

FIVE DIAMOND EMERGENCY RESPONSE PROGRAM

BE READY FOR ANY EMERGENCY

When an emergency occurs, a disaster strikes, or a pandemic hits, the last thing you want to worry about is finding the right vendor to help you get your business back up and running. We can help with that. Marsden Restoration's Five Diamond Program offers a priority emergency response to our members. From pre-event planning through recovering from the crisis, we provide the immediate emergency response that enables your business recovery. The benefits of becoming a Five Diamond member include:



PEACE OF MIND

You have a safety net if something happens to your facility. You already have a trusted, established vendor for restoration, mitigation, cleanup, storm preparedness, documentation, environmental concerns, and disinfection services.



PRIORITY SERVICE

In the event of a large-scale disaster or other emergency event that results in a surge in demand, you will receive priority service as a Five Diamond Member. In order to ensure all of our Five Diamond Members receive priority service, we are limiting our membership to 100 clients nationwide.



PERSONALIZED PROGRAM

You will be assigned a dedicated representative who will collect information about your facility and establish a chain of command in the event of an emergency, which will decrease downtime following a disaster event and allow us to get to work quickly.



PRICE TRANSPARENCY

We will annually publish price lists so that you are aware of service costs upfront and not after the work is completed. We always provide transparency in our billing and negotiations with insurance companies and consultants.



PARTNERSHIP

Marsden Restoration is part of the Marsden Services organization, a nationwide integrated facility services provider. By partnering with us, you will receive the support of all of Marsden's providers, which enhances response times and service offerings, including janitorial and disinfection; security and investigations; mechanical maintenance; calibration and validation; and facilities management.

For more information, contact your local Marsden representative or visit www.marsden.com.

CLEANING | SECURITY | HVAC | CALIBRATION | RESTORATION | FACILITIES MANAGEMENT



Services Agreement

THIS JANITORIAL and MICROBIAL PREVENTATIVE SERVICES AGREEMENT ("Agreement") is effective by and between Marsden Bldg Maintenance, LLC (hereinafter referred to as "VENDOR"), and **Nebraska Education Television** (hereinafter referred to as "Customer") (VENDOR and Customer shall be collectively referred to as the "Parties").

1. **Engagement.** Customer engages and hereby employs VENDOR as an independent contractor to provide janitorial and microbial preventative services for the building(s) located at **1800 N. 33rd St. Lincoln, NE 68503** to begin on **February 1, 2021**.
2. **Term.** This agreement shall be considered "month to month" in nature, and may be cancelled by VENDOR or Customer, with or without cause, upon giving thirty (30) days written notice.
3. **Services.** The janitorial and microbial preventative services and levels of service available from VENDOR are identified on the attached Exhibit A. If Customer desires VENDOR to provide additional services, products, and/or equipment beyond the scope of the Services identified in the Exhibit A, the Parties shall mutually agree in writing as to whether, and on what terms, the additional services, products and/or equipment shall be provided. VENDOR agrees to provide products and equipment necessary to perform the services described in the attached Exhibit A.
4. **Compensation.** Customer shall compensate VENDOR for the Services in the amount of **\$15,254.39** per month. Customer agrees that the compensation is subject to escalation by reason of increases in the State or Federal Minimum Wage law as well as any consumables pricing change as manufacturers pass increases to VENDOR's distributor. VENDOR will attempt to provide Customer with advanced notice in the case of such an increase.
5. **Payment Terms.** VENDOR invoice terms call for payment net 10 days upon receipt. VENDOR does not accept payment by credit card. Interest will accrue on all invoices that are not paid in full within 10 days of the date of the invoice at the rate of 18% per annum. Failure to pay invoices within ten (10) days will be considered a breach of this contract and could result in discontinuance of our services without prior notice. VENDOR shall be entitled to recover all legal costs incurred (including reasonable attorneys' fees) in collecting payment from Customer. Any deviations from these payment terms must be approved in writing by VENDOR.
6. **Insurance.** VENDOR shall maintain workers' compensation, bodily injury and property damage liability insurance for the term of this Agreement. Certificate naming Customer as additional insured is available upon request.
7. **Warranty Disclaimer.** Customer understands and agrees: (i) the Microbial Preventative Services are preventative in nature; (ii) VENDOR is not a consultant and cannot advise Customer on the appropriate level of service for Customer's facility; and (iii) VENDOR cannot and does not guarantee the effectiveness of the Microbial Preventative Services at preventing infection, that Customer's facility will be free of microbes, or that people who enter the facility will not get sick. VENDOR MAKES NO REPRESENTATIONS OR WARRANTIES REGARDING THE MICROBIAL PREVENTATIVE SERVICES. VENDOR DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, WITHOUT LIMITATION, ANY WARRANTY OF MERCHANTABILITY OR THAT SUCH MICROBIAL PREVENTATIVE SERVICES WILL BE FIT FOR CUSTOMER'S PARTICULAR PURPOSE.
8. **Indemnification.** VENDOR shall defend, indemnify and hold Customer harmless from and against all claims, liability, costs, or expenses for any injury or death to any person or damage to any property arising out of or in any way relating to any act or omission of VENDOR at VENDOR's sole expense, except for any illness, injury, claims, liability, costs, or expenses arising from or relating in any way to any microbial, viral, or bacterial outbreaks or infections.

Customer shall defend, indemnify and hold VENDOR harmless from and against all claims, liability, costs, or expenses for any injury or death to any person or damage to any property arising out of or in any way relating to any act or omission of Customer at Customer's sole expense.
9. **Limitation of Liability.** VENDOR shall not be liable for indirect or consequential, incidental, exemplary, punitive or special damages, including, without limitation, business interruption, lost business, or lost profits damages, even if such VENDOR has been advised of the possibility of such damages in advance. Notwithstanding anything contained in this Agreement to the contrary, should VENDOR be found liable for any losses hereunder for any reason, the sole and exclusive remedy of Customer, whether in



contract or tort, shall be limited to Customer's actual and direct damages, and shall in no event exceed Two Hundred and Fifty Thousand Dollars (\$250,000.00), such amounts to be inclusive of any defense costs.

- 10. **Safe Work Environment.** VENDOR agrees to maintain a safe work environment and to follow all safety regulations relating to the services being provided, subject to the disclaimer of warranties in this Agreement. Customer agrees to provide VENDOR with a safe environment and to provide information on anything within the building that could pose a hazard to VENDOR employees such as asbestos, hazardous chemicals, etc.
- 11. **Storage Area.** Customer agrees to provide storage space, and access to water for product dilution dispensing.
- 12. **Non-Solicitation.** Both parties agree that they will not directly or indirectly hire personnel from the other party's employment during and for up to one year after the termination of this agreement, unless agreed upon in writing by both parties. In the event that such mutual consent is not obtained, the hiring party hereby agrees to compensate the other part in the amount of thirty- three percent (33%) of the annualized wages of the person hired payable before start date.
- 13. **Force Majeure.** VENDOR shall not be liable or responsible for providing the Microbial Preventative Services, nor be deemed to have defaulted under or breached this Agreement, for any failure or delay in fulfilling or performing any term of this Agreement, when and to the extent such failure or delay is caused by or results from

acts beyond VENDOR'S reasonable control, including, without limitation, the following events: (a) acts of God; (b) flood, fire, earthquake, epidemics, or explosion; (c) war, invasion, hostilities (whether war is declared or not), terrorist threats or acts, riot or other civil unrest; (d) government order or law; (e) actions, embargoes or blockades in effect on or after the date of this Agreement; (f) action or orders by any governmental authority; (g) national or regional emergency; (h) strikes, labor stoppages or slowdowns or other industrial disturbances; or (i) shortage of adequate power or transportation facilities.

- 14. **Assignment.** All of the rights, benefits, duties, liabilities and obligations of the parties shall inure to the benefit of and be binding upon the parties' respective successors and assigns.
- 15. **Modification.** No provision of this Agreement shall be modified, waived, or discharged unless such waiver, modification or discharge is agreed to in writing signed by parties hereto. No agreements or representations, oral or otherwise, express or implied, with respect to the subject matter of this Agreement have been made by either party which are not set forth expressly in this Agreement.
- 16. **Governing Law.** This Agreement shall be interpreted, enforced and governed in accordance with the law of the state in which Customer's facility is located as identified in Paragraph 1 of this Agreement.

Marsden Bldg Maintenance, LLC

By: _____

It's: David Ketcham, Vice President of Business Development

Date: _____

Nebraska Education Television

By: _____

It's: _____

Date: _____

Form A
Bidder Proposal Point of Contact
Request for Proposal Number 6342 Z1

Form A should be completed and submitted with each response to this solicitation. This is intended to provide the State with information on the bidder's name and address, and the specific person(s) who are responsible for preparation of the bidder's response.

Preparation of Response Contact Information	
Bidder Name:	Marsden Building Maintenance
Bidder Address:	7101 Mercy Rd. Omaha, NE 68106 1200 N St. Lincoln, NE 68508
Contact Person & Title:	Becky Martin - Business Development Manager
E-mail Address:	Rmartin@Marsden.com
Telephone Number (Office):	402-597-1627
Telephone Number (Cellular):	402-657-7513
Fax Number:	402-597-1668

Each bidder should also designate a specific contact person who will be responsible for responding to the State if any clarifications of the bidder's response should become necessary. This will also be the person who the State contacts to set up a presentation/demonstration, if required.

Communication with the State Contact Information	
Bidder Name:	Becky Martin
Bidder Address:	7101 Mercy Rd. Omaha, NE 68106 1200 N St. Lincoln, NE 68508
Contact Person & Title:	Becky Martin - Business Development Manager
E-mail Address:	Rmartin@Marsden.com
Telephone Number (Office):	402-597-1627
Telephone Number (Cellular):	402-657-7513
Fax Number:	402-597-1668

REQUEST FOR PROPOSAL FOR CONTRACTUAL SERVICES FORM

BIDDER MUST COMPLETE THE FOLLOWING

By signing this Request for Proposal for Contractual Services form, the bidder guarantees compliance with the procedures stated in this Solicitation, and agrees to the terms and conditions unless otherwise indicated in writing and certifies that bidder maintains a drug free work place.

Per Nebraska's Transparency in Government Procurement Act, Neb. Rev Stat § 73-603 DAS is required to collect statistical information regarding the number of contracts awarded to Nebraska Contractors. This information is for statistical purposes only and will not be considered for contract award purposes.

NEBRASKA CONTRACTOR AFFIDAVIT: Bidder hereby attests that bidder is a Nebraska Contractor. "Nebraska Contractor" shall mean any bidder who has maintained a bona fide place of business and at least one employee within this state for at least the six (6) months immediately preceding the posting date of this Solicitation.

_____ I hereby certify that I am a Resident disabled veteran or business located in a designated enterprise zone in accordance with Neb. Rev. Stat. § 73-107 and wish to have preference, if applicable, considered in the award of this contract.

_____ I hereby certify that I am a blind person licensed by the Commission for the Blind & Visually Impaired in accordance with Neb. Rev. Stat. §71-8611 and wish to have preference considered in the award of this contract.

FORM MUST BE SIGNED USING AN INDELIBLE METHOD OR VIA DOCUSIGN

FIRM:	Marsden Building Maintenance
COMPLETE ADDRESS:	7101 Mercy Rd. Omaha, NE 68106 1200 N St. Lincoln, NE 68508
TELEPHONE NUMBER:	402-675-7513
FAX NUMBER:	402-597-1668
DATE:	9-28-20
SIGNATURE:	<i>Becky Martin</i>
TYPED NAME & TITLE OF SIGNER:	Becky Martin – Business Development Manager

Routine Specifications

Classrooms/Conference Rooms

Remove any trash or recycle. Spot wipe and replace liners as needed.	5 x / Wk
Sanitize wipe vertical touchpoints including door handles, push plates, etc.	5 x / Wk
Damp wipe marker boards in need.	5 x / Wk
Damp wipe tables in need using sanitizing cleaner.	5 x / Wk
Spot brush or spot wipe chairs in need.	5 x / Wk
Dust and spot wipe any counters or ledges in need.	5 x / Wk
Vacuum carpet removing visible debris.	5 x / Wk
Spray and blot carpet spots less than 2 inches in diameter.	5 x / Wk
Spot wipe vertical surfaces removing spills, smudges, etc.	5 x / Wk

Elevators

Sanitize wipe vertical touchpoints including grab bars, panel buttons, etc.	5 x / Wk
Spot wipe vertical surfaces removing spills, smudges, etc.	5 x / Wk
Polish stainless steel surfaces in need.	5 x / Wk
Spot wipe elevator tracks on main level.	5 x / Wk
Vacuum carpet removing visible debris including edges.	5 x / Wk
Spray and blot carpet spots less than 2 inches in diameter.	5 x / Wk

Entrances/Corridors

Remove any trash and clean out any ash urns. Spot wipe as needed.	5 x / Wk
Police / spot sweep exterior entry area in front of doors.	5 x / Wk
Sanitize wipe vertical touchpoints including door handles, push plates, etc.	5 x / Wk
Spot wipe vertical surfaces removing spills, smudges, etc.	5 x / Wk
Spot wipe glass doors, frames and any sidelight glass.	5 x / Wk
Spot wipe entry thresholds.	5 x / Wk
Sweep or vacuum any hard surface floors.	5 x / Wk
Vacuum any carpet or matting.	5 x / Wk
Damp mop any hard surface floors.	5 x / Wk

Kitchen/Lunch Room

Sanitize clean counters	5 x / Wk
Remove any trash or recycle. Spot wipe and replace liners as needed.	5 x / Wk
Sweep floors including under equipment where accessible.	5 x / Wk
Full wet mop or auto-scrub floor using degreaser.	5 x / Wk

Office Area

Remove trash from workstations. Replace liners if soiled or torn.	5 x / Wk
Spot wipe any glass in need removing prints and smudges.	5 x / Wk
Dust and spot wipe open areas of desks and other furniture in need.	5 x / Wk
Vacuum carpet removing visible debris.	5 x / Wk

Spray and blot carpet spots less than 2 inches in diameter. 5 x / Wk
Spot wipe vertical surfaces removing spills, smudges, etc. 5 x / Wk

Restrooms/Drinking Fountains

Sanitize wipe vertical touchpoints including door handles, push plates, etc. 5 x / Wk
Fill all dispensers. Clean and polish as needed. 5 x / Wk
Spray and wipe sinks, vanity and mirror. Spot wipe surrounding walls. 5 x / Wk
Spray and sanitize wipe toilets and urinals. Spot wipe walls and partitions. 5 x / Wk
Empty any sanitary disposal boxes and replace liner. Clean and polish. 5 x / Wk
Carefully remove trash and replace liner. Clean and polish. 5 x / Wk
Sweep and wet mop the floor. 5 x / Wk

Stairs

Police all levels removing any litter or debris. 5 x / Wk
Spot wipe any spills on the steps or landings. 5 x / Wk
Sanitize wipe vertical touchpoints including door handles, push plates, etc. 5 x / Wk
Spot wipe vertical surfaces removing spills, smudges, etc. 5 x / Wk
Sweep and damp mop steps and landings. 5 x / Wk

Daily Service

Ensure all exterior doors are closed and latched 5 x / Wk
Turn out all unnecessary lights 5 x / Wk
Empty large sized trash can/containers located in the Basement level
next to janitorial 5 x / Wk
Empty large sized trash can/containers located in Lower Level and place
Cardboard in recycle 5 x / Wk
Keep all mop sinks sanitized on all floors. Run water nightly in mops sinks
To keep P-trap wet and eliminate odors 5 x / Wk

Every Other Week Service

Vacuum complete carpeted areas
Pour germicidal solution down floor drains
Spot clean baseboards
Dust mop and damp mop designated stairways and landings. There are four stairways, two on
each side of the building. Contractor will clean the stairways on alternating weeks to ensure all
stairways are maintained.
Wash restroom doors and exterior doors

Every other Month

Wash trash receptacles
Wash entrance exterior glass
Visually inspect and clean ceiling lights of bugs

Every three months

Soil extract carpet in the Boardroom and the meetings & Events rooms

Annual Service

Strip and refinish all resilient floors. This service to be completed in the month of December.

Scrub and refinish all resilient floors. This service to be completed in the month of June

Soil extract all carpet. This service to be completed in the month of April

Clean interior glass



6342-Z1 Janitorial Services For
**NEBRASKA EDUCATION
TELEVISION**

PREPARED BY
MARSDEN SERVICES L.L.C.



October 5, 2020

6342-Z1 Janitorial Services

Nebraska Education Television
1800 N. 33rd St.
Lincoln, NE 68503

Dear State Purchasing Bureau,

6342-Z1 Nebraska Education Television creates valuable client relationships and develops its brand by focusing on its core business activities. Your facility should support your business operations. In order to do so, it must be visually neat, clean, and safe. All these are impacted by the performance of your janitorial service.

If your janitorial contractor does not properly care for your building, it can impact the outcomes of your business:

- Poorly cleaned spaces produce negative impressions on customers and employees alike, which can adversely impact your brand
- Untrained janitors create unsafe conditions that increase injuries and liability costs
- High turnover of janitorial staff increases service failures that reduce the value of your cleaning investment

We are confident Marsden will help you avoid the challenges above and realize your desired outcomes, including:

- Well-cleaned facilities that make positive first impressions
- Competently trained and skilled janitors with the appropriate site supervision and local support
- Frequent cleaning inspections to assure quality expectations are met
- Efficient operating spend within strict cost controls

This proposal represents our Marsden commitment to Marsden Building Maintenance and all who use your facilities. We look forward to discussing it with you and answering any questions you may have.

Sincerely,

Becky Martin

Becky Martin
Business Development Manager
402-657-7513
Rmartin@marsden.com

ABOUT US

Caring for a facility is a dynamic and intricate process. It requires flexibility to meet changing needs, but also consistency and reliability. It demands strict security measures and confidentiality while simultaneously requiring internal transparency and communication. It necessitates safe practices, exceptional training, and quality control, all with an emphasis on customer service. Marsden Services knows how to accomplish these standards of care.

At Marsden, we ask the right questions, anticipate client needs, and deliver on our promises. For over 65 years, Marsden has been serving facilities and learning about the challenges and opportunities of the industry. We care for thousands of buildings in hundreds of locations. Our clients range from schools to iconic skyscrapers, small office buildings to major hospital systems, and everything in between. We provide specialized care to every building through service solutions that are quality-based and customer-focused.

Marsden provide clients with a unique combination of national strength and local presence. Marsden is a multistate company that services over 300,000,000 square feet each day, for hundreds of clients, coast to coast. Despite our size, our focus is on the local markets in which we have office locations. Each office is invested in its community and local clients, providing personalized service. Our local teams leverage our resources as a large organization, including staff, technology, equipment, supplies, information, industry experts, and finances, to better serve their neighboring clients. Through our combined national and local operations, we provide our clients with the strength of a large corporation with the individualized care of a small business.



LABOR MANAGEMENT

At Marsden, we are proud to provide good jobs to hardworking people. We attract and retain a qualified workforce that provides our clients with consistent, high quality services. Through our labor management strategies, we have built a stable, qualified team of associates that is productive, reliable, and trustworthy.

HIRING

All of our hiring is done by our Human Resources(HR) professionals. Our HR professionals are intensively educated in current employment laws, verifying authorization to work, performing background checks, and interviewing candidates.

Candidates apply for an open position online and complete a pre-interview online assessment. We thoroughly review each potential candidate's background, legal status, and work history before inviting the applicant for an interview, and automatically disqualify anyone who doesn't meet the required standards. Depending on the specific job the applicant is being considered for, Marsden may also implement additional screening measures.

All qualified applicants are given a personal, face-to-face interview with a trained HR professional. During the

interview, we look at the applicant's general suitability, as well as his or her job experience and work ethic. If we are satisfied that a candidate will become an effective member of the Marsden team, we work hard to onboard and retain that individual.

We are unique in the facility maintenance industry in that we work extremely hard to retain staff members and avoid the consequences of high turnover. Our turnover rate is a 90% lower than the industry average, which means that we are able to provide our clients with a dependable workforce. Our retention efforts include incentives for our staff such as better salaries, more reliable work hours, internal promotions, and recognition programs. Our positive company culture engages our employees and lets them take pride in their work, and as a result, our employees are invested and eager to do well.



TRAINING

Every new Marsden employee undergoes extensive training. Before employees begin working in client accounts, they go through a multi-step training process that yields a workforce that is knowledgeable, efficient, consistent, and highly skilled. Through this rigorous training program, we teach our employees to deliver quality services with a customer-focus, while simultaneously reducing costs.

Each service team at a client site represents hundreds of hours of training and education. Regardless of the staff position, all Marsden associates complete a comprehensive training program that occurs in three steps: the first step is classroom orientation and training, then onsite training, and finally one-on-one hands-on training.

Orientation Training

During classroom orientation and training, new employees learn about Marsden, HR policies, safety, and their specific role within the company. There are test questions after each section to ensure comprehension. Our focus during classroom training is to introduce employees to our company, its culture, and its mission. We also use this time to emphasize the importance of safety and safe work practices.

Onsite Training

Once new employees have satisfactorily completed the first tier of training, they begin their onsite training. During onsite training, employees are trained on the standard methods for their particular job, site-specific methods, site-specific safety protocols, customer service, and advanced industry training. For new management staff, onsite training also focuses on supervisory skills and additional human resource policies.

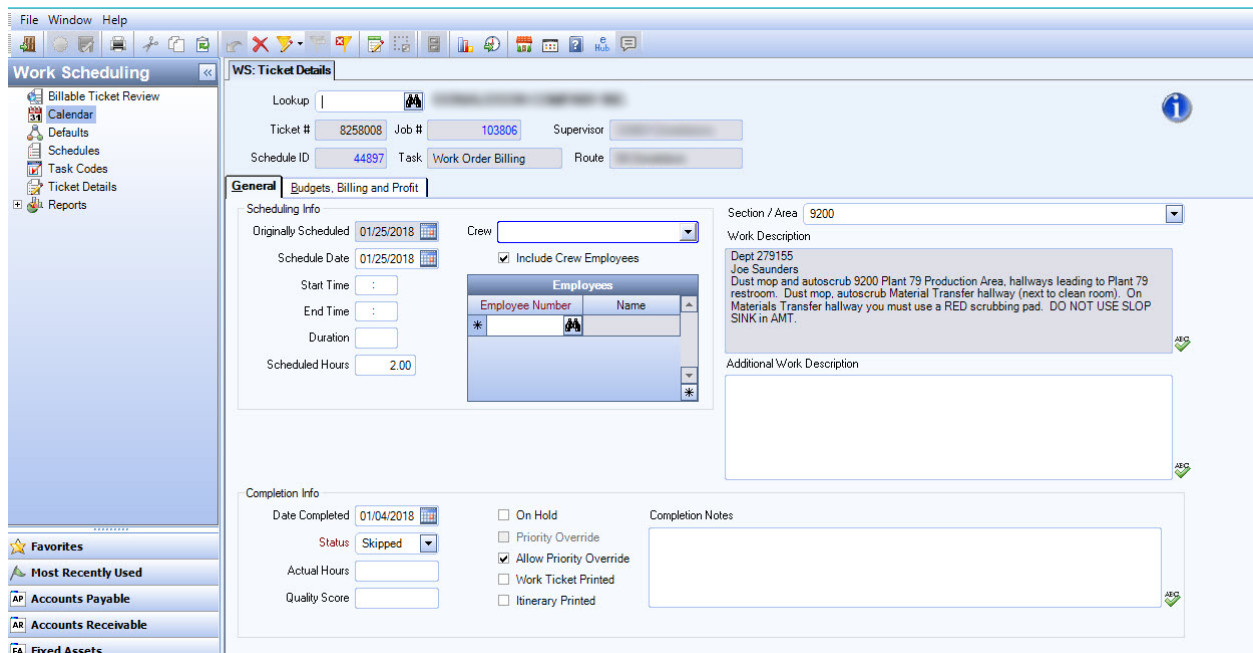
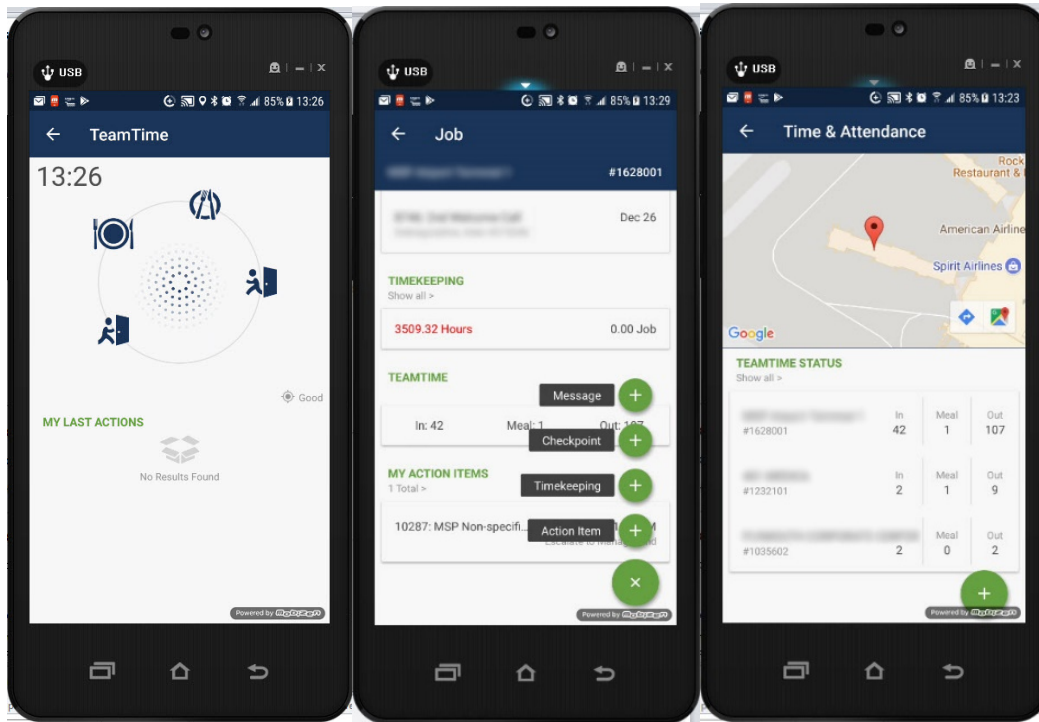
During the onsite training, new employees build upon their classroom learning in a tangible way. The onsite training helps new employees to visualize what they are learning and prepares them to practice these procedures and techniques themselves in the final step of training.

Individual Technical Training

In the final stage in Marsden's training program, employees receive one-on-one instruction. This final step ensures that employees have retained the information they have learned in training and that they can execute it. During the hands-on training, a designated trainer works side by side with the new hire. As the trainer and the trainee work together, the new employees are taught the specific service plan for that client site. For each facility, we create a service plan that incorporates the best equipment, products, and techniques. Each employee is taught this system for service delivery in order to ensure our clients receive consistent and efficient services each day.

STAFFING LEVELS

Marsden uses a mobile timekeeping technology to monitor employee departures and arrivals in real time. We use QR codes and/or GPS to confirm that employees are onsite and receive immediate notification if employees fail to report at their scheduled destinations. If employees do not clock-in onsite when their shifts begin, a manager uses our mobile technology to immediately locate and secure a replacement staff member. This ensures a fully staffed team at the facility every shift.



QUALITY CONTROL

Quality control is the cornerstone of everything we do at Marsden. All of our efforts are directed by our commitment to provide consistent, reliable, and customer-focused services. Marsden's quality control program, Marsden Optimize©, is composed of three key aspects: a thorough and proactive quality assurance program, cutting-edge technology, and industry-leading labor management techniques.

Through Optimize©, we are able to ensure client satisfaction, guarantee quality performance, and confirm compliance. Our Optimize© program captures the key points to providing successful service: timekeeping and HR access; work orders and project calendars; inspections and reporting; and service requests and customer surveys.

TIMEKEEPING AND HR ACCESS

Marsden's mobile technology enables us to communicate with and coordinate our employees. Through this technology, we can monitor employee departures and arrivals in real time; manage employee schedules; fill open positions; ensure accurate payroll

information; and contact employees. By using technology to simplify our HR efforts, our cleaning teams are able to spend more time serving in the facility and less time on administrative tasks, which increases our efficiency and accountability.

WORK ORDERS AND PROJECT CALENDARS

Our project management system tracks all service activities and customer requests. Once a work order is entered in the system, an automatic notification is sent to the corresponding manager. The work order is tracked through the system to completion and monitored to ensure timely responses. Periodic tasks are also entered into this system, as

well as being noted on a comprehensive service calendar. These calendars incorporate all the different service tasks to be done at a facility and divide periodic tasks into reasonable and equal weekly workloads. These calendars are then used to generate detailed weekly assignments for cleaning teams.

INSPECTIONS AND REPORTING

We perform regular inspections and periodic audits to review all aspects of Marsden's contract performance. During an inspection, we review service performance; compliance with laws, certifications, and training; and responses to customer needs and customer satisfaction. Marsden has three levels of inspection. The first is an informal, daily inspection done by the onsite supervisory team. Our second level of inspection is a monthly formal inspection done by the account manager. Finally, the operations manager does a quarterly formal inspection, and the client is invited to participate. By performing continuous inspections at various frequencies and differing levels of inspection, we immediately learn if there are any areas where we could improve our services and then make the changes necessary to do so.

We use a web-based quality assurance tool that allows us to track and manage inspections and reports directly from client accounts and anywhere else in the field. Our web-based quality assurance tool allows us to track and manage the status of inspections in real time. All reports from inspections are tracked electronically in a centralized database. We carefully review account reports to see if there are any reoccurring trends. If the account has a negative trend – such as numerous service deficiencies or customer concerns – a higher level of management is brought to the account to implement corrective action. This corrective action can include requiring re-training, bringing in new staff members, reformatting the schedule, implementing new management, or in some cases, disciplinary action for staff.

SERVICE REQUESTS AND CUSTOMER SURVEYS

If a client contacts us with a concern, the manager at the account performs an immediate site inspection. The manager will determine the source of the problem and develop a plan for resolving the situation. All action items – whether they are complaints, work orders, requests for service, or service deficiencies – are promptly escalated if they are not addressed immediately.

Clients are also invited to fill out a simple satisfaction survey on a quarterly basis. This survey helps us to measure our performance against client expectations. We share the results of these surveys with our onsite team so that they are aware of what they are doing well and potential areas for improvement.

SAFETY

Marsden is dedicated to providing our clients and our staff with a safe and healthy environment. Our employees are properly trained, careful, and alert, and they provide our clients with cleaner, safer facilities.

We work with our clients to design and implement site-specific safety programs. The primary objective of our safety program is to prevent accidents that may cause damage to client property or personal injury to customers, the public, and our employees. Our program facilitates the understanding that safety is a shared responsibility and increases employee involvement and awareness

of safe practices. We require strict safety compliance and reporting standards of our staff, and our goal is to always be reducing the number of safety incidents.

Through training, inspections, and reporting, we are able to guarantee that all of our staff members work in a safe environment where the chance of accidents is minimal and is always being minimized. Our safety initiatives allow us to comply with government mandates, adhere to industry standards, and demonstrate our commitment to the health and well-being of our clients and employees.

TRAINING

Training is key to creating and maintaining safety awareness throughout our company. Each employee is trained on the specific safety requirements of his or her job function. Regardless of an employee's particular job, all of our safety training modules emphasize accountability, compliance, and responsibility. Safety

training occurs upon hire and then retraining occurs annually. Additional safety training occurs when cleaners are assigned to an account. We conduct site-specific hazard analysis and based on the findings of this analysis, cleaners receive specific training to prepare them to safety service the account.

INSPECTIONS

Formal and informal safety inspections occur on a regular basis. Before commencing work at an account and throughout the duration of the contract, managers collaborate with clients to identify hazards and develop proper site-specific controls. Once work begins in the account, managers are continually reviewing the safety compliance of their team and checking for new or unresolved potential hazards at the job site. As part of their inspection responsibilities, our managers develop safety procedures for their assigned accounts; ensure



compliance with regulatory agency requirements; monitor staff safety behaviors; and train associates on site-specific safety hazards.

REPORTING

We maintain stringent reporting standards, both as a proactive measure and in responding to incidents. Our staff members have been meticulously trained to recognize unsafe work practices or unsafe conditions, and we make it mandatory that our staff reports such circumstances immediately.

In the rare event that an accident does occur, employees are required to report the incident to their supervisor within 24 hours. We require that associates report all incidents – including near-miss

incidents – in order for us to adequately respond to every possible safety concern.

After a report has been made, we conduct an investigation that seeks to determine the timeline of events, the cause of the accident, if safeguards were bypassed, and what corrective actions should be taken. Our managers are responsible for documenting all of this above information and must report accidents in a timely manner using the appropriate forms or reports.



REFERENCES

Central Park Plaza

Dee Dee Spetman, Sr. General Manager

JLL

222 South 15th Street, Suite 150

Omaha, NE 68102

402-346-6331

deedee.spetman@am.jll.com

Sysco Lincoln

Gene Rogers, Director of Fleet and Facility

900 Kingbird Rd

Lincoln, NE 68521

402-437-3301

Rogers.gene@lincoln.sysco.com

Fiserv

Lynette Burianek, Director of Facility

1345 Old Cheney Rd

Lincoln, NE 68512

402-840-0317

Lynette.burianek@fiserv.com

Lincoln Airport Authority

Robert McNally, Director of Operations

3401 W. Luke St.

Lincoln, NE 68524

402-458-2402

Rmcnally@lincolnaairport.com

We will do all work ourselves. We do not use subcontractors

We don't have any contracts terminated for default in the past 10 years



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

1/10/2020

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 Marsh & McLennan Agency LLC 7225 Northland Drive Suite 300 Minneapolis MN 55428	CONTACT NAME: MaryPat Thorp	
	PHONE (A/C No. Ext):	FAX (A/C, No):
E-MAIL ADDRESS: marypat.thorp@marshmma.com		
INSURER(S) AFFORDING COVERAGE		NAIC #
INSURER A: Greenwich Insurance Company		22322
INSURER B: National Fire & Marine Insurance Co		20079
INSURER C: XL Insurance America, Inc.		24554
INSURER D:		
INSURER E:		
INSURER F:		

COVERAGES

CERTIFICATE NUMBER: 1638703043


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	ADDL INSD	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 type="checkbox"/> POLICY <input checked="" type="checkbox"/> PRO-JECT <input checked="" type="checkbox"/> LOC <input type="checkbox"/> OTHER:			RGD943761807	1/1/2020	1/1/2021	EACH OCCURRENCE \$2,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$1,000,000 MED EXP (Any one person) \$5,000 PERSONAL & ADV INJURY \$2,000,000 GENERAL AGGREGATE \$4,000,000 PRODUCTS - COMP/OP AGG \$5,000,000 \$
A	<input checked="" type="checkbox"/> AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> NON-OWNED AUTOS ONLY			RAD943762007	1/1/2020	1/1/2021	COMBINED SINGLE LIMIT (Ea accident) \$2,000,000 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 type="checkbox"/> RETENTION \$			42XSf30323604	1/1/2020	1/1/2021	EACH OCCURRENCE \$10,000,000 AGGREGATE \$10,000,000 \$
C	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	N/A	RWD943538907 RWR943539007	1/1/2020 1/1/2020	1/1/2021 1/1/2021	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$1,000,000 E.L. DISEASE - EA EMPLOYEE \$1,000,000 E.L. DISEASE - POLICY LIMIT \$1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
 Workers Compensation policy (RWD943538907) includes Employers Liability coverage for the state of Ohio.

CERTIFICATE HOLDER**CANCELLATION**

Evidence of Insurance	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 

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Thomas E. Erixon
5523 No. 78th Avenue
Omaha, NE. 68134-2218
(402) 571-9699
Cell (402) 216-6855

EDUCATION: Creighton University, Omaha, NE.
Attended 1967-1971, 2002-2003
Bachelor of Science, History and Political Science, 2003

EXPERIENCE:

- 2/16-Pres.** **Marsden Building Maintenance, Omaha, NE.**
Director of Operations – Nebraska Branch:
Responsible for all operational aspects of the Nebraska Branch including contract development and performance, customer service, personnel services, Special Projects, daily custodial accounts, construction cleans and all other operational aspects.
- 10/11-2/16** **Marsden Building Maintenance, Omaha, NE.**
Sr. Operations Manager: Responsible for supervision and management of Area Managers in the oversight of customer accounts. Duties include maintaining contract performance, customer service and quality assurance. Responsible for scheduling of Special Services Crews in performance of specific specialty work including hard floor and carpet maintenance and revitalization projects. Personally manage and oversee large accounts with multiple staff levels in day and night time positions.
- 12/09-12/10** LP Custodial, Inc. Omaha, NE.
Operations Manager: Responsible for management of customer Accounts for LP Custodial including Contract Compliance, customer service and quality assurance aspects to meet or exceed contract specifications. Contracts ran the gamut of single to multi site locations and facilities. Developed and maintained a real time order and delivery system for supplies. Assisted in developing bids and proposals for new accounts. Managed start-up of new accounts.
- 8/01-8/08** American Building Maintenance, Omaha, NE.
Account Manager: Responsible for Contract Compliance and formulation of contract modifications during the contract cycle. Developed Contract Specifications for new bids. Duties required

daily contact with the customer to maintain customer satisfaction, coordination with client on special projects and outage schedules.

6/02-4/03

Midlands Chapter Alzheimer's Association, Omaha, NE.

Director of Development:

Responsible for developing and implementing a multi faceted development and fundraising plan including: Planned Giving, Corporate Sponsorship of Special Events, and oversight of the bi-annual mail appeal

10/81-5/01

Erixon, Young and Associates, Omaha, NE.

Owner and Manager of Private Employment Agency specializing in Employer Paid Fee recruitment of high end Data Processing Personnel.

9/79-9/81

U.S. Senator Edward Zorinsky, Lincoln, NE.

Office Manager, Field Coordinator: Responsible for constituent problem solving and political activities for Western two-thirds of Nebraska.

8/74-8/79

State of Nebraska Department of Labor, Lincoln, NE.

Deputy State Labor Commissioner: Responsible for the development and implementation of a major Division within the Nebraska Department of Labor.

Developed Job Descriptions for unit organizations, Line and functional supervision over all areas including Training, EEOC, Planning, and Fiscal Federal Compliance and Performance Audit staff.

Negotiated job training and placement programs for unemployed and underemployed citizens of the Balance of Sate area with labor unions, Community Colleges and Vocational Rehabilitation agencies.

Administered and funneled program dollars to supplement City of Omaha and City of Lincoln federal training funds.

3/71-7/74

Greater Omaha Community Action Agency, Omaha, NE.

City of Omaha, Manpower Planning Dept.

Planning Specialist: Responsible for gathering and interpreting statistical data to support the social and skill development training needs of low-income population in the greater Omaha area.

Marsden Building Maintenance

6342 Z1 Cost Proposal Revision One			
Location: NETV, 1800 N. 33rd St. Lincoln, NE 68503			
	Monthly	QTY	ANNUAL
Year One (1) Initial Year	\$15,254.39	X 12 =	\$183,052.73
Year Two (2) First Renewal	\$15,712.02	X 12 =	\$188,544.24
Year Three (3) Second Renewal	\$16,183.38	X 12 =	\$194,200.56
Year Four (4) Third Renewal	\$16,668.88	X 12 =	\$200,026.57
Year Five (5) Fourth Renewal	\$17,168.94	X 12 =	\$206,027.28

Optional Items						
	UOM	Year One (1) Initial Award	Year Two (2) Renewal One	Year Three (3) Renewal 2	Year Four (4) Renewal 3	Year Five (5) Renewal 4
Studio Cleaning (as needed) (4860 & 837 SF)	SF	\$25.00 an hour	\$26.00 an hour	\$27.00 an hour	\$28.00 an hour	\$29.00 an hour
Hourly rate for additional work or for deducting work not completed.	HR	\$25.00 an hour	\$26.00 an hour	\$27.00 an hour	\$28.00 an hour	\$29.00 an hour
Cost per square foot for additional hard surface floor maintenance.	SF	0.35 sq.ft.	0.35 sq.ft.	0.35 sq.ft.	0.35 sq.ft.	0.35 sq.ft.
Cost per square foot for additional carpet shampooing.	SF	0.11 sq. ft.	0.11 sq.ft.	0.11 sq.ft.	0.11 sq.ft.	0.11 sq.ft.
Hourly rate for emergency custodial service with a response within one (1) hour (Outside of Contractor work hours).	HR	\$38.00 an hour	\$39.00 an hour	\$40.00 an hour	\$41.00 an hour	\$42.00 an hour
Hourly rate for on call hours, including holidays and weekends with four (4) hour response (Outside of Contractor work hours).	HR	\$38.00 an hour	\$39.00 an hour	\$40.00 an hour	\$41.00 an hour	\$42.00 an hour

Company Name: Marsden Building Maintenance

Request for Taxpayer Identification Number and Certification

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

▶ Go to www.irs.gov/FormW9 for instructions and the latest information.

Print or type. See Specific Instructions on page 3.	1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank. Encore One, LLC		
	2 Business name/disregarded entity name, if different from above Marsden Bldg Maintenance, LLC		
	3 Check appropriate box for federal tax classification of the person whose name is entered on line 1. Check only one of the following seven boxes. <input type="checkbox"/> Individual/sole proprietor or single-member LLC <input type="checkbox"/> C Corporation <input type="checkbox"/> S Corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Trust/estate <input checked="" type="checkbox"/> Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=Partnership) ▶ P Note: Check the appropriate box in the line above for the tax classification of the single-member owner. Do not check LLC if the LLC is classified as a single-member LLC that is disregarded from the owner unless the owner of the LLC is another LLC that is not disregarded from the owner for U.S. federal tax purposes. Otherwise, a single-member LLC that is disregarded from the owner should check the appropriate box for the tax classification of its 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.) See instructions. 7101 Mercy Road, Suite 201		Requester's name and address (optional)
	6 City, state, and ZIP code Omaha, NE 68106		
	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 instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN*, later.

Note: If the account is in more than one name, see the instructions for line 1. Also see *What Name and Number To Give the Requester* for guidelines on whose number to enter.

Social security number									
or									
Employer identification number									
4	1	-	1	8	9	5	4	9	5

Part II Certification

Under penalties of perjury, I certify that:

1. 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
2. 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
3. I am a U.S. citizen or other U.S. person (defined below); and
4. 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 for Part II, later.

Sign Here	Signature of U.S. person ▶ 	Date ▶ 3-2-2020
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General Instructions

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

Future developments. For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to www.irs.gov/FormW9.

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, later.