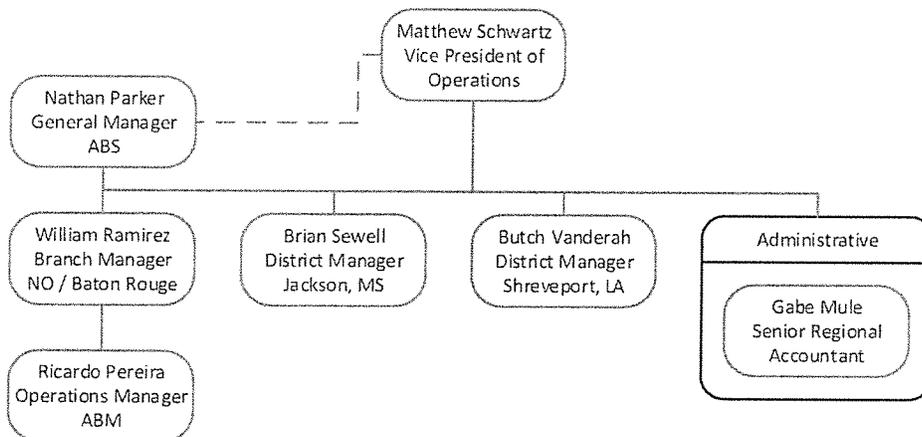
#### Baton Rouge Office Information:

10202 Perkins Rowe, Suite 105  
 Baton Rouge, LA 70810

#### Shreveport Office Information:

910 Ravendale Dirve  
 Shreveport, LA 71107

**Square Footage Cleaned:** 3.2 million sf  
**Number of Employees:** 582  
**Number of Customers:** 334  
**Annual Sales:** \$18 million



## Cleaning Methodologies

### Improving Service Levels through New Approaches to Cleaning

To meet Jefferson Parish's need for cost-saving, high-quality service, we employ new approaches to cleaning. Because of these approaches, we're able to deliver superior results and increased productivity, while promoting a safer and healthier environment for your buildings. We clean more than 2 billion square feet of floor space every day, so our methods are based on proven results.

Our cleaning approaches combine daily, variable and extensive periodic services to perform to your expectations. We offer a full spectrum of care and as your business operations evolve, we also provide a progressive collection of additional methods and equipment to continually meet your needs. You'll find our extensive selection of services to be rare in the facility services industry.

The following cleaning methods are recommended for Jefferson Parish:

- ABM GreenCare® Cleaning
- Night Cleaning
- Day Porter Services



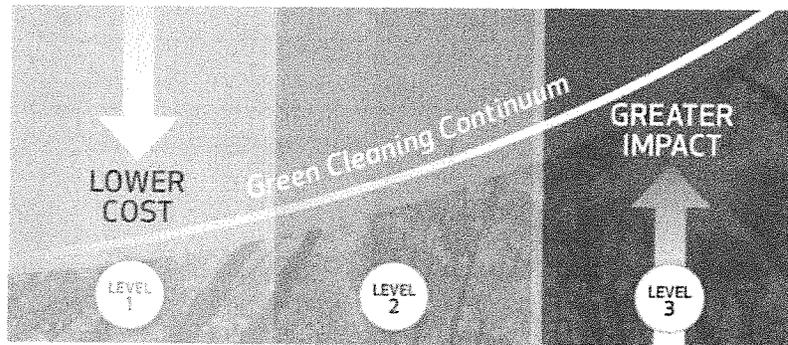
## Green Cleaning Overview

The ABM GreenCare® program focuses on products, tools, equipment, processes and policies. Our program promotes a healthier environment for your building's occupants while significantly reducing the harm done to the environment. Green cleaning also preserves your capital investments (floors, furniture, etc.) because green products are less harsh than traditional products. We use environmentally preferable products and sustainable procedures following the requirements of the U.S. Green Building Council, Green Seal, Environmental Protection Agency, Environmental Choice, and the Carpet and Rug Institute, who provide nationally recognized standards for green products and procedures. Our program is overseen by Alan France, our dedicated Director of Sustainability. He is supported by LEED APs and Green Associates located throughout the country.



### A Flexible Program to Meet Your Sustainability Goals

We've made the program flexible by offering three distinct levels. We'll help you take a more holistic approach to green cleaning, whether it's switching to green cleaning products, implementing sustainable equipment and processes or assisting with LEED certification. Based on your sustainability goals, we are recommending Level One, but if you would like to select components from different levels to customize your program, we will gladly accommodate your request. We'll use our Assessment and Transition Plan Tool to assess your existing sustainability efforts and develop pricing and a transition plan to implement green cleaning.



- Water Conservation
- Low VOC Products

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

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

## ABM GreenCare® Level One



Based on Jefferson Parish's sustainability goals and our green cleaning expertise, ABM will implement Level One. Level One covers basic sustainability installations and addresses the chemicals and paper products at your buildings.

### Product Selection

#### Chemicals

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

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

#### Benefits of Using Chemicals and Paper Products Provided by ABM:

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

## ABM GreenCare® Training

### Procedures Manual

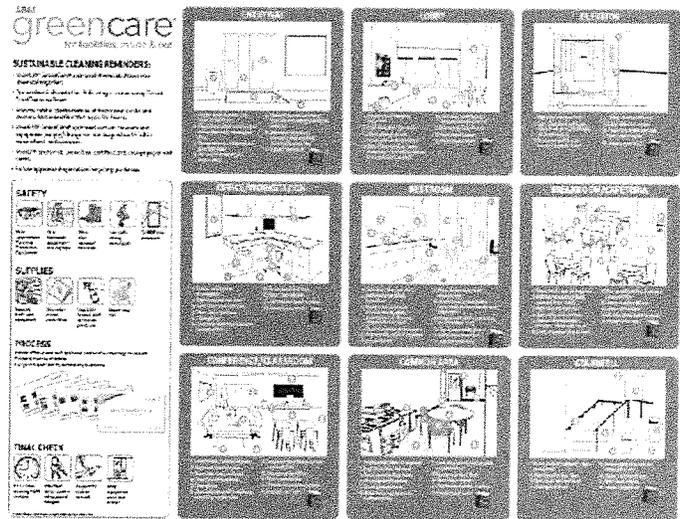
The ABM GreenCare® Procedures Manual outlines proper cleaning processes and ensures our employees effectively use the chemicals, equipment and tools provided and establish proper techniques in their daily tasks. ABM will work with you to establish proper cleaning intervals throughout the day and ensure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

### Wall Chart

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

### Partnership Training from Vendors

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



# Our People

Our promise to you is fulfilled by our people. Your expectations need to be met by employees who are willing and able to give their best, every day—which ABM's employees have demonstrated consistently.

We attract, select and retain employees who will exemplify our core values—respect, integrity, collaboration, innovation and excellence—at every job site. We hire superior employees from diverse backgrounds, give them thorough training, encourage them to be accountable for their work and reward them for exceptional performance.

With well-managed people in the right jobs, Jefferson Parish benefits in many ways:

- Higher quality service
- Increased productivity and reliability
- Professional interaction with employees
- Reduced turnover, resulting in more familiar faces and more consistent service
- Lower costs as a result of a safer workplace

## Attract and Recruit

### Recruiting the best

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

Your buildings require personnel who are able to adapt to your culture and present themselves in a friendly, professional manner. That is why we make great efforts to recruit employees who don't just match the job profile, but also will adapt to meet your facility's needs and ABM's culture of learning, teamwork and providing high-quality service.

## Screen and Select

### Careful selection to ensure safety and quality

Through professional interviewing and selection processes, we select quality candidates who meet your needs. To ensure the safety of your customers, employees and business assets, we provide a range of employee screening packages. We will conduct tiered screening based on your industry's best practices and your business' requirements.



Our screening packages can include any of the following:

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

## Train and Develop

### **An emphasis on safety and training**

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

## Retain

### **Employee benefits and incentives attract and keep good people**

Maintaining a broad, competitive benefits program enables us to keep well-trained, experienced employees who are committed to your buildings and ABM. We provide you with the flexibility to personalize a benefit package that meets your cost objectives while still achieving a work/life balance for the employees.

Based on the terms of your contract or collective bargaining agreement requirements, the service workers staffing your facilities will be offered a selection of benefits that can include the following:

- Health and Dental
- Life Insurance
- Accidental Death and Dismemberment
- Paid Vacation
- Paid Holidays
- 401 (k)
- Anniversary Awards
- Workers' Compensation
- Employee Stock Purchase Plan

## Grow

### **Encouraging professional growth**

Another component of our retention program is the support we provide to employees as they grow in their careers. Your buildings will be serviced by employees who are allowed to grow, which typically results in higher productivity and better service quality. Our culture encourages each employee to openly communicate with his or her manager to develop a career path that builds on individual strengths. The quality of each individual employee's service continually improves because of the ongoing coaching facilitated by regular performance reviews.

## Training Program

We provide you with employees that have the training they need to successfully perform janitorial services in your buildings, improve efficiency, and develop new skills. Every ABM employee meets the following criteria:

- Technically proficient with chemicals, equipment and methods
- Familiar with the rules and regulations of your site(s)
- Thoroughly trained in job safety
- Committed to providing outstanding client service

### New Hire Orientation and Training

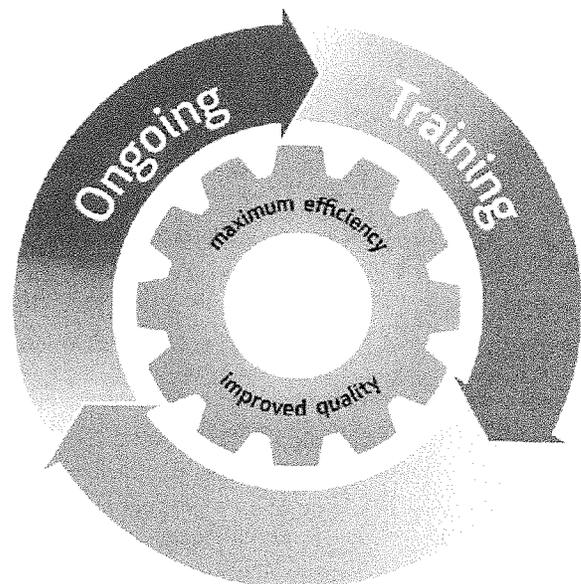
During the start-up phase, ABM Project Managers and Supervisors conduct employee training sessions at one of your locations in a classroom setting. These sessions include site-specific rules and regulations, ABM policies and procedures and basic job training.

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

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

### Recurrent Training Sessions

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



# Managing Risk through Safety Programs

## Commitment and Belief

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

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

## Safety and Risk Management Programs

The programs we have embedded into the ABM culture provide opportunities to significantly reduce the amount of injuries that occur among our workforce. However, some accidents still occur and the utilization of risk management programs becomes essential to get employees back to good health and back to work as quickly as possible. Our Safety and Risk Management teams have made powerful developments in our company's ability to monitor and administer hazards, claims and other risk-related issues.

### Current Programs

- **ThinkSafe:** A recently rolled out program that is intended to reflect the idea that almost all workplace accidents are preventable if you make safety an integral part of your day. At ABM, we are striving to create a world-class culture in all we do - safety is a large part of that objective.
- **Telematics:** All ABM fleet vehicles are equipped with telematics systems that monitor the employee's driving habits, including speed of travel, seatbelt use, idle time, and location of vehicle at every stop. Data is collected automatically, and audible alerts are sounded whenever a driver exhibits unsafe behavior. Driving habits, patterns, and violations of the policy are reviewed monthly and remain on the driver's record for 12 months.
- **Nurseline:** A "first call" nurse triage program to assess on the job injuries for appropriate treatment.
- **Concentra National Clinic Program:** A specialized national network of clinics focused on the assessment and treatment of work-related injuries (for all areas outside of California).
- **Stay-at-Work Program:** A specific focus on returning injured employees to work once the provider has released the employee with appropriate "light-duty" assignment.
- **Telephonic Nurse Case Management (TCM):** Utilization of qualified nurses to assist with the medical management component of the claim, with the goal of prompt return to work.
- **Prompt Notification of Injury:** The reduction in lag time between the injury and report can minimize exacerbation of injuries; allow additional time to properly and expeditiously investigate the claim and implement proper corrective and preventive actions to avoid recurrence; decrease legal and claim related expenses; and ensure compliance with state and federal laws.

- **Loss Accountability Program (LAP):** An opportunity-based insurance premium collection mechanism designed to measure safety and claim performance. The foundation of the LAP collection system rewards branches and regions that have successfully reduced the frequency and severity of claims year-over-year and, conversely, penalizes those areas that have performed poorly in the safety and claim arena. Data analytics and dashboard reporting will be ABM leadership's primary tools to effectively measure each location's success.

## Resources

As an ABM client you'll have resources to depend on, including specialists in safety, training, prevention, workers' compensation, Sarbanes-Oxley (SOX), liability, claims and insurance management. To manage the safety of your sites and stay ahead of the latest safety procedures, ABM's Safety Committee meets monthly to:

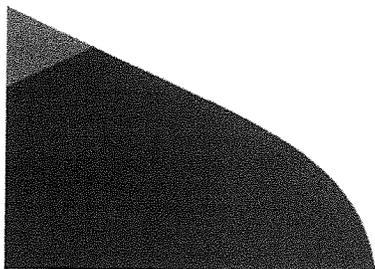
- Report on training, inspections and incidents
- Revisit safety objectives and loss prevention goals
- Provide recommendations for the prevention of future incidents
- Review monthly Branch Safety Reports

Below are a few of the primary tools we use to teach safety awareness and manage performance:

- **ABM Safety and Health Manual:** This manual describes the essential policies related to organizational responsibilities, safety program organization, safe work practices and recordkeeping requirements. It helps us apply procedures consistently at every site.
- **Safety Communications:** ABM supervisors have online access to the ABM library, which includes over 130 training topics. Also available in English and Spanish.
- **OSHA Injury and Illness Recordkeeping:** ABM maintains and monitors the OSHA 300 Log recordkeeping process to comply with Federal requirements, and also to track safety performance at the local level, providing real-time incident rate data.
- **Motor Vehicle Record (MVR) Check and Driver's Alert Programs:** We check employees' personal driving records if they are to drive a company vehicle. Periodic re-checks are made to determine their continued eligibility. In addition, all ABM vehicles have a decal asking the public to report unsafe driving via a toll-free number and are equipped with telematics technology.
- **Loss Control:** ABM monitors our Experience Modification Rates (EMR) to better understand and lower our workers' compensation costs. Since an EMR compares our claims experience to other employers of similar size in our industry, it is a measure of how ABM's loss prevention and control practices stack up to the competition. Our intrastate EMR has been consistently below 1.0, better than the industry average.
- **Medical Coverage:** ABM has partnered with a medical telephonic triage service to give our employees 24/7 access to medical professionals in case of an injury. This program not only advises our employees of the proper care for injuries and when to seek emergency services, but also provides timely reporting of all on-the-job incidents.

**Monthly Safety Training Topics**

All ABM employees receive safety orientation upon hire and monthly thereafter. A schedule will be sent out quarterly along with the training material. The material is available in video, CD, on-line and hard copy formats. The attendance roster must be available for inspection at the branch office. A copy of each month's attendance rosters is submitted to the Regional Safety Director by the middle of the following month. Copies must be kept on location as well for the duration of the contract.



# Quality Assurance Program

We've established a quality culture that focuses on client satisfaction, involves employees, measures performance, and is continuously improving. To support your quality goals and requirements, we use a unifying quality management system that places a variety of processes into a single framework. This framework acts as a starting point from which Jefferson Parish and ABM will customize a quality program for your buildings. The program will improve efficiencies and allow for greater transparency into your account activity.

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

## Benefits You'll Receive:

- Automated communication, resulting in reduced response time
- Complete, up-to-date work order status
- Round-the-clock access, communication and tracking
- Periodic scheduling and tracking
- Customized inspection and work order reports providing data for process improvement
- Improved client satisfaction
- Less time spent managing issues



## Quality Management System

ABM's quality management tool is a web-based control system that supports your quality goals and requirements. The system allows both Jefferson Parish and ABM to view inspection results, work order statuses, periodic maintenance schedules, and reports through a central online portal. ABM focuses on:

- Analyzing inspection results
- Automating work order management
- Establishing and tracking accountability
- Continually improving processes

### Tracking Accountability

In order to provide you with transparent accountability, all work requests will clearly define who is responsible for the work and the time involved for completion. The requests will be time stamped, and automatic escalations are triggered by that time, notifying management. You will have the opportunity to measure, quantify and analyze service delivery, alongside ABM management. This process makes it easy to identify and disseminate best practices.

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

Your facilities will be inspected on a regular schedule, and the data is entered into the system via a wireless device, allowing for real-time access to inspection results. During inspection, tasks are rated on a scale from one to five, producing a percentage of the maximum possible. The total for all tasks during that inspection becomes the quality score for the site(s). Customized quality control inspection reports, showing results and trends will be accessible online or via an Excel spreadsheet. This information allows our managers to determine what actions are necessary to maintain compliance, continuous improvement, and ultimately, your satisfaction.

### Process Improvement

We optimize our processes to achieve more efficient results for you through planning, standardization, employee engagement and other means. We continuously look to identify areas of opportunity and target any problem areas, formulate a detailed strategy, and promptly execute the solution. When we engage in a proactive process improvement strategy, we are able to build upon our foundation of best practices, procedures and processes so you receive the best service. Our quality management system helps us identify where to focus our efforts.

## Equipment, Supplies and Chemicals

### Quality and efficiency at lower costs

The quality of the service that you'll receive is enhanced by our commitment to providing the best delivery, service and employee training on the equipment, supplies and chemicals we use. You save money because we use superior products and methods, requiring fewer man hours.

ABM has strong, established relationships with industry-leading supply, chemical and raw material manufacturers that share our commitment to excellence. This affords us cost-control advantages over our competitors and provides you with several distinct advantages:

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



### **Equipment**

ABM has standardized the equipment that our service workers use, providing benefits for our clients, including:

- Better cleaning results due to better product and equipment selection
- Increased safety because our employees are thoroughly trained and familiar with the equipment
- Reduced training time and expense because we limit the types of equipment used
- Reduced repair time and, therefore, less equipment downtime

### **Supplies**

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

### **Chemicals**

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

Our chemical cleaning program benefits you in several ways:

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

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

- Standardized packaging and dilution ratios
- Optimal choices of products for each cleaning application
- Uniform training on product use
- Simplified HazCom programs

## Uniforms — Yours or Ours

People in your buildings will always be able to recognize the janitorial services staff because they'll proudly be wearing either the ABM uniform or a special uniform chosen to reflect the character of your buildings. The professional image of our service employees is just one more way ABM works to enhance the overall image of your buildings. We understand that establishing an identity and presence at your sites is imperative as security has become heightened in recent years.

The power of a uniform doesn't stop there. It also gives our service employees a greater sense of responsibility and accountability. They are required to keep their uniforms looking clean and presentable.

Our agreement with Cintas, a leader in the uniform industry and ABM's primary supplier, enables us to provide you with an array of well-made, high-quality apparel to choose from.

For this proposal, the uniforms will be:

- Work shirts, knit polo shirts, slacks and trousers
- Smocks and aprons
- T-shirts



## Should Your Facility Needs Expand

Should your facility needs expand, we have a wide range of services to meet your needs.



- Guaranteed energy saving programs
- Smart building technologies
- EV charging stations
- Renewable energy solutions



- On-site maintenance technicians
- Mobile maintenance technicians
- Preventative maintenance
- Handyman services
- Clinical engineering
- Landscape and grounds maintenance
- Golf course maintenance renovations
- Exterior pest and fertility management
- Athletic and sports field maintenance
- Irrigation maintenance and management



- Revenue enhancement and expense control
- Shuttle and transportation service
- Special event and valet parking services
- On and off street parking management



- Predictive and preventive maintenance programs
- Interior and exterior energy efficiency retrofits and programs
- Engineering services, risk assessment and mitigation
- Commissioning, start-up and acceptance testing
- Life extension, upgrade and modernization

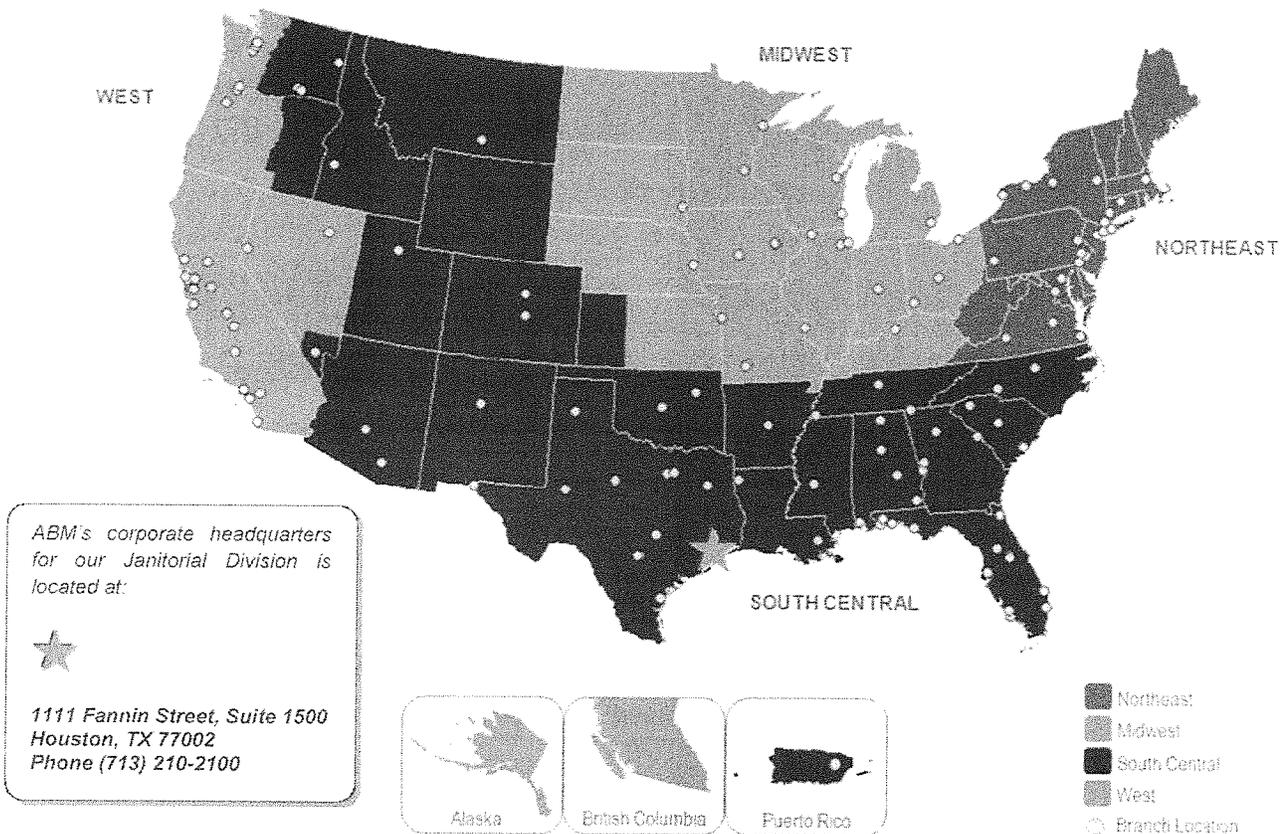


- Preventive maintenance programs
- Repairs, replacements and retrofits
- Engineering and recommissioning
- Bundled energy solutions

# Janitorial At A Glance

## ABM Janitorial At A Glance

- \$2.6 billion in revenues (FY2014)
- 300+ offices nationwide
- 72,000 employees
- Started in 1909
- Parent Corporation ABM Industries (NYSE:ABM)



*Providing local service in thousands of cities through our 300+ branch offices located throughout the U.S., Puerto Rico and Canada*

## What to Expect From ABM

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

### Service Excellence

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

### Breadth of Services

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

### Deep Industry Expertise

From our national office to our local branches, we've made sure our workforce understands your industry. After all, in over 100 years' of service, we've developed the expertise to make our solutions work best for you.

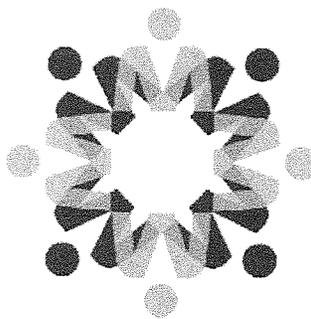
### Technology-Enabled Workforce

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

### Guaranteed Sustainability Solutions

We've got expertise to support all of your sustainability goals, including green cleaning, LEED support, bundled energy solutions, and more.

***We Are Ready to Build Value For Jefferson Parish.***



2525 Quail Drive, Baton Rouge, 70808 (225) 765-2301



### Louisiana State Licensing Board for Contractors



#### Contractor Information

Business Name LA DESIGN & BUILD, LLC

Mailing Address 514 Franklin Avenue  
New Orleans, LA 70117

Phone Number (504) 218-4918

Fax Number (504) 265-8484

Email Address blake@ladnb.com

#### Active Licenses

License Number 57430

Type Commercial License

Status LICENSED

Effective 09/21/2016

Expiration 09/20/2019

First Issued 09/20/2012

#### Classifications

Class	Qualifying Party	Parishes
BUILDING CONSTRUCTION	James Blake Boudreaux	ALL
BUSINESS AND LAW	James Blake Boudreaux	ALL