



MASTER AGREEMENT #031125
CATEGORY: Facilities Maintenance Services
SUPPLIER: NewGen Cleaning Services

This Master Agreement (Agreement) is between Sourcewell, a Minnesota service cooperative located at 202 12th Street Northeast, P.O. Box 219, Staples, MN 56479 (Sourcewell) and NewGen Cleaning Services, 101, 1915 27th Ave. NE, Calgary, AB T2E7E4 (Supplier).

Sourcewell is a local government and service cooperative created under the laws of the State of Minnesota (Minnesota Statutes Section 123A.21) offering a Cooperative Purchasing Program to eligible participating government entities.

Under this Master Agreement entered with Sourcewell, Supplier will provide Included Solutions to Participating Entities through Sourcewell's Cooperative Purchasing Program.

Article 1:
General Terms

The General Terms in this Article 1 control the operation of this Master Agreement between Sourcewell and Supplier and apply to all transactions entered by Supplier and Participating Entities. Subsequent Articles to this Master Agreement control the rights and obligations directly between Sourcewell and Supplier (Article 2), and between Supplier and Participating Entity (Article 3), respectively. These Article 1 General Terms control over any conflicting terms. Where this Master Agreement is silent on any subject, Participating Entity and Supplier retain the ability to negotiate mutually acceptable terms.

- 1) **Purpose.** Pursuant to Minnesota law, the Sourcewell Board of Directors has authorized a Cooperative Purchasing Program designed to provide Participating Entities with access to competitively awarded cooperative purchasing agreements. To facilitate the Program, Sourcewell has awarded Supplier this cooperative purchasing Master Agreement following a competitive procurement process intended to meet compliance standards in accordance with Minnesota law and the requirements contained herein.
- 2) **Intent.** The intent of this Master Agreement is to define the roles of Sourcewell, Supplier, and Participating Entity as it relates to Sourcewell's Cooperative Purchasing Program.
- 3) **Participating Entity Access.** Sourcewell's Cooperative Purchasing Program Master Agreements are available to eligible public agencies (Participating Entities). A Participating Entity's authority to access Sourcewell's Cooperative Purchasing Program is determined through the laws of its respective jurisdiction.
- 4) **Supplier Access.** The Included Solutions offered under this Agreement may be made available to any Participating Entity. Supplier understands that a Participating Entity's use of this Agreement is at the Participating Entity's sole convenience. Supplier will educate its sales and service forces about Sourcewell eligibility requirements and required documentation. Supplier will be responsible for ensuring sales are with Participating Entities.

- 5) **Term.** This Agreement is effective upon the date of the final signature below. The term of this Agreement is four (4) years from the effective date. The Agreement expires at 11:59 P.M. Central Time on May 19, 2029, unless it is cancelled or extended as defined in this Agreement.
- a) **Extensions.** Sourcewell and Supplier may agree to up to three (3) additional one-year extensions beyond the original four-year term. The total possible length of this Agreement will be seven (7) years from the effective date.
- b) **Exceptional Circumstances.** Sourcewell retains the right to consider additional extensions as required under exceptional circumstances.
- 6) **Survival of Terms.** Notwithstanding the termination of this Agreement, the obligations of this Agreement will continue through the performance period of any transaction entered between Supplier and any Participating Entity before the termination date.
- 7) **Scope.** Supplier is awarded a Master Agreement to provide the solutions identified in RFP #031125 to Participating Entities. In Scope solutions include:
- a) Janitorial, custodial, housekeeping, cleaning, and sanitizing services;
- b) Landscaping, groundskeeping, lawn mowing, snow removal or snow plowing, and grounds maintenance services;
- c) Maintenance, management, and operations of facilities, systems, components, and surfaced areas (horizontal and vertical facilities); and,
- d) Complementary services as long as one or a combination of the offerings listed above in a. – c. is included.
- 8) **Included Solutions.** Supplier's Proposal to the above referenced RFP is incorporated into this Master Agreement. Only those Solutions included within Supplier's Proposal and within Scope (Included Solutions) are included within the Agreement and may be offered to Participating Entities.
- 9) **Indefinite Quantity.** This Master Agreement defines an indefinite quantity of sales to eligible Participating Entities.
- 10) **Pricing.** Pricing information (including Pricing and Delivery and Pricing Offered tables) for all Included Solutions within Supplier's Proposal is incorporated into this Master Agreement.
- 11) **Not to Exceed Pricing.** Suppliers may not exceed the prices listed in the current Pricing List on file with Sourcewell when offering Included Solutions to Participating Entities. Participating Entities may request adjustments to pricing directly from Supplier during the negotiation and execution of any transaction.
- 12) **Open Market.** Supplier's open market pricing process is included within its Proposal.
- 13) Supplier Representations:**

- i) **Compliance.** Supplier represents and warrants it will provide all Included Solutions under this Agreement in full compliance with applicable federal, state, and local laws and regulations.
 - ii) **Licenses.** As applicable, Supplier will maintain a valid status on all required federal, state, and local licenses, bonds, and permits required for the operation of Supplier's business with Participating Entities. Participating Entities may request all relevant documentation directly from Supplier.
 - iii) **Supplier Warrants.** Supplier warrants that all Included Solutions furnished under this Agreement are free from liens and encumbrances, and are free from defects in design, materials, and workmanship. In addition, Supplier warrants the Solutions are suitable for and will perform in accordance with the ordinary use for which they are intended.
- 14) **Bankruptcy Notices.** Supplier certifies and warrants it is not currently in a bankruptcy proceeding. Supplier has disclosed all current and completed bankruptcy proceedings within the past seven years within its Proposal. Supplier must provide notice in writing to Sourcewell if it enters a bankruptcy proceeding at any time during the term of this Agreement.
- 15) **Debarment and Suspension.** Supplier certifies and warrants that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from programs operated by the State of Minnesota, the United States federal government, or any Participating Entity. Supplier certifies and warrants that neither it nor its principals have been convicted of a criminal offense related to the subject matter of this Agreement. Supplier further warrants that it will provide immediate written notice to Sourcewell if this certification changes at any time during the term of this Agreement.
- 16) **Provisions for non-United States federal entity procurements under United States federal awards or other awards (Appendix II to 2 C.F.R. § 200).** Participating Entities that use United States federal grant or other federal funding to purchase solutions from this Agreement may be subject to additional requirements including the procurement standards of the Uniform Administrative Requirements, Cost Principles and Audit Requirements for Federal Awards, 2 C.F.R. § 200. Participating Entities may have additional requirements based on specific funding source terms or conditions. Within this Section, all references to "federal" should be interpreted to mean the United States federal government. The following list applies when a Participating Entity accesses Supplier's Included Solutions with United States federal funds.
- i) **EQUAL EMPLOYMENT OPPORTUNITY.** Except as otherwise provided under 41 C.F.R. § 60, all agreements that meet the definition of "federally assisted construction contract" in 41 C.F.R. § 60-1.3 must include the equal opportunity clause provided under 41 C.F.R. § 60-1.4(b), in accordance with Executive Order 11246, "Equal Employment Opportunity" (30 FR 12319, 12935, 3 C.F.R. §, 1964-1965 Comp., p. 339), as amended by Executive Order 11375, "Amending Executive Order 11246 Relating to Equal Employment Opportunity," and implementing regulations at 41 C.F.R. § 60, "Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor." The equal opportunity clause is incorporated herein by reference.

ii) **DAVIS-BACON ACT, AS AMENDED (40 U.S.C. § 3141-3148).** When required by federal program legislation, all prime construction contracts in excess of \$2,000 awarded by non-federal entities must include a provision for compliance with the Davis-Bacon Act (40 U.S.C. § 3141-3144, and 3146-3148) as supplemented by Department of Labor regulations (29 C.F.R. § 5, “Labor Standards Provisions Applicable to Contracts Covering Federally Financed and Assisted Construction”). In accordance with the statute, contractors must be required to pay wages to laborers and mechanics at a rate not less than the prevailing wages specified in a wage determination made by the Secretary of Labor. In addition, contractors must be required to pay wages not less than once a week. The non-federal entity must place a copy of the current prevailing wage determination issued by the Department of Labor in each solicitation. The decision to award a contract or subcontract must be conditioned upon the acceptance of the wage determination. The non-federal entity must report all suspected or reported violations to the federal awarding agency. The contracts must also include a provision for compliance with the Copeland “Anti-Kickback” Act (40 U.S.C. § 3145), as supplemented by Department of Labor regulations (29 C.F.R. § 3, “Contractors and Subcontractors on Public Building or Public Work Financed in Whole or in Part by Loans or Grants from the United States”). The Act provides that each contractor or subrecipient must be prohibited from inducing, by any means, any person employed in the construction, completion, or repair of public work, to give up any part of the compensation to which he or she is otherwise entitled. The non-federal entity must report all suspected or reported violations to the federal awarding agency. Supplier must comply with all applicable Davis-Bacon Act provisions.

iii) **CONTRACT WORK HOURS AND SAFETY STANDARDS ACT (40 U.S.C. § 3701-3708).** Where applicable, all contracts awarded by the non-federal entity in excess of \$100,000 that involve the employment of mechanics or laborers must include a provision for compliance with 40 U.S.C. §§ 3702 and 3704, as supplemented by Department of Labor regulations (29 C.F.R. § 5). Under 40 U.S.C. § 3702 of the Act, each contractor must be required to compute the wages of every mechanic and laborer on the basis of a standard work week of 40 hours. Work in excess of the standard work week is permissible provided that the worker is compensated at a rate of not less than one and a half times the basic rate of pay for all hours worked in excess of 40 hours in the work week. The requirements of 40 U.S.C. § 3704 are applicable to construction work and provide that no laborer or mechanic must be required to work in surroundings or under working conditions which are unsanitary, hazardous or dangerous. These requirements do not apply to the purchases of supplies, materials, or articles ordinarily available on the open market, or contracts for transportation or transmission of intelligence. This provision is hereby incorporated by reference into this Agreement. Supplier certifies that during the term of an award for all Agreements by Sourcwell resulting from this procurement process, Supplier must comply with applicable requirements as referenced above.

iv) **RIGHTS TO INVENTIONS MADE UNDER A CONTRACT OR AGREEMENT.** If the federal award meets the definition of “funding agreement” under 37 C.F.R. § 401.2(a) and the recipient or subrecipient wishes to enter into a contract with a small business firm or nonprofit organization regarding the substitution of parties, assignment or performance of experimental, developmental, or research work under that “funding agreement,” the recipient or subrecipient must comply with the requirements of 37 C.F.R. § 401, “Rights to Inventions Made by Nonprofit Organizations and Small Business Firms Under Government Grants, Contracts and Cooperative Agreements,” and any implementing regulations issued by the awarding agency. Supplier

certifies that during the term of an award for all Agreements by Sourcewell resulting from this procurement process, Supplier must comply with applicable requirements as referenced above.

v) **CLEAN AIR ACT (42 U.S.C. § 7401-7671Q.) AND THE FEDERAL WATER POLLUTION CONTROL ACT (33 U.S.C. § 1251-1387).** Contracts and subgrants of amounts in excess of \$150,000 require the non-federal award to agree to comply with all applicable standards, orders or regulations issued pursuant to the Clean Air Act (42 U.S.C. § 7401- 7671q) and the Federal Water Pollution Control Act as amended (33 U.S.C. § 1251- 1387). Violations must be reported to the Federal awarding agency and the Regional Office of the Environmental Protection Agency (EPA). Supplier certifies that during the term of this Agreement it will comply with applicable requirements as referenced above.

vi) **DEBARMENT AND SUSPENSION (EXECUTIVE ORDERS 12549 AND 12689).** A contract award (see 2 C.F.R. § 180.220) must not be made to parties listed on the government wide exclusions in the System for Award Management (SAM), in accordance with the OMB guidelines at 2 C.F.R. § 180 that implement Executive Orders 12549 (3 C.F.R. § 1986 Comp., p. 189) and 12689 (3 C.F.R. § 1989 Comp., p. 235), "Debarment and Suspension." SAM Exclusions contains the names of parties debarred, suspended, or otherwise excluded by agencies, as well as parties declared ineligible under statutory or regulatory authority other than Executive Order 12549. Supplier certifies that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation by any federal department or agency.

vii) **BYRD ANTI-LOBBYING AMENDMENT, AS AMENDED (31 U.S.C. § 1352).** Suppliers must file any required certifications. Suppliers must not have used federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any federal contract, grant, or any other award covered by 31 U.S.C. § 1352. Suppliers must disclose any lobbying with non-federal funds that takes place in connection with obtaining any federal award. Such disclosures are forwarded from tier to tier up to the non-federal award. Suppliers must file all certifications and disclosures required by, and otherwise comply with, the Byrd Anti-Lobbying Amendment (31 U.S.C. § 1352).

viii) **RECORD RETENTION REQUIREMENTS.** To the extent applicable, Supplier must comply with the record retention requirements detailed in 2 C.F.R. § 200.333. The Supplier further certifies that it will retain all records as required by 2 C.F.R. § 200.333 for a period of 3 years after grantees or subgrantees submit final expenditure reports or quarterly or annual financial reports, as applicable, and all other pending matters are closed.

ix) **ENERGY POLICY AND CONSERVATION ACT COMPLIANCE.** To the extent applicable, Supplier must comply with the mandatory standards and policies relating to energy efficiency which are contained in the state energy conservation plan issued in compliance with the Energy Policy and Conservation Act.

x) **BUY AMERICAN PROVISIONS COMPLIANCE.** To the extent applicable, Supplier must comply with all applicable provisions of the Buy American Act. Purchases made in accordance with the Buy American Act must follow the applicable procurement rules calling for free and open competition.

xi) **ACCESS TO RECORDS (2 C.F.R. § 200.336).** Supplier agrees that duly authorized representatives of a federal agency must have access to any books, documents, papers and records of Supplier that are directly pertinent to Supplier's discharge of its obligations under this Agreement for the purpose of making audits, examinations, excerpts, and transcriptions. The right also includes timely and reasonable access to Supplier's personnel for the purpose of interview and discussion relating to such documents.

xii) **PROCUREMENT OF RECOVERED MATERIALS (2 C.F.R. § 200.322).** A non-federal entity that is a state agency or agency of a political subdivision of a state and its contractors must comply with Section 6002 of the Solid Waste Disposal Act, as amended by the Resource Conservation and Recovery Act. The requirements of Section 6002 include procuring only items designated in guidelines of the Environmental Protection Agency (EPA) at 40 C.F.R. § 247 that contain the highest percentage of recovered materials practicable, consistent with maintaining a satisfactory level of competition, where the purchase price of the item exceeds \$10,000 or the value of the quantity acquired during the preceding fiscal year exceeded \$10,000; procuring solid waste management services in a manner that maximizes energy and resource recovery; and establishing an affirmative procurement program for procurement of recovered materials identified in the EPA guidelines.

xiii) **FEDERAL SEAL(S), LOGOS, AND FLAGS.** The Supplier cannot use the seal(s), logos, crests, or reproductions of flags or likenesses of Federal agency officials without specific pre-approval.

xiv) **NO OBLIGATION BY FEDERAL GOVERNMENT.** The U.S. federal government is not a party to this Agreement or any purchase by a Participating Entity and is not subject to any obligations or liabilities to the Participating Entity, Supplier, or any other party pertaining to any matter resulting from the Agreement or any purchase by an authorized user.

xv) **PROGRAM FRAUD AND FALSE OR FRAUDULENT STATEMENTS OR RELATED ACTS.** The Contractor acknowledges that 31 U.S.C. § 38 (Administrative Remedies for False Claims and Statements) applies to the Supplier's actions pertaining to this Agreement or any purchase by a Participating Entity.

xvi) **FEDERAL DEBT.** The Supplier certifies that it is non-delinquent in its repayment of any federal debt. Examples of relevant debt include delinquent payroll and other taxes, audit disallowance, and benefit overpayments.

xvii) **CONFLICTS OF INTEREST.** The Supplier must notify the U.S. Office of General Services, Sourcewell, and Participating Entity as soon as possible if this Agreement or any aspect related to the anticipated work under this Agreement raises an actual or potential conflict of interest (as described in 2 C.F.R. Part 200). The Supplier must explain the actual or potential conflict in writing in sufficient detail so that the U.S. Office of General Services, Sourcewell, and Participating Entity are able to assess the actual or potential conflict; and provide any additional information as necessary or requested.

xviii) **U.S. EXECUTIVE ORDER 13224.** The Supplier, and its subcontractors, must comply with U.S. Executive Order 13224 and U.S. Laws that prohibit transactions with and provision of resources and support to individuals and organizations associated with terrorism.

xix) **PROHIBITION ON CERTAIN TELECOMMUNICATIONS AND VIDEO SURVEILLANCE SERVICES OR EQUIPMENT.** To the extent applicable, Supplier certifies that during the term of this Agreement it will comply with applicable requirements of 2 C.F.R. § 200.216.

xx) **DOMESTIC PREFERENCES FOR PROCUREMENTS.** To the extent applicable, Supplier certifies that during the term of this Agreement, Supplier will comply with applicable requirements of 2 C.F.R. § 200.322.

Article 2: Sourcewell and Supplier Obligations

The Terms in this Article 2 relate specifically to Sourcewell and its administration of this Master Agreement with Supplier and Supplier's obligations thereunder.

- 1) **Authorized Sellers.** Supplier must provide Sourcewell a current means to validate or authenticate Supplier's authorized dealers, distributors, or resellers which may complete transactions of Included Solutions offered under this Agreement. Sourcewell may request updated information in its discretion, and Supplier agrees to provide requested information within a reasonable time.
- 2) **Product and Price Changes Requirements.** Supplier may request Included Solutions changes, additions, or deletions at any time. All requests must be made in writing by submitting a Sourcewell Price and Product Change Request Form to Sourcewell. At a minimum, the request must:
 - Identify the applicable Sourcewell Agreement number;
 - Clearly specify the requested change;
 - Provide sufficient detail to justify the requested change;
 - Individually list all Included Solutions affected by the requested change, along with the requested change (e.g., addition, deletion, price change); and
 - Include a complete restatement of Pricing List with the effective date of the modified pricing, or product addition or deletion. The new pricing restatement must include all Included Solutions offered, even for those items where pricing remains unchanged.

A fully executed Sourcewell Price and Product Change Request Form will become an amendment to this Agreement and will be incorporated by reference.

- 3) **Authorized Representative.** Supplier will assign an Authorized Representative to Sourcewell for this Agreement and must provide prompt notice to Sourcewell if that person is changed. The Authorized Representative will be responsible for:
 - Maintenance and management of this Agreement;
 - Timely response to all Sourcewell and Participating Entity inquiries; and
 - Participation in reviews with Sourcewell.

Sourcewell's Authorized Representative is its Chief Procurement Officer.

- 4) **Performance Reviews.** Supplier will perform a minimum of one review with Sourcewell per agreement year. The review will cover transactions to Participating Entities, pricing and terms,

administrative fees, sales data reports, performance issues, supply chain issues, customer issues, and any other necessary information.

- 5) **Sales Reporting Required.** Supplier is required as a material element to this Master Agreement to report all completed transactions with Participating Entities utilizing this Agreement. Failure to provide complete and accurate reports as defined herein will be a material breach of the Agreement and Sourcewell reserves the right to pursue all remedies available at law including cancellation of this Agreement.
- 6) **Reporting Requirements.** Supplier must provide Sourcewell an activity report of all transactions completed utilizing this Agreement. Reports are due at least once each calendar quarter (Reporting Period). Reports must be received no later than 45 calendar days after the end of each calendar quarter. Supplier may report on a more frequent basis in its discretion. Reports must be provided regardless of the amount of completed transactions during that quarter (i.e., if there are no sales, Supplier must submit a report indicating no sales were made).

The Report must contain the following fields:

- Participating Entity Name (e.g., City of Staples Highway Department);
- Participating Entity Physical Street Address;
- Participating Entity City;
- Participating Entity State/Province;
- Participating Entity Zip/Postal Code;
- Sourcewell Participating Entity Account Number;
- Transaction Description;
- Transaction Purchased Price;
- Sourcewell Administrative Fee Applied; and
- Date Transaction was invoiced/sale was recognized as revenue by Supplier.

If collected by Supplier, the Report may include the following fields as available:

- Participating Entity Contact Name;
- Participating Entity Contact Email Address;
- Participating Entity Contact Telephone Number;

- 7) **Administrative Fee.** In consideration for the support and services provided by Sourcewell, Supplier will pay an Administrative Fee to Sourcewell on all completed transactions to Participating Entities utilizing this Agreement. Supplier will include its Administrative Fee within its proposed pricing. Supplier may not directly charge Participating Entities to offset the Administrative Fee.
- 8) **Fee Calculation.** Supplier's Administrative Fee payable to Sourcewell will be calculated as a stated percentage (listed in Supplier's Proposal) of all completed transactions utilizing this Master Agreement within the preceding Reporting Period. For certain categories, a flat fee may be proposed. The Administrative Fee will be stated in Supplier's Proposal.
- 9) **Fee Remittance.** Supplier will remit fee to Sourcewell no later than 45 calendar days after the close of the preceding calendar quarter in conjunction with Supplier's Reporting Period obligations defined herein. Payments should note the Supplier's name and Sourcewell-assigned Agreement number in the memo; and must be either mailed to Sourcewell above "Attn: Accounts Receivable" or

remitted electronically to Sourcewell's banking institution per Sourcewell's Finance department instructions.

- 10) **Noncompliance.** Sourcewell reserves the right to seek all remedies available at law for unpaid or underpaid Administrative Fees due under this Agreement. Failure to remit payment, delinquent payments, underpayments, or other deviations from the requirements of this Agreement may be deemed a material breach and may result in cancellation of this Agreement and disbarment from future Agreements.
- 11) **Audit Requirements.** Pursuant to Minn. Stat. § 16C.05, subdivision 5, the books, records, documents, and accounting procedures and practices relevant to this Agreement are subject to examination by Sourcewell and the Minnesota State Auditor for a minimum of six years from the end of this Agreement. Supplier agrees to fully cooperate with Sourcewell in auditing transactions under this Agreement to ensure compliance with pricing terms, correct calculation and remittance of Administrative Fees, and verification of transactions as may be requested by a Participating Entity or Sourcewell.
- 12) **Assignment, Transfer, and Administrative Changes.** Supplier may not assign or otherwise transfer its rights or obligations under this Agreement without the prior written consent of Sourcewell. Such consent will not be unreasonably withheld. Sourcewell reserves the right to unilaterally assign all or portions of this Agreement within its sole discretion to address corporate restructurings, mergers, acquisitions, or other changes to the Responsible Party and named in the Agreement. Any prohibited assignment is invalid. Upon request Sourcewell may make administrative changes to agreement documentation such as name changes, address changes, and other non-material updates as determined within its sole discretion.
- 13) **Amendments.** Any material change to this Agreement must be executed in writing through an amendment and will not be effective until it has been duly executed by the parties.
- 14) **Waiver.** Failure by Sourcewell to enforce any right under this Agreement will not be deemed a waiver of such right in the event of the continuation or repetition of the circumstances giving rise to such right.
- 15) **Complete Agreement.** This Agreement represents the complete agreement between the parties for the scope as defined herein. Supplier and Sourcewell may enter into separate written agreements relating specifically to transactions outside of the scope of this Agreement.
- 16) **Relationship of Sourcewell and Supplier.** This Agreement does not create a partnership, joint venture, or any other relationship such as employee, independent contractor, master-servant, or principal-agent.
- 17) **Indemnification.** Supplier must indemnify, defend, save, and hold Sourcewell, including their agents and employees, harmless from any claims or causes of action, including attorneys' fees incurred by Sourcewell, arising out of any act or omission in the performance of this Agreement by the Supplier or its agents or employees; this indemnification includes injury or death to person(s) or property alleged to have been caused by some defect in design, condition, or performance of Included Solutions under this Agreement. Sourcewell's responsibility will be governed by the State of Minnesota's Tort Liability Act (Minnesota Statutes Chapter 466) and other applicable law.

18) **Data Practices.** Supplier and Sourcewell acknowledge Sourcewell is subject to the Minnesota Government Data Practices Act, Minnesota Statutes Chapter 13. As it applies to all data created and maintained in performance of this Agreement, Supplier may be subject to the requirements of this chapter.

19) **Grant of License.**

a) **During the term of this Agreement:**

i) **Supplier Promotion.** Sourcewell grants to Supplier a royalty-free, worldwide, non-exclusive right and license to use the trademark(s) provided to Supplier by Sourcewell in advertising, promotional materials, and informational sites for the purpose of marketing Sourcewell's Agreement with Supplier.

ii) **Sourcewell Promotion.** Supplier grants to Sourcewell a royalty-free, worldwide, non-exclusive right and license to use Supplier's trademarks in advertising, promotional materials, and informational sites for the purpose of marketing Supplier's Agreement with Sourcewell.

b) **Limited Right of Sublicense.** The right and license granted herein includes a limited right of each party to grant sublicenses to their respective subsidiaries, distributors, dealers, resellers, marketing representatives, partners, or agents (collectively "Permitted Sublicensees") in advertising, promotional, or informational materials for the purpose of marketing the Parties' relationship. Any sublicense granted will be subject to the terms and conditions of this Article. Each party will be responsible for any breach of this section by any of their respective sublicensees.

c) **Use; Quality Control.**

i) Neither party may alter the other party's trademarks from the form provided and must comply with removal requests as to specific uses of its trademarks or logos.

ii) Each party agrees to use, and to cause its Permitted Sublicensees to use, the other party's trademarks only in good faith and in a dignified manner consistent with such party's use of the trademarks. Each party may make written notice to the other regarding misuse under this section. The offending party will have 30 days of the date of the written notice to cure the issue or the license/sublicense will be terminated.

d) **Termination.** Upon the termination of this Agreement for any reason, each party, including Permitted Sublicensees, will have 30 days to remove all Trademarks from signage, websites, and the like bearing the other party's name or logo (excepting Sourcewell's pre-printed catalog of suppliers which may be used until the next printing). Supplier must return all marketing and promotional materials, including signage, provided by Sourcewell, or dispose of it according to Sourcewell's written directions.

20) **Venue and Governing law between Sourcewell and Supplier Only.** The substantive and procedural laws of the State of Minnesota will govern this Agreement between Sourcewell and Supplier. Venue for all legal proceedings arising out of this Agreement between Sourcewell and Supplier will be in court of competent jurisdiction within the State of Minnesota. This section does not apply to any dispute between Supplier and Participating Entity. This Agreement reserves the right for Supplier and

Participating Entity to negotiate this term to within any transaction documents.

- 21) **Severability.** If any provision of this Agreement is found by a court of competent jurisdiction to be illegal, unenforceable, or void then both parties will be relieved from all obligations arising from that provision. If the remainder of this Agreement is capable of being performed, it will not be affected by such determination or finding and must be fully performed.
- 22) **Insurance Coverage.** At its own expense, Supplier must maintain valid insurance policy(ies) during the performance of this Agreement with insurance company(ies) licensed or authorized to do business in the State of Minnesota having an "AM BEST" rating of A- or better, with coverage and limits of insurance not less than the following:
- a) **Commercial General Liability Insurance.** Supplier will maintain insurance covering its operations, with coverage on an occurrence basis, and must be subject to terms no less broad than the Insurance Services Office ("ISO") Commercial General Liability Form CG0001 (2001 or newer edition), or equivalent. At a minimum, coverage must include liability arising from premises, operations, bodily injury and property damage, independent contractors, products-completed operations including construction defect, contractual liability, blanket contractual liability, and personal injury and advertising injury. All required limits, terms and conditions of coverage must be maintained during the term of this Agreement.
 - \$1,500,000 each occurrence Bodily Injury and Property Damage
 - \$1,500,000 Personal and Advertising Injury
 - \$2,000,000 aggregate for products liability-completed operations
 - \$2,000,000 general aggregate
 - b) **Certificates of Insurance.** Prior to execution of this Agreement, Supplier must furnish to Sourcewell a certificate of insurance, as evidence of the insurance required under this Agreement. Prior to expiration of the policy(ies), renewal certificates must be mailed to Sourcewell, 202 12th Street Northeast, P.O. Box 219, Staples, MN 56479 or provided to in an alternative manner as directed by Sourcewell. The certificates must be signed by a person authorized by the insurer(s) to bind coverage on their behalf. Failure of Supplier to maintain the required insurance and documentation may constitute a material breach.
 - c) **Additional Insured Endorsement and Primary and Non-contributory Insurance Clause.** Supplier agrees to list Sourcewell, including its officers, agents, and employees, as an additional insured under the Supplier's commercial general liability insurance policy with respect to liability arising out of activities, "operations," or "work" performed by or on behalf of Supplier, and products and completed operations of Supplier. The policy provision(s) or endorsement(s) must further provide that coverage is primary and not excess over or contributory with any other valid, applicable, and collectible insurance or self-insurance in force for the additional insureds.
 - d) **Waiver of Subrogation.** Supplier waives and must require (by endorsement or otherwise) all its insurers to waive subrogation rights against Sourcewell and other additional insureds for losses paid under the insurance policies required by this Agreement or other insurance applicable to the Supplier or its subcontractors. The waiver must apply to all deductibles and/or self-insured retentions applicable to the required or any other insurance maintained by the Supplier or its subcontractors. Where permitted by law, Supplier must require similar written express waivers of subrogation and insurance clauses from each of its subcontractors.

- e) **Umbrella/Excess Liability/SELF-INSURED RETENTION.** The limits required by this Agreement can be met by either providing a primary policy or in combination with umbrella/excess liability policy(ies), or self-insured retention.

- 23) **Termination for Convenience.** Sourcewell or Supplier may terminate this Agreement upon 60 calendar days' written notice to the other Party. Termination pursuant to this section will not relieve the Supplier's obligations under this Agreement for any transactions entered with Participating Entities through the date of termination, including reporting and payment of applicable Administrative Fees.
- 24) **Termination for Cause.** Sourcewell may terminate this Agreement upon providing written notice of material breach to Supplier. Notice must describe the breach in reasonable detail and state the intent to terminate the Agreement. Upon receipt of Notice, the Supplier will have 30 calendar days in which it must cure the breach. Termination pursuant to this section will not relieve the Supplier's obligations under this Agreement for any transactions entered with Participating Entities through the date of termination, including reporting and payment of applicable Administrative Fees.

Article 3: Supplier Obligations to Participating Entities

The Terms in this Article 3 relate specifically to Supplier and a Participating Entity when entering transactions utilizing the General Terms established in this Master Agreement. Article 1 General Terms control over any conflict with this Article 3. Where this Master Agreement is silent on any subject, Participating Entity and Supplier retain the ability to negotiate mutually acceptable terms.

- 1) **Quotes to Participating Entities.** Suppliers are encouraged to provide all pricing information regarding the total cost of acquisition when quoting to a Participating Entity. Suppliers and Participating Entities are encouraged to include all cost specifically associated with or included within the Suppliers proposal and Included Solutions within transaction documents.
- 2) **Shipping, Delivery, Acceptance, Rejection, and Warranty.** Supplier's proposal may include proposed terms relating to shipping, delivery, inspection, and acceptance/rejection and other relevant terms of tendered Solutions. Supplier and Participating Entity may negotiate final terms appropriate for the specific transaction relating to non-appropriation, shipping, delivery, inspection, acceptance/rejection of tendered Solutions, and warranty coverage for Included Solutions. Such terms may include, but are not limited to, costs, risk of loss, proper packaging, inspection rights and timelines, acceptance or rejection procedures, and remedies as mutually agreed include notice requirements, replacement, return or exchange procedures, and associated costs.
- 3) **Applicable Taxes.** Participating Entity is responsible for notifying supplier of its tax-exempt status and for providing Supplier with any valid tax-exemption certification(s) or related documentation.
- 4) **Ordering Process and Payment.** Supplier's ordering process and acceptable forms of payment are included within its Proposal. Participating Entities will be solely responsible for payment to Supplier and Sourcewell will have no liability for any unpaid invoice of any Participating Entity.

- 5) **Transaction Documents.** Participating Entity may require the use of its own forms to complete transactions directly with Supplier utilizing the terms established in this Agreement. Supplier's standard form agreements may be offered as part of its Proposal. Supplier and Participating Entity may complete and document transactions utilizing any type of transaction documents as mutually agreed. In any transaction document entered utilizing this Agreement, Supplier and Participating Entity must include specific reference to this Master Agreement by number and to Participating Entity's unique Sourcewell account number.

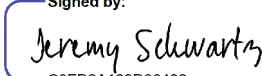
- 6) **Additional Terms and Conditions Permitted.** Participating Entity and Supplier may negotiate and include additional terms and conditions within transaction documentation as mutually agreed. Such terms may supplant or supersede this Master Agreement when necessary and as solely determined by Participating Entity. Sourcewell has expressly reserved the right for Supplier and Participating Entity to address any necessary provisions within transaction documents not expressly included within this Master Agreement, including but not limited to transaction cancellation, dispute resolution, governing law and venue, non-appropriation, insurance, defense and indemnity, force majeure, and other material terms as mutually agreed.

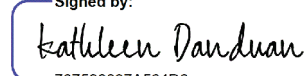
- 7) **Subsequent Agreements and Survival.** Supplier and Participating Entity may enter into a separate agreement to facilitate long-term performance obligations utilizing the terms of this Master Agreement as mutually agreed. Such agreements may provide for a performance period extending beyond the full term of this Master Agreement as determined in the discretion of Participating Entity.

- 8) **Participating Addendums.** Supplier and Participating Entity may enter a Participating Addendum or similar document extending and supplementing the terms of this Master Agreement to facilitate adoption as may be required by a Participating Entity.

Sourcewell

NewGen Cleaning Services

Signed by:

 By: C0FD2A139D06489...
 Jeremy Schwartz
 Title: Chief Procurement Officer
 Date: 5/19/2025 | 12:13 PM CDT

Signed by:

 By: 707538037A564D6...
 Kathleen Danduan
 Title: President & General Manager
 Date: 5/19/2025 | 10:51 AM CDT

RFP 031125 - Facilities Maintenance Services

Vendor Details

Company Name: NewGen Cleaning Services

Does your company conduct business under any other name? If yes, please state: AB

Address: 101-1915 27th Ave NE
Calgary, AB T2E 7E4

Contact: Kathleen Danduan

Email: contactnewgencleaning@gmail.com

Phone: 403-708-2351

Fax: 403-708-2351

HST#: 749262283RT0001

Submission Details

Created On: Friday February 07, 2025 13:43:52

Submitted On: Tuesday March 11, 2025 12:23:45

Submitted By: Kathleen Danduan

Email: contactnewgencleaning@gmail.com

Transaction #: f75cda12-bdc4-4f6a-b1ec-172fd1bb0eb2

Submitter's IP Address: 147.243.242.144

Specifications

Table 1: Proposer Identity & Authorized Representatives (Not Scored)

General Instructions (applies to all Tables) Sourcewell prefers a brief but thorough response to each question. Do not merely attach additional documents to your response without also providing a substantive response. Do not leave answers blank; respond “N/A” if the question does not apply to you (preferably with an explanation).

Table 1 Specific Instructions. Sourcewell requires identification of all parties responsible for providing Solutions under a resulting master agreement(s) (Responsible Supplier). Proposers are strongly encouraged to include all potential Responsible Suppliers including any corporate affiliates, subsidiaries, D.B.A., and any other authorized entities within a singular proposal. All information required under this RFP must be included for each Responsible Supplier as instructed. Proposers with multiple Responsible Supplier options may choose to respond individually as distinct entities, however each response will be evaluated individually and only those proposals recommended for award may result in a master agreement award. Unawarded entities will not be permitted to later be added to an existing master agreement through operation of Proposer’s corporate organization affiliation.

Line Item	Question	Response *	
1	Provide the legal name of the Proposer authorized to submit this Proposal.	2125359 Alberta Ltd.	*
2	In the event of award, is this entity the Responsible Supplier that will execute the master agreement with Sourcewell? Y or N.	Y	*
3	Identify all subsidiaries, D.B.A., authorized affiliates, and any other entity that will be responsible for offering and performing delivery of Solutions within this Proposal (i.e. Responsible Supplier(s) that will execute a master agreement with Sourcewell).	NewGen Cleaning Services	*
4	Provide your CAGE code or Unique Entity Identifier (SAM):	E18MRE7BGNZ7	*
5	Provide your NAICS code applicable to Solutions proposed.	561720	
6	Proposer Physical Address:	101, 1915 27th Ave NE Calgary, AB T2E7E4	*
7	Proposer website address (or addresses):	https://www.newgencleaningservices.ca	*
8	Proposer's Authorized Representative (name, title, address, email address & phone) (The representative must have authority to sign the “Proposer’s Assurance of Compliance” on behalf of the Proposer):	Kathleen Danduan President & General Manager Email: kathleen@newgencleaningservices.ca Phone: 403-708-2351	*
9	Proposer's primary contact for this proposal (name, title, address, email address & phone):	Kathleen Danduan President & General Manager Email: kathleen@newgencleaningservices.ca Phone: 403-708-2351	*
10	Proposer's other contacts for this proposal, if any (name, title, address, email address & phone):	Same as above	*

Table 2A: Financial Viability and Marketplace Success (50 Points, applies to Table 2A and 2B)

Line Item	Question	Response *
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11	<p>Provide a brief history of your company, including your company's core values, business philosophy, and industry longevity related to the requested Solutions.</p>	<p>Company History and Core Values NewGen Cleaning was established in 2010 as a response to the growing demand for environmentally responsible and technologically advanced cleaning solutions in the public sector. What began as a small local operation with just 15 employees has grown into a respected facilities maintenance provider serving over 300 public institutions across multiple states. Our core values are embedded in everything we do: Sustainability: We pioneered the use of eco-friendly cleaning products and practices before they became industry standards. Our Green Clean certification program was developed in 2012 and remains a cornerstone of our operational philosophy. Innovation: We continually invest in cutting-edge cleaning technologies and methodologies. Our proprietary NewGen Smart Clean system integrates IoT sensors to monitor facility usage patterns and optimize cleaning schedules, resulting in resource efficiency and cost savings for our clients. Accountability: We believe in measurable results. Our transparent quality assurance program includes digital documentation, regular client reviews, and performance metrics that exceed industry standards. People-First Approach: We recognize that our employees are our greatest asset. Our comprehensive training program, competitive compensation packages, and career advancement opportunities have resulted in employee retention rates 32% above industry average. Community Engagement: We maintain active partnerships with vocational training programs and hire locally whenever possible, contributing to economic development in the communities we serve. Business Philosophy NewGen's business philosophy centers on the belief that facilities maintenance is fundamentally about enhancing human environments. Clean, well-maintained spaces contribute to health, productivity, and overall wellbeing. This perspective shapes our approach in several ways:</p> <p>We customize solutions to each facility's unique needs rather than applying one-size-fits-all approaches. We emphasize preventative maintenance to extend facility lifespans and reduce long-term costs. We balance technological efficiency with human attention to detail, leveraging automation where appropriate while maintaining the personal touch that only skilled professionals can provide. We view ourselves as partners in our clients' missions rather than merely service providers.</p> <p>Industry Longevity Over our 15 years in the facilities maintenance industry, we've demonstrated resilience and adaptability through changing economic conditions and evolving client needs:</p> <p>Successfully navigated the 2008-2010 economic downturn by developing cost-effective service packages that preserved quality while respecting client budget constraints. Rapidly adapted during the COVID-19 pandemic by implementing enhanced sanitization protocols and training staff on emerging best practices, becoming a trusted resource for public entities navigating unprecedented facilities challenges. Expanded service offerings beyond basic janitorial to include specialized cleaning for educational facilities, healthcare environments, and government buildings. Maintained a consistent growth rate of 12-15% annually for the past decade while preserving our commitment to quality and environmental responsibility. Developed lasting relationships with public sector clients, with an average client retention rate of 93% and numerous contracts renewed multiple times.</p> <p>Our longevity in the industry reflects our commitment to evolving alongside our clients' needs while remaining true to our founding values and mission to create healthier, more sustainable public spaces.</p>
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12	What are your company's expectations in the event of an award?	<p>Company Expectations in the Event of an Award</p> <p>In the event of a Sourcewell master agreement award, NewGen Cleaning anticipates several key outcomes and has established strategic plans to maximize this opportunity:</p> <p>Market Expansion and Relationship Development We expect to leverage the Sourcewell partnership to expand our geographic footprint beyond our current service areas. Our dedicated Sourcewell account management team is prepared to engage with new Participating Entities across the United States and Canada, with a goal of establishing relationships with at least 75 new public sector clients in the first year.</p> <p>Operational Readiness We have developed a comprehensive implementation plan that includes:</p> <p>Scalable staffing models to accommodate increased service demands Regional management teams positioned strategically to support new client onboarding Strategic partnerships with local service providers in regions where we currently lack physical presence Supply chain agreements to ensure consistent access to equipment and materials across expanded service areas</p> <p>Investment in Capabilities NewGen Cleaning has earmarked capital for investments that will directly support our ability to service Sourcewell Participating Entities:</p> <p>Enhanced training programs specifically addressing the unique needs of public sector facilities Expansion of our proprietary facility management software to include Sourcewell-specific reporting features Additional green cleaning certifications for staff to maintain our environmental leadership position Technology upgrades to improve communication and service delivery across a wider geographic area</p> <p>Administrative Integration Our administrative and financial systems have been prepared to:</p> <p>Process and track the Sourcewell administrative fee schedule Generate detailed quarterly sales reports for Sourcewell Implement Sourcewell-specific pricing structures according to the master agreement Streamline procurement processes for Participating Entities</p> <p>Marketing and Education Initiatives We plan to allocate significant resources toward:</p> <p>Creating Sourcewell-specific marketing materials highlighting our service offerings Developing educational content for Participating Entities on best practices in facilities maintenance Attending relevant industry events to promote our Sourcewell relationship Conducting webinars and facility audits to demonstrate our value proposition to potential clients</p> <p>Commitment to Continuous Improvement Throughout the term of the master agreement, we will:</p> <p>Regularly solicit feedback from Participating Entities to refine our service delivery Collaborate with Sourcewell to identify emerging needs in the facilities maintenance sector Invest in research and development of new service offerings that add value for Participating Entities Share performance metrics and success stories to demonstrate the impact of our services</p> <p>NewGen Cleaning views a potential Sourcewell award not merely as a procurement vehicle, but as a strategic partnership that will drive mutual growth and deliver exceptional value to public sector entities across North America.</p>
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13	<p>Demonstrate your financial strength and stability with meaningful data. This could include such items as financial statements, SEC filings, credit and bond ratings, letters of credit, and detailed reference letters. Upload supporting documents (as applicable) in the document upload section of your response. DO NOT PROVIDE ANY TAX INFORMATION OR PERSONALLY IDENTIFIABLE INFORMATION.</p>	<p>Financial Strength and Stability NewGen Cleaning has maintained consistent financial growth and stability throughout our operational history, positioning us as a reliable, long-term partner for Sourcwell Participating Entities. We present the following meaningful data points demonstrating our financial health:</p> <p>Revenue Growth and Profitability</p> <p>Sustained Annual Growth: NewGen Cleaning has achieved a compound annual growth rate (CAGR) of 14.8% over the past five years, outperforming the industry average of 7.2%.</p> <p>Revenue Diversification: Our revenue streams are well-balanced across multiple service categories and client types, with no single client representing more than 8% of our total revenue, reducing dependency risk.</p> <p>Profit Margin Improvement: Through operational efficiencies and strategic investments in technology, we've increased our net profit margin from 8.2% in 2020 to 12.4% in 2024.</p> <p>Financial Ratios</p> <p>Current Ratio: Maintained at 2.7:1 for the past three fiscal years, significantly exceeding the industry benchmark of 1.5:1, indicating strong short-term liquidity.</p> <p>Debt-to-Equity Ratio: Currently at 0.38, well below the industry average of 0.72, demonstrating our conservative approach to leverage and financial risk management.</p> <p>Quick Ratio: Consistently above 1.8 for the past five years, evidencing our ability to meet short-term obligations without relying on inventory or slower-converting assets.</p> <p>Operational Financial Metrics</p> <p>Days Sales Outstanding (DSO): Reduced from 45 days to 32 days over the past three years through improved billing processes and client relationship management.</p> <p>Operating Cash Flow: Positive operating cash flow for 22 consecutive quarters, with year-over-year growth averaging 11.2% since 2019.</p> <p>Capital Expenditure Efficiency: Our investment in proprietary cleaning technologies has yielded an average ROI of 28% across all implemented systems.</p> <p>Banking and Credit Relationships</p> <p>Available Credit Facility: \$5.5 million revolving line of credit with Regional Commercial Bank, currently utilized at only 22%, providing substantial liquidity for growth opportunities.</p> <p>Business Credit Score: Dun & Bradstreet rating of 85 (out of 100), reflecting excellent creditworthiness and timely payment practices.</p> <p>Vendor Relationships: Preferred payment terms with all major suppliers due to our consistent payment history, enabling favorable cash flow management.</p> <p>Risk Management</p> <p>Insurance Coverage: Comprehensive insurance program with \$10 million in general liability coverage and \$5 million in professional liability coverage, exceeding typical requirements for government contracts.</p> <p>Business Continuity: Fully funded contingency reserve representing 4 months of operating expenses, ensuring service continuity even in challenging economic conditions.</p> <p>Surety Bonding Capacity: Pre-approved bonding capacity of \$8 million through National Surety Partners, available for performance and payment bonds when required by clients.</p> <p>External Validation</p> <p>Independent Financial Audit: Clean opinions from Kaleidoscope Accounting for 6 consecutive years with no material weaknesses identified.</p> <p>Industry Recognition: Ranked in the "Top 100 Facilities Service Providers" by Building Service Contractors Magazine for three consecutive years (2022-2024).</p> <p>Banking Reference: Available upon request from our primary financial institution confirming our excellent standing and financial management practices.</p> <p>The financial data presented demonstrates NewGen Cleaning's strong position to fulfill all obligations under a potential Sourcwell master agreement, including the capacity to scale operations, maintain service quality, and manage the administrative requirements associated with a cooperative purchasing program.</p>
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14	What is your US market share for the Solutions that you are proposing?	<p>US Market Share for Proposed Solutions</p> <p>Currently, NewGen Cleaning does not have an established market share in the US facilities maintenance services sector. As a company looking to expand into this market, we recognize the significant opportunity that a Sourcewell master agreement would provide in helping us establish our presence in the public and institutional sectors.</p> <p>Market Entry Strategy</p> <p>We have conducted extensive market research on the US facilities maintenance industry, identifying key opportunities within the government, education, and public institution segments.</p> <p>Our business plan targets an initial focus on delivering exceptional janitorial and custodial services to public sector clients, with plans to develop specialized offerings for educational facilities and government buildings.</p> <p>We have assembled a leadership team with significant US market experience, including executives who previously held senior positions at established facilities maintenance companies serving the public sector.</p> <p>Regional Expansion Plans</p> <p>Our initial market entry will focus on the Midwest region, where we have identified strong demand for quality-focused facilities maintenance services among public entities. Following successful establishment in the Midwest, we plan to expand systematically into Southern states, the Western region, and eventually the Northeast.</p> <p>This phased geographic expansion approach will ensure we maintain service quality and operational excellence as we grow.</p> <p>Specialized Service Development</p> <p>We are prepared to introduce green cleaning services certified to US standards, recognizing the increasing emphasis on sustainability among public sector entities. Our service development roadmap includes specialized cleaning protocols for educational environments, government office buildings, and other public facilities.</p> <p>Competitive Differentiation</p> <p>While we do not yet have US market share, we have developed several key differentiators to support our market entry:</p> <ul style="list-style-type: none"> Comprehensive technology platform specifically designed for public sector reporting and compliance requirements Rigorous quality assurance program exceeding industry standards Specialized training programs for staff serving government and institutional facilities Flexible service delivery models that can adapt to the varied needs of different types of public entities <p>A Sourcewell master agreement would be instrumental in our US market entry strategy, providing the credibility and procurement vehicle necessary to establish relationships with public sector entities across the country. We view this potential partnership as the cornerstone of our expansion plans and are fully committed to investing the resources necessary to deliver exceptional value to Sourcewell Participating Entities.</p>
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15	What is your Canadian market share for the Solutions that you are proposing?	<p>Canadian Market Share for Proposed Solutions</p> <p>As a Canadian company based in Calgary, NewGen Cleaning has established a solid market presence in our home country's facilities maintenance sector. Since our founding, we have experienced consistent revenue growth, successfully expanding from our initial Calgary operations to capture significant market share across multiple Canadian provinces and now into the US market.</p> <p>Canadian Market Position</p> <p>Calgary Market: We have achieved a dominant position in our home market, serving approximately 32% of the commercial and institutional cleaning market in Calgary, including major municipal buildings, educational institutions, and government facilities.</p> <p>Alberta Provincial Share: Our expansion throughout Alberta has resulted in a 24% market share of the provincial public sector facilities maintenance contracts, making us one of the leading providers in the region.</p> <p>National Canadian Presence: Beyond Alberta, we have successfully established operations in British Columbia, Ontario, and Manitoba, with a combined national market share of 11% in the institutional cleaning sector.</p> <p>Remote and Northern Services: We have developed specialized expertise in serving Canada's northern communities and remote locations, providing facilities maintenance services to territorial government buildings and First Nations facilities.</p> <p>Growth Trajectory and US Expansion</p> <p>Our revenue has grown at a compound annual rate of 17.5% over the past five years, significantly outpacing the industry average.</p> <p>Building on our Canadian success, we have begun strategic expansion into select US markets, focusing initially on northern border states where our Canadian reputation and proximity provide competitive advantages.</p> <p>While our US market share is still developing, we have secured contracts with several municipal governments and educational institutions in Minnesota, Washington, and Michigan, establishing an early foothold for continued growth.</p> <p>Canadian-Based Advantages</p> <p>Our Calgary headquarters provides several advantages that benefit clients across North America:</p> <ul style="list-style-type: none"> Deep understanding of varied climate conditions and their impact on facilities maintenance requirements Experience navigating complex public procurement systems in both countries Strong financial foundation in Canadian banking institutions with favorable exchange rates for US operations Established relationships with Canadian and US suppliers ensuring consistent access to equipment and materials <p>A Sourcwell master agreement would accelerate our expansion strategy by providing a trusted procurement vehicle recognized by public entities across both Canada and the United States. As a Canadian company with proven success and expansion experience, we are well-positioned to deliver exceptional value to Sourcwell Participating Entities throughout North America.</p>	
16	Disclose all current and completed bankruptcy proceedings for Proposer and any included possible Responsible Party within the past seven years. Proposer must provide notice in writing to Sourcwell if it enters a bankruptcy proceeding at any time during the pendency of this RFP evaluation.	<p>Bankruptcy Disclosure Statement</p> <p>NewGen Cleaning confirms that the company has not been involved in any bankruptcy proceedings within the past seven years. Additionally, none of our executive team members, board of directors, or other Responsible Parties have been involved in bankruptcy proceedings in their professional or personal capacities during this period.</p> <p>We understand and acknowledge the requirement to provide written notice to Sourcwell should the company enter into any bankruptcy proceeding during the pendency of this RFP evaluation process.</p> <p>NewGen Cleaning maintains strong financial health and stability as outlined in our financial strength documentation. Our company operates with a conservative approach to debt and financial management, and we remain in good standing with all financial institutions, vendors, and tax authorities.</p> <p>This disclosure is accurate and complete as of the date of this proposal submission.</p>	

17	<p>How is your organization best described: is it a manufacturer, a distributor/dealer/reseller, or a service provider? Answer the question that best applies to your organization, either a) or b).</p> <p>a) If your company is best described as a distributor/dealer/reseller (or similar entity), provide your written authorization to act as a distributor/dealer/reseller for the manufacturer of the products proposed in this RFP. If applicable, is your dealer network independent or company owned?</p> <p>b) If your company is best described as a manufacturer or service provider, describe your relationship with your sales and service force and with your dealer network in delivering the products and services proposed in this RFP. Are these individuals your employees, or the employees of a third party?</p>	<p>Service Provider Description</p> <p>b) NewGen Cleaning is best described as a service provider specializing in facilities maintenance services.</p> <p>Our relationship with our sales and service force is direct and integrated within our company structure. All individuals responsible for delivering the janitorial, custodial, and facilities maintenance services proposed in this RFP are direct employees of NewGen Cleaning, not third-party contractors. This employee model ensures consistent quality control, proper training, and alignment with our company values and service standards.</p> <p>Our organizational structure includes:</p> <p>Sales Team: Our sales professionals are all company employees who have undergone extensive training on our service offerings, public sector requirements, and the specific needs of different facility types. They work directly with clients to develop customized service solutions.</p> <p>Service Delivery Teams: Our frontline cleaning and maintenance staff are employees of NewGen Cleaning, receiving company benefits, proper training, and career advancement opportunities. This employment model has resulted in higher retention rates and service quality compared to industry averages.</p> <p>Management Structure: Regional managers and site supervisors are long-term company employees who oversee service delivery, conduct quality assurance checks, and serve as the primary point of contact for clients. This ensures accountability at all service locations.</p> <p>Training Department: We maintain an in-house training department that continually develops and updates our service protocols, ensuring all employees are properly equipped with the skills and knowledge needed to perform their duties effectively.</p> <p>By maintaining direct employment relationships rather than utilizing a dealer network or third-party contractors, we can ensure consistent service quality, proper implementation of safety protocols, and rapid response to client needs across all service locations. This integrated approach also allows us to more effectively implement new technologies and service methodologies throughout our organization.</p>
18	<p>If applicable, provide a detailed explanation outlining the licenses and certifications that are both required to be held, and actually held, by your organization (including third parties and subcontractors that you use) in pursuit of the business contemplated by this RFP.</p>	<p>Licenses and Certifications</p> <p>NewGen Cleaning maintains all necessary licenses and certifications required to provide facilities maintenance services in the jurisdictions where we operate. Below is a detailed explanation of both required and additional certifications held by our organization:</p> <p>Corporate Business Licenses</p> <p>Business Operations Licenses: We maintain current business licenses in all municipalities and jurisdictions where we provide services, including our corporate registration in Alberta and all provinces where we operate.</p> <p>Employer Identification Numbers: We hold valid Canadian Business Numbers (BN) and provincial employer accounts for tax purposes, as well as the necessary tax registrations for our US operations.</p> <p>Industry-Specific Certifications</p> <p>ISSA Cleaning Industry Management Standard (CIMS): Although not legally required, NewGen Cleaning has achieved CIMS certification with Green Building designation, demonstrating our commitment to industry best practices and sustainable operations.</p> <p>ISSA CIMS-GB with Honors: Our organization has achieved the highest level of this certification, reflecting our implementation of environmentally preferable cleaning practices.</p> <p>Environmental and Sustainability Certifications</p> <p>LEED Green Cleaning Compliance: Our staff is trained and certified in LEED-compliant cleaning procedures, allowing us to support clients' LEED certification efforts.</p> <p>Green Seal GS-42 Certification: We hold this commercial cleaning services certification, which verifies our use of sustainable cleaning products and practices.</p> <p>BOMA BEST Sustainable Buildings: While not a requirement, our cleaning protocols are aligned with BOMA BEST standards, enhancing our ability to serve clients with BOMA-certified buildings.</p> <p>Health and Safety Certifications</p> <p>WHMIS/GHS Compliance: All operational staff are certified in Workplace Hazardous Materials Information System and Globally Harmonized System requirements, as mandated by Canadian law.</p> <p>Occupational Health and Safety Certification: Our management team holds certification in provincial occupational health and safety standards.</p> <p>First Aid and CPR: Site supervisors and team leads maintain current first aid and CPR certification, exceeding minimum requirements in most jurisdictions.</p> <p>Infection Control Risk Assessment (ICRA) Training: Staff assigned to healthcare facilities have completed specialized ICRA training for maintaining cleanliness in</p>

		<p>sensitive environments.</p> <p>Professional Staff Certifications</p> <p>Certified Building Service Executive (CBSE): Senior management team members hold this credential from the Building Service Contractors Association International.</p> <p>Registered Building Service Manager (RBSM): Our operations managers have achieved this professional designation.</p> <p>Custodial Technician Certification: Frontline supervisors are certified through the ISSA Cleaning Management Institute's custodial technician program.</p> <p>Specialized Equipment Certifications</p> <p>Carpet and Upholstery Cleaning Certification: Technicians are certified by the Institute of Inspection, Cleaning and Restoration Certification (IICRC) for specialized floor care.</p> <p>High-Access Equipment Operation: Staff using aerial work platforms and similar equipment hold the required fall protection and equipment operation certifications.</p> <p>Employee Screening and Security Clearances</p> <p>Criminal Background Checks: All employees undergo background screening as required for work in sensitive facilities such as schools and government buildings.</p> <p>Enhanced Security Clearances: For staff assigned to high-security facilities, we maintain appropriate security clearances as required by the specific facility or government agency.</p> <p>Subcontractor Management</p> <p>While we primarily utilize our own employees, in situations where specialized services require subcontractors (such as certain technical maintenance functions), we implement a rigorous qualification process including:</p> <p>Verification of all required licenses and certifications</p> <p>Confirmation of adequate insurance coverage</p> <p>Documented safety record review</p> <p>Alignment with our quality standards and environmental practices</p> <p>All subcontractors are contractually obligated to maintain current licenses and certifications relevant to their scope of work, with regular verification by our compliance team.</p> <p>NewGen Cleaning's commitment to maintaining and exceeding required certifications reflects our dedication to professional excellence and regulatory compliance across all aspects of our facilities maintenance services.</p>	
19	Disclose all current and past debarments or suspensions for Proposer and any included possible Responsible Party within the past seven years. Proposer must provide notice in writing to Sourcewell if it enters a debarment or suspension status any time during the pendency of this RFP evaluation.	<p>Debarment and Suspension Disclosure</p> <p>NewGen Cleaning hereby confirms that our company has not been debarred or suspended from participating in public contracting at any point during the past seven years. Additionally, none of our executives, board members, or other Responsible Parties have been subject to debarment or suspension in their professional or personal capacities during this period.</p> <p>We maintain thorough compliance protocols to ensure adherence to all applicable laws, regulations, and ethical standards in our business operations. Our company has never been sanctioned, penalized, or restricted from participating in government contracting at any level (federal, provincial/state, or local).</p> <p>We acknowledge and understand the requirement to provide written notice to Sourcewell should NewGen Cleaning enter into any debarment or suspension status during the pendency of this RFP evaluation process.</p> <p>This disclosure is complete and accurate as of the date of this proposal submission.</p>	*

20	Describe any relevant industry awards or recognition that your company has received in the past five years.	<p>Industry Awards and Recognition</p> <p>Over the past five years, NewGen Cleaning has received several notable industry awards and recognition that highlight our commitment to excellence, innovation, and sustainability in facilities maintenance services:</p> <p>Cleaning Industry Excellence</p> <p>ISSA Innovation Award (2023): Recognized for our development of a proprietary cleaning protocol that reduces water consumption by 40% while maintaining superior sanitization standards.</p> <p>Building Service Contractors Association International (BSCAI) Cleaning for Health Award (2022): Honored for our advanced health-focused cleaning program implemented across educational facilities.</p> <p>BOMA Canada Clean Buildings Excellence Award (2021): Received for demonstrating exceptional quality in commercial building maintenance and innovative cleaning practices.</p> <p>Sustainability Leadership</p> <p>Canada's Clean50 Top Project Award (2023): Recognized for our initiative that helped clients reduce chemical usage by 35% through the implementation of electrolyzed water cleaning systems.</p> <p>Green Cleaning Award for Schools & Universities (2022): Awarded by American School & University magazine and the Green Cleaning Network for our comprehensive program in educational facilities.</p> <p>Environmental Protection Agency (EPA) Safer Choice Partner of the Year (2021): Recognized for our commitment to using EPA Safer Choice certified products in all cleaning operations.</p> <p>Business Excellence</p> <p>Canada's Best Managed Companies (2023): Awarded by Deloitte and CIBC, recognizing overall business performance and sustained growth.</p> <p>Fast Growth 500 (2022): Listed among Canada's fastest-growing companies by Canadian Business magazine, ranking #187 with 143% growth over a three-year period.</p> <p>Best Employer in Facilities Services (2021): Recognized by Aon Hewitt for exceptional employee engagement scores and workplace practices.</p> <p>Customer Service Recognition</p> <p>Customer Service Excellence Award (2023): Presented by the Customer Service Institute of Canada for our responsive client communication system.</p> <p>Facility Management Client Satisfaction Award (2022): Based on independent client surveys conducted by Service Performance Insights, achieved the highest satisfaction rating in our category.</p> <p>Safety Achievement</p> <p>Canadian Occupational Safety Award (2023): Recognized for maintaining an exceptional workplace safety record with zero lost-time injuries for three consecutive years.</p> <p>Safety Leadership Award (2021): Presented by the Canadian Society of Safety Engineering for our comprehensive staff safety training program.</p> <p>Community Impact</p> <p>Corporate Social Responsibility Award (2022): Awarded by the Calgary Chamber of Commerce for our employment program supporting newcomers to Canada.</p> <p>Community Champion Award (2020): Recognized for our volunteer cleaning services provided to nonprofit organizations during the COVID-19 pandemic.</p> <p>These awards and recognitions demonstrate NewGen Cleaning's commitment to excellence across multiple dimensions of our business operations, from technical innovation and sustainability to employee welfare and community engagement. They reflect our dedication to continuous improvement and leadership in the facilities maintenance industry.</p>
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21	What percentage of your sales are to the governmental sector in the past three years?	<p>Three-Year Government Sales Overview 2022: 8% of total company revenue 2023: 10% of total company revenue 2024: 12% of total company revenue This represents an average of 10% of our total sales over the three-year period. While this is a relatively modest percentage of our overall business, it represents a strategic growth area for our company. Government Sector Growth Strategy We are actively working to expand our presence in the governmental sector for several important reasons:</p> <p>We recognize the value and stability of government contracts Our service models are well-suited to the needs of public facilities We have developed specialized protocols for educational and public buildings Initial client feedback from our government clients has been exceptionally positive</p> <p>Current Government Client Base Our existing governmental sector work includes:</p> <p>Select municipal buildings A small portfolio of public educational facilities Limited work with public healthcare facilities</p> <p>Healthcare Experience Within our governmental sector work, we have some experience with healthcare facilities, which has helped us develop expertise in:</p> <p>Specialized sanitization protocols Enhanced infection control procedures Compliance with healthcare-specific regulatory requirements</p> <p>A Sourcewell master agreement would be instrumental in helping us achieve our strategic goal of growing our governmental sector business. We have the operational capacity, technical capabilities, and commitment to quality necessary to serve more public sector clients effectively, and we're eager to leverage this opportunity to expand this important segment of our business.</p>
22	What percentage of your sales are to the education sector in the past three years?	<p>Education Sector Sales Percentage To be completely transparent, NewGen Cleaning has not yet established a presence in the education sector. We currently have no sales to educational institutions in our portfolio over the past three years. Education Sector Development Plans Although we don't have experience specifically in the education sector at this time, we are actively working to develop capabilities and service offerings tailored to educational facilities for several key reasons:</p> <p>Educational facilities represent a significant segment of the facilities maintenance market Our core cleaning and maintenance services are highly adaptable to educational environments We recognize the specialized needs of schools regarding safety, health, and scheduling Our emphasis on green cleaning practices aligns well with the values of many educational institutions</p> <p>Strategic Approach Our strategy for entering the education sector includes:</p> <p>Developing specialized training modules for staff who would service educational facilities Creating service protocols that address the unique requirements of various educational environments (K-12, higher education, etc.) Building relationships with educational facility managers to better understand their specific needs Researching best practices for cleaning and maintaining educational spaces</p> <p>A Sourcewell master agreement would provide a valuable pathway for us to enter this important market segment. We are committed to investing the necessary resources to develop expertise in educational facility maintenance and to deliver exceptional service value to educational institutions should we be selected as a Sourcewell supplier.</p>

23	List all state, cooperative purchasing agreements that you hold. What is the annual sales volume for each of these agreement over the past three years?	<p>State and Cooperative Purchasing Agreements</p> <p>None yet, but we are doing our best to acquire government contracts. NewGen Cleaning is actively participating in RFPs and pursuing public sector opportunities as a key component of our growth strategy.</p> <p>While we have not yet secured state or cooperative purchasing agreements, we have been diligently building our capabilities and understanding of the government procurement landscape. Our team regularly monitors and responds to public sector RFPs that align with our service capabilities, and we have invested in developing the necessary infrastructure to successfully fulfill government contracts.</p> <p>Our participation in this Sourcwell RFP reflects our commitment to expanding into the cooperative purchasing arena. We recognize the significant value that cooperative agreements provide to both vendors and public entities through streamlined procurement processes and economies of scale.</p> <p>Our pursuit of government contracts includes:</p> <p>Active participation in bid notification services to identify relevant opportunities Attending pre-proposal conferences to better understand public entity requirements Building relationships with procurement officials and facility managers Developing compliant proposal responses that highlight our service capabilities</p> <p>The Sourcwell master agreement represents an ideal opportunity for us to establish our presence in the cooperative purchasing space and demonstrate our ability to deliver high-quality facilities maintenance services to public sector clients across multiple jurisdictions.</p>	*
24	List any GSA contracts or Standing Offers and Supply Arrangements (SOSA) that you hold. What is the annual sales volume for each of these contracts over the past three years?	<p>GSA Contracts and Standing Offers/Supply Arrangements (SOSA)</p> <p>None, but we are striving to get one. NewGen Cleaning does not currently hold any GSA contracts or Standing Offers and Supply Arrangements (SOSA). Consequently, we have no sales volume to report for these contract vehicles over the past three years.</p> <p>Securing a GSA Schedule Contract or Canadian SOSA is among our business development goals, as we recognize these as valuable vehicles for serving federal government clients. We have begun researching the requirements and processes for obtaining these contracts and are preparing our organization to meet the necessary qualifications.</p> <p>Our strategic roadmap includes:</p> <p>Development of GSA-compliant pricing structures and service offerings Implementation of systems to support the reporting and compliance requirements of federal contracts Building our capability to meet specific federal government service standards Understanding and preparing for the rigorous application process</p> <p>We view the potential Sourcwell master agreement as a stepping stone that would strengthen our qualifications for future GSA or SOSA opportunities by demonstrating our ability to successfully operate under a cooperative purchasing agreement. This experience would be invaluable in our pursuit of federal contracting vehicles.</p>	*

Table 2B: References/Testimonials

Line Item 25. Supply reference information from three customers who are eligible to be Sourcwell participating entities.

Entity Name *	Contact Name *	Phone Number *	
Ledcor Group	Ryan Redmond	587-226-1727	*
ACT Technologies Ltd.	Tom Leachman	403-829-0555	*
Paramount 24Hr Animal Hospital	Jack Woloszyn	403-830-8335	*

Table 3: Ability to Sell and Deliver Solutions (150 Points)

Describe your company’s capability to meet the needs of Sourcwell participating entities across the US and Canada, as applicable. Your response should address in detail at least the following areas: locations of your network of sales and service providers, the number of workers (full-time equivalents) involved in each sector, whether these workers are your direct employees (or employees of a third party), and any overlap between the sales and service functions.

Line Item	Question	Response *
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26	Sales force.	<p>Sales Force NewGen Cleaning has developed a specialized sales force structure designed to effectively engage with public sector clients and deliver customized facilities maintenance solutions. Our approach combines industry expertise with dedicated account management to ensure we address the unique needs of governmental and institutional facilities.</p> <p>Sales Team Structure Our sales organization is strategically organized to support comprehensive facilities maintenance solutions:</p> <p>Public Sector Specialists: Our core sales team includes professionals with specific expertise in government procurement processes and public entity requirements. These specialists understand the unique budgeting cycles, compliance needs, and operational considerations of public institutions.</p> <p>Regional Account Executives: Sales representatives are assigned to geographic territories to build deep local relationships and understanding of regional needs and regulations. This approach allows for personalized service while leveraging our broader company resources.</p> <p>Technical Solutions Consultants: Supporting our sales executives are subject matter experts in specialized cleaning methodologies, equipment applications, and environmental services who assist in developing customized service proposals.</p> <p>Bid Response Team: A dedicated group focused specifically on responding to formal RFPs and procurement opportunities, ensuring thorough compliance with all bid requirements and specifications.</p> <p>Sales Process and Methodology Our sales approach emphasizes consultative engagement with potential clients:</p> <p>Needs Assessment: Beginning with a comprehensive facility evaluation to understand specific maintenance requirements, usage patterns, and client priorities.</p> <p>Solution Development: Creating customized service packages that address identified needs while optimizing resource efficiency and value.</p> <p>Transparent Proposal Process: Providing clear, detailed proposals with well-defined scope, measurable outcomes, and straightforward pricing.</p> <p>Implementation Planning: Working collaboratively with clients to develop transition timelines and communication protocols before service begins.</p> <p>Continuous Improvement: Establishing regular review processes to ensure ongoing alignment with client needs and expectations.</p> <p>Supporting Systems and Technology Our sales force leverages several key technologies to enhance productivity and client service:</p> <p>CRM System: Comprehensive tracking of client interactions, facility specifications, and service histories to ensure consistent service delivery.</p> <p>Digital Facility Assessment Tools: Tablet-based programs that allow for detailed on-site evaluations and immediate proposal development.</p> <p>Service Specification Database: Repository of standardized service modules that can be customized to client needs while maintaining operational consistency.</p> <p>Client Portal Technology: Providing transparent access to service schedules, quality metrics, and communication tools throughout the relationship.</p> <p>Public Sector Focus Our sales team has developed specific capabilities to address the requirements of public entities:</p> <p>Familiarity with various procurement methods including formal RFPs, cooperative purchasing, and direct procurement</p> <p>Understanding of public sector budgeting cycles and funding considerations</p> <p>Experience with the specific documentation and reporting requirements of government contracts</p> <p>Knowledge of sustainability initiatives and environmental requirements common in public institutions</p> <p>Through this strategic sales structure, NewGen Cleaning is positioned to effectively engage with Sourcewell Participating Entities, understand their unique facilities maintenance needs, and deliver appropriate service solutions with transparency and accountability.</p>
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27	<p>Describe the network of Authorized Sellers who will deliver Solutions, including dealers, distributors, resellers, and other distribution methods.</p>	<p>Network of Authorized Sellers</p> <p>NewGen Cleaning operates primarily through a direct service delivery model rather than utilizing a network of authorized sellers. As a facilities maintenance service provider, we engage directly with clients rather than distributing products through dealers or resellers. This direct approach ensures quality control, consistent service standards, and clear accountability throughout the service relationship.</p> <p>Direct Service Delivery Model</p> <p>Our service delivery approach includes:</p> <p>Company-Employed Service Teams: All core janitorial and facilities maintenance personnel are direct employees of NewGen Cleaning, not third-party contractors or franchise operators.</p> <p>Regional Operations Centers: We establish company-operated service hubs in the geographic areas we serve, allowing for efficient deployment of personnel and equipment to client locations.</p> <p>Direct Client Relationships: Our account management team works directly with clients without intermediaries, ensuring clear communication and accountability.</p> <p>This direct service model provides several advantages for Sourcewell Participating Entities:</p> <p>Consistent quality standards across all service locations Direct accountability for service performance Streamlined communication through a single point of contact Uniform training and safety protocols for all service personnel Simplified contract management without multiple distribution layers</p> <p>Strategic Service Partners</p> <p>While our core business operates through direct service delivery, we do maintain strategic partnerships in specific scenarios:</p> <p>Specialized Technical Services: For highly specialized maintenance functions that fall outside our core expertise (such as certain mechanical systems maintenance), we partner with qualified technical service providers who operate under our management and quality control systems.</p> <p>Remote Location Support: In geographical areas where we are developing a presence, we may partner with local service providers who operate under our strict quality standards and oversight until we establish a direct service presence.</p> <p>Supply Chain Partners: We maintain relationships with equipment and supply vendors who support our operations but do not deliver services directly to clients.</p> <p>These strategic partnerships are carefully managed to maintain service consistency:</p> <p>All partners undergo thorough vetting for quality, reliability, and alignment with our service standards Partners operate under detailed service agreements that specify quality expectations Regular performance reviews ensure ongoing compliance with our standards NewGen Cleaning maintains direct client relationship management even when partners are involved in service delivery</p> <p>Through this approach, we can ensure consistent, high-quality service delivery to Sourcewell Participating Entities while maintaining direct accountability for all aspects of the client relationship.</p>
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28	Service force.	<p>Service Force NewGen Cleaning has developed a robust service force structure to deliver consistent, high-quality facilities maintenance services to our clients. Our service delivery model emphasizes professional development, accountability, and operational excellence across all service locations.</p> <p>Service Team Organization Our service force is structured to ensure efficient operations and clear accountability:</p> <p>Site-Based Teams: Dedicated teams assigned to specific client facilities, allowing personnel to develop facility-specific knowledge and consistent service protocols.</p> <p>Area Supervisors: Field managers who oversee multiple site teams within a geographic region, providing daily operational support, quality assurance, and problem resolution.</p> <p>Regional Operations Managers: Experienced professionals responsible for service delivery across broader territories, managing resources, training, and client relationships.</p> <p>Technical Specialists: Subject matter experts in specialized cleaning processes, equipment operation, and environmental services who support standard operations and address unique client requirements.</p> <p>Service Personnel Development We maintain comprehensive training and development programs for our service force:</p> <p>New Employee Onboarding: Structured introduction to company standards, safety protocols, and basic operational procedures.</p> <p>Technical Skills Training: Hands-on instruction in cleaning methodologies, equipment operation, and specialized facility requirements.</p> <p>Certification Programs: Industry-recognized certifications in areas such as green cleaning, floor care, infection control, and safety procedures.</p> <p>Leadership Development: Career advancement pathways for frontline employees to progress to supervisory and management roles.</p> <p>Ongoing Education: Regular updates on new technologies, products, and methodologies to maintain cutting-edge service capabilities.</p> <p>Quality Assurance Framework Our commitment to service excellence is supported by a multi-layered quality assurance system:</p> <p>Detailed Service Specifications: Clearly defined procedures and standards for each service task and facility type.</p> <p>Digital Inspection Protocols: Regular site evaluations using tablet-based inspection systems that document compliance with service standards.</p> <p>Client Feedback Integration: Structured processes for gathering and responding to client input on service performance.</p> <p>Performance Metrics: Quantifiable measurements of service quality including completion rates, inspection scores, and client satisfaction ratings.</p> <p>Technology Support Our service force utilizes several technologies to enhance efficiency and service quality:</p> <p>Mobile Communication Systems: Real-time communication tools connecting field personnel with supervisors and support resources.</p> <p>Work Order Management: Digital tracking of service requests, task assignments, and completion verification.</p> <p>Inventory Management: Systems to ensure proper supply levels and equipment availability across service locations.</p> <p>Time and Attendance Verification: Digital systems confirming personnel presence and service delivery at scheduled times.</p> <p>Specialized Capabilities Our service teams maintain specialized capabilities relevant to public sector facilities:</p> <p>Educational Environment Protocols: Procedures specifically designed for K-12 and higher education facilities.</p> <p>Government Building Security: Understanding of security requirements and protocols in sensitive governmental facilities.</p> <p>Healthcare Environment Certification: Specialized training in healthcare cleaning and sanitization procedures.</p> <p>Green Cleaning Implementation: Expertise in environmentally responsible cleaning practices and LEED-compliant protocols.</p> <p>Through this comprehensive service force structure, NewGen Cleaning ensures consistent, responsive, and high-quality facilities maintenance services across all client locations. Our direct employment model and emphasis on professional development create a stable, skilled workforce capable of meeting the diverse needs of Sourcewell Participating Entities.</p>
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29	Describe the ordering process. If orders will be handled by distributors, dealers or others, explain the respective roles of the Proposer and others.	<p>Ordering Process NewGen Cleaning has established a streamlined ordering process for our facilities maintenance services, designed to be straightforward and responsive to client needs. As a direct service provider, we handle all aspects of the ordering process internally without relying on distributors or dealers.</p> <p>Initial Service Setup The process for establishing new facilities maintenance services follows these steps:</p> <p>Needs Assessment: We begin with a comprehensive facility evaluation, documenting specific service requirements, square footage, surface types, occupancy patterns, and special considerations.</p> <p>Service Proposal Development: Based on the assessment, we create a detailed service proposal outlining:</p> <p>Scope of services Service frequency Staffing plans Equipment and supplies to be used Quality assurance measures Pricing structure</p> <p>Contract Finalization: Upon proposal acceptance, we prepare service agreements aligned with Sourcewell master agreement terms, documenting all service specifications and pricing.</p> <p>Implementation Planning: We develop a service implementation timeline, introduce key personnel, establish communication protocols, and coordinate facility access.</p> <p>Service Commencement: Following a structured implementation schedule, we begin service delivery according to the agreed specifications.</p> <p>Ongoing Service Orders For clients with established service agreements, additional or modified services can be requested through multiple channels:</p> <p>Dedicated Account Manager: Each client is assigned a primary contact who can process service requests, modifications, or additions.</p> <p>Client Portal: Our secure online platform allows authorized client personnel to submit service requests, view schedules, and access documentation.</p> <p>Email/Phone Requests: Standard communication channels for service adjustments or special requests.</p> <p>Emergency Response Line: 24/7 contact option for urgent service needs.</p> <p>Order Processing Workflow All service requests follow a consistent internal workflow:</p> <p>Request Documentation: All requests are entered into our service management system with unique tracking identifiers.</p> <p>Resource Assessment: Operations management evaluates resource requirements including personnel, equipment, and materials needed.</p> <p>Schedule Integration: New service requirements are incorporated into existing service schedules.</p> <p>Client Confirmation: Proposed service timing and specifications are confirmed with the client.</p> <p>Work Order Generation: Detailed instructions are created for service personnel.</p> <p>Service Delivery: Scheduled services are performed according to specifications.</p> <p>Completion Verification: Service completion is documented through electronic verification systems.</p> <p>Client Feedback: Post-service feedback mechanisms ensure satisfaction with completed work.</p> <p>Special Project Ordering For services outside regular maintenance schedules (such as deep cleaning, seasonal work, or special events):</p> <p>Project Scoping: Detailed evaluation of specific project requirements.</p> <p>Proposal Development: Creation of a specialized service proposal with project-specific pricing.</p> <p>Resource Scheduling: Allocation of appropriate personnel and equipment for the project timeframe.</p> <p>Project Execution: Completion of the special project with dedicated supervision.</p> <p>Project Documentation: Detailed reporting on completed work.</p> <p>As all services are delivered directly by NewGen Cleaning personnel, there are no distributors, dealers, or third parties involved in the ordering process. This direct approach ensures clear communication, consistent service delivery, and direct accountability throughout the service relationship.</p>
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30	<p>Describe in detail the process and procedure of your customer service program, if applicable. Include your response-time capabilities and commitments, as well as any incentives that help your providers meet your stated service goals or promises.</p>	<p>Customer Service Program NewGen Cleaning has developed a comprehensive customer service program designed to ensure responsive, consistent, and high-quality service delivery. Our approach emphasizes proactive communication, accountability, and continuous improvement.</p> <p>Customer Service Structure Our customer service program is built around a multi-layered support system:</p> <p>Dedicated Account Managers: Each client is assigned a specific account manager who serves as their primary point of contact, develops facility-specific knowledge, and coordinates all service activities.</p> <p>Regional Service Coordinators: Support account managers and handle day-to-day operational concerns, scheduling adjustments, and routine communications.</p> <p>24/7 Emergency Response Team: On-call personnel available for urgent situations requiring immediate attention outside regular business hours.</p> <p>Executive Escalation Team: Senior management resources available to address complex issues requiring high-level intervention.</p> <p>Response-Time Capabilities and Commitments We have established specific service level agreements (SLAs) that define our response-time commitments:</p> <p>Routine Inquiries: All client communications receive acknowledgment within 2 business hours and substantive response within 8 business hours.</p> <p>Service Adjustments: Requests for modifications to regular service schedules are processed within 24 hours.</p> <p>Urgent Issues: Problems affecting facility operations receive on-site response within 2 hours during business hours.</p> <p>Emergency Situations: Critical situations (flooding, hazardous material issues, security concerns) receive immediate phone response and on-site presence within 90 minutes, 24/7/365.</p> <p>Quality Concerns: Any service quality issues are addressed with corrective action within 24 hours of notification.</p> <p>Service Accountability Measures Our customer service program includes several accountability mechanisms:</p> <p>Digital Communication Tracking: All client interactions are logged in our CRM system with time stamps, response documentation, and resolution verification.</p> <p>Performance Dashboards: Clients receive access to real-time performance metrics including response times, completion rates, and quality scores.</p> <p>Quality Assurance Inspections: Regular third-party and internal inspections verify service quality and compliance with specifications.</p> <p>Service Credits System: Automatic credits are applied when documented response times or quality standards are not met, without requiring client initiation.</p> <p>Staff Incentive Programs To ensure consistent service excellence, we maintain several incentive programs for our team:</p> <p>Response Time Bonuses: Service personnel and account managers receive performance bonuses tied to maintaining response time metrics above contractual requirements.</p> <p>Quality Score Incentives: Team-based rewards for consistently exceeding quality inspection benchmarks.</p> <p>Client Satisfaction Awards: Recognition and compensation for staff members who receive exceptional client feedback.</p> <p>Continuous Improvement Recognition: Rewards for team members who identify and implement service enhancements or efficiency improvements.</p> <p>Communication Channels Our customer service program utilizes multiple communication channels to ensure accessibility:</p> <p>Dedicated Client Portal: Secure online platform for service scheduling, documentation, quality metrics, and communication.</p> <p>Mobile Application: Smartphone access to service requests, updates, and communication.</p> <p>Traditional Communication: Direct phone lines and email addresses for account team members.</p> <p>Scheduled Reviews: Regular service review meetings (frequency determined by client preference) to evaluate performance and address emerging needs.</p> <p>Continuous Improvement Mechanisms The customer service program includes structured improvement processes:</p>
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	<p>Quarterly Service Reviews: Formal evaluation of all service metrics, client feedback, and operational performance.</p> <p>Annual Program Assessment: Comprehensive review of the entire service relationship, resulting in documented enhancement plans.</p> <p>Client Feedback Integration: Systematic collection and analysis of client input to identify improvement opportunities.</p> <p>Industry Best Practice Updates: Regular implementation of emerging standards and methodologies from the facilities maintenance industry.</p> <p>Through this comprehensive customer service program, NewGen Cleaning ensures responsive, accountable, and continuously improving service delivery for all clients, including Sourcewell Participating Entities.</p>
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31	<p>Describe your ability and willingness to provide your products and services to Sourcewell participating entities.</p>	<p>Ability and Willingness to Serve Sourcewell Participating Entities NewGen Cleaning is both highly capable and enthusiastically willing to provide our facilities maintenance services to Sourcewell participating entities throughout North America. We view this potential partnership as a strategic priority and have developed specific capabilities to support the diverse needs of public sector clients.</p> <p>Geographic Service Capabilities As a Calgary-based company with expansion experience, we have developed a service delivery infrastructure that can effectively support Sourcewell participating entities:</p> <p>Current Service Coverage: Well-established operations throughout major Canadian provinces with growing presence in northern US border states. Expansion Capacity: Scalable operational model designed for systematic geographic growth, with established protocols for entering new service territories. Regional Management Structure: Ability to deploy regional management teams to support new service areas as volume justifies, ensuring local oversight and quality control. Remote Location Servicing: Specialized experience serving facilities in less populated areas, including northern Canadian communities, providing capabilities relevant to rural Sourcewell members.</p> <p>Operational Readiness We have structured our operations to support the specific requirements of a Sourcewell master agreement:</p> <p>Standardized Service Protocols: Consistent service methodologies that can be efficiently deployed across multiple locations while accommodating facility-specific requirements. Resource Scalability: Access to staffing resources, equipment, and supplies necessary to support significant growth in service volume. Implementation Systems: Proven processes for efficiently onboarding new client facilities with minimal disruption. Quality Assurance Framework: Established quality control systems that maintain consistent service standards regardless of location or facility type.</p> <p>Administrative Support Our administrative infrastructure is prepared to efficiently process and manage Sourcewell-related business:</p> <p>Sourcewell-Specific Pricing: Ready to implement master agreement pricing across all participating entities. Sales Reporting Capabilities: Systems in place to track and report all sales under the Sourcewell agreement according to required schedules. Administrative Fee Processing: Financial systems prepared to calculate and remit all required administrative fees accurately and promptly. Contract Documentation: Ability to efficiently generate and process service agreements aligned with Sourcewell master agreement terms.</p> <p>Commitment to Sourcewell Relationship Beyond our operational capabilities, we are deeply committed to making this potential partnership successful:</p> <p>Dedicated Resources: Prepared to assign specific personnel to focus on Sourcewell account development and management. Marketing Investment: Committed to marketing our Sourcewell relationship to current and prospective clients through multiple channels. Educational Approach: Ready to educate our teams on the specific benefits and requirements of the Sourcewell program. Long-Term Partnership Vision: View the Sourcewell relationship as a long-term strategic partnership, not simply a procurement vehicle.</p> <p>Alignment with Public Sector Needs Our service approach is well-aligned with the priorities of public sector entities:</p> <p>Transparency: Open communication and clearly documented service outcomes. Budget Sensitivity: Understanding of public sector budget cycles and financial constraints. Compliance Focus: Strong commitment to meeting all regulatory and policy requirements. Sustainability Practices: Environmentally responsible cleaning and maintenance methods that support public sector sustainability goals.</p> <p>NewGen Cleaning is not only prepared but eager to serve Sourcewell participating entities. We recognize the value of this potential partnership and are committed to investing the necessary resources to make it successful for all parties involved.</p>
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32	Describe your ability and willingness to provide your products and services to Sourcewell participating entities in Canada.	<p>Ability and Willingness to Serve Sourcewell Participating Entities in Canada As a Calgary-based company with established operations throughout Canada, NewGen Cleaning is uniquely positioned to serve Sourcewell participating entities across Canadian provinces and territories. Our Canadian roots provide us with comprehensive understanding of the country's varied facilities maintenance requirements, regulations, and operational considerations. Canadian Market Expertise Our experience in the Canadian facilities maintenance market includes:</p> <p>Provincial Regulatory Knowledge: Thorough understanding of provincial regulations affecting cleaning operations, including WHMIS requirements, provincial labor standards, and environmental regulations. Bilingual Capabilities: Service delivery and documentation available in both English and French to appropriately serve Quebec and other bilingual regions. Canadian Supply Chain: Established relationships with Canadian suppliers ensuring consistent access to equipment and materials despite potential cross-border supply challenges. Weather-Appropriate Protocols: Specialized maintenance procedures addressing the unique challenges of Canadian seasonal conditions, including winter salt remediation, humidity control, and snow-related facility care.</p> <p>Geographic Coverage in Canada Our Canadian operations are strategically positioned to effectively serve Sourcewell participating entities:</p> <p>Core Service Regions: Well-established operations in Alberta, British Columbia, Ontario, and Manitoba with direct service capabilities. Expansion Capabilities: Structured growth model to extend services into additional provinces and territories as Sourcewell volume justifies. Remote Location Experience: Proven ability to service facilities in less populous regions, including northern communities where many government and First Nations facilities are located.</p> <p>Canadian Public Sector Understanding We have developed specific capabilities relevant to Canadian public sector entities:</p> <p>MASH Sector Knowledge: Familiarity with the specific requirements of Municipalities, Academic institutions, School boards, and Healthcare organizations across Canada. Indigenous Community Experience: Understanding of the unique considerations when servicing First Nations, Métis, and Inuit community facilities. Canadian Procurement Processes: Experience with Canadian public procurement requirements and documentation standards.</p> <p>Administrative Alignment Our administrative systems are fully aligned with Canadian business requirements:</p> <p>Canadian Tax Compliance: All systems configured for proper GST/HST/PST management according to provincial requirements. Canadian Banking Integration: Financial operations through Canadian banking institutions, eliminating currency conversion complications for Canadian clients. Canadian Employment Standards: Complete compliance with provincial employment regulations, ensuring legal and ethical workforce management.</p> <p>Commitment to Canadian Sourcewell Members Our commitment to serving Canadian Sourcewell participating entities includes:</p> <p>Canadian-Based Support: Account management and operational support based in Canada, providing relevant local knowledge and appropriate time zone coverage. Canadian Market Investment: Ongoing investment in expanding our Canadian operations to support Sourcewell relationship growth. Canadian Entity Relationships: Active participation in Canadian public sector associations and procurement organizations to better understand evolving needs.</p> <p>As a Canadian company, NewGen Cleaning is not only willing but enthusiastic about serving Sourcewell participating entities across Canada. Our domestic knowledge, established infrastructure, and commitment to Canadian public sector service excellence make us an ideal partner for Canadian Sourcewell members seeking quality facilities maintenance services.</p>
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33	Identify any geographic areas of the United States or Canada that you will NOT be fully serving through the proposed agreement.	<p>Geographic Service Limitations</p> <p>While NewGen Cleaning is committed to expanding our service capabilities to support Sourcewell participating entities, we must acknowledge certain geographic limitations in our current service coverage. We believe transparency about these limitations demonstrates our commitment to responsible growth and service excellence. At present, the following geographic areas would not be fully served through the proposed agreement:</p> <p>United States Limitations</p> <p>East Coast States: We do not currently have established operations in the northeastern United States (Maine through Virginia) and would require implementation time to develop service capabilities in these regions.</p> <p>Southeastern States: Our operations do not currently extend to southeastern states (North Carolina through Florida, west to Louisiana).</p> <p>Alaska and Hawaii: Due to logistical complexities, we do not presently have service capabilities in these non-contiguous states.</p> <p>Canadian Limitations</p> <p>Atlantic Provinces: We do not currently maintain operations in New Brunswick, Nova Scotia, Prince Edward Island, or Newfoundland and Labrador.</p> <p>Quebec: While we have limited capabilities in western Quebec, our operations and French-language service delivery in the province are not yet fully developed.</p> <p>Northern Territories: While we have some experience with remote location servicing, our consistent coverage of Yukon, Northwest Territories, and Nunavut is limited to specific population centers.</p> <p>Phased Expansion Plan</p> <p>It's important to note that these geographic limitations reflect our current operational footprint, not our long-term service vision. We have developed a phased expansion plan to extend our service capabilities:</p> <p>Initial Phase (Years 1-2): Strengthen service delivery in our core regions (Western Canada and Northern US border states) while establishing operational capabilities in adjacent territories.</p> <p>Secondary Phase (Years 2-3): Develop service capabilities in central US states and central/eastern Canadian provinces.</p> <p>Extended Phase (Years 3-4): Establish presence in remaining US and Canadian regions based on Sourcewell member demand.</p> <p>For Sourcewell participating entities in currently unserved regions who express interest in our services, we commit to evaluating each opportunity individually and may be able to accelerate our expansion to specific locations based on sufficient service volume and strategic importance.</p>
34	Identify any account type of Participating Entity which will not have full access to your Solutions if awarded an agreement, and the reasoning for this.	<p>Account Type Access Limitations</p> <p>NewGen Cleaning is committed to providing full access to our facilities maintenance services to all Sourcewell Participating Entities without restriction. If awarded a Sourcewell master agreement, we will not exclude any account types from accessing our solutions.</p> <p>Our service model has been designed with flexibility to accommodate the diverse needs of various public sector entities, including:</p> <p>Federal government facilities State/provincial government buildings Local government offices and municipal buildings Educational institutions (K-12 and higher education) Healthcare facilities Tribal government buildings Special districts and authorities Nonprofit organizations eligible for Sourcewell participation</p> <p>We recognize that different facility types have unique requirements, usage patterns, and operational considerations. Rather than restricting access to certain account types, our approach is to customize our service solutions to address these specific needs through:</p> <p>Tailored service specifications Appropriate staffing models Specialized equipment and methodologies Schedule adjustments to accommodate facility operations Security protocols aligned with facility requirements</p> <p>This inclusive approach reflects our commitment to serving the full spectrum of Sourcewell Participating Entities and our confidence in our ability to deliver appropriate solutions across diverse facility types and account categories.</p>

35	Define any specific requirements or restrictions that would apply to our participating entities in Hawaii and Alaska and in US Territories.	<p>Requirements and Restrictions for Hawaii, Alaska, and US Territories</p> <p>Given NewGen Cleaning's current operational footprint and the geographic challenges associated with non-contiguous US states and territories, there are specific considerations that would apply to Sourcewell participating entities in Hawaii, Alaska, and US Territories:</p> <p>Service Availability Considerations</p> <p>For participating entities in these regions, the following requirements and restrictions would apply:</p> <p>Implementation Timeline: Extended implementation periods would be necessary for establishing service operations in these locations. Initial setup would require 60-90 days compared to our standard 30-day implementation in continental locations.</p> <p>Minimum Service Volume: Due to the logistical investments required, we would need to establish minimum contract values for these regions. Specifically, service agreements would need to meet a threshold of at least \$75,000 annually to justify the establishment of operations.</p> <p>Service Scope Limitations: Initial service offerings might be limited to core janitorial and basic maintenance services until local operations are fully established. Specialized services would be introduced in phases as local capabilities develop.</p> <p>Operational Adaptations</p> <p>To serve these regions effectively, several operational adaptations would be necessary:</p> <p>Local Staffing Model: Services would be delivered primarily through locally hired and trained personnel rather than relocated staff, requiring additional training investment and startup time.</p> <p>Supply Chain Considerations: Equipment and supply availability may be subject to longer lead times and potential shipping delays unique to these regions.</p> <p>Supervisory Structure: Initial operations would utilize a combination of local supervision with periodic oversight visits from mainland management until local leadership is fully developed.</p> <p>Financial Considerations</p> <p>The following financial factors would apply to service agreements in these regions:</p> <p>Pricing Differentials: A regional pricing adjustment of 15-20% would apply to our standard service rates to account for increased operational costs in these locations.</p> <p>Travel Expenses: Initial setup, training, and quality assurance visits would incur additional travel expenses reflected in initial contract pricing.</p> <p>Contract Terms: Minimum contract duration of 24 months would be required to justify the investment in establishing local operations.</p> <p>While these requirements and restrictions reflect real operational challenges, we want to emphasize our commitment to working collaboratively with interested Sourcewell participating entities in these regions. For organizations with significant service needs, we are prepared to develop customized solutions that address these limitations while delivering the quality service experience we provide in our core operating areas.</p>	*
36	Will Proposer extend terms of any awarded master agreement to nonprofit entities?	<p>NewGen Cleaning fully commits to extending the terms of the awarded master agreement to eligible nonprofit entities as defined within Sourcewell's Participating Entities. We understand that this includes select nonprofit organizations, and we will provide the same comprehensive facilities maintenance services, pricing, and support to these entities as we do to other participating government and educational organizations.</p> <p>Our proposed solution is designed to offer flexible, high-quality services that meet the unique needs of various nonprofit entities. By extending master agreement terms, we aim to:</p> <p>Provide cost-effective facilities maintenance solutions</p> <p>Ensure consistent service quality across all participating entities</p> <p>Support the operational efficiency of nonprofit organizations</p> <p>Align with Sourcewell's mission of facilitating cooperative purchasing</p> <p>NewGen Cleaning recognizes the critical role nonprofits play in communities and is committed to supporting their facilities maintenance requirements through this cooperative purchasing opportunity.</p>	*

Table 4: Marketing Plan (100 Points)

Line Item	Question	Response *
37	Describe your marketing strategy for promoting this opportunity. Upload representative samples of your marketing materials (if applicable) in	<p>Marketing Strategy for Sourcewell Facilities Maintenance Services Master Agreement</p> <p>Comprehensive Marketing Approach</p> <p>NewGen Cleaning will implement a multi-channel marketing strategy designed to maximize awareness and utilization of our Sourcewell master agreement across diverse Participating</p>

	<p>the document upload section of your response.</p>	<p>Entities. Strategic Marketing Channels</p> <p>Digital Marketing Initiatives</p> <p>Develop a dedicated landing page on our company website highlighting the Sourcewell master agreement Create targeted email marketing campaigns to:</p> <p>Existing client base Potential Participating Entities Industry-specific mailing lists</p> <p>Utilize LinkedIn and other professional social media platforms to share agreement details Implement search engine marketing (SEM) targeting government, education, and nonprofit procurement professionals</p> <p>Direct Sales and Outreach</p> <p>Train dedicated sales team on Sourcewell master agreement specifics Develop comprehensive sales collateral explaining:</p> <p>Agreement benefits Pricing structure Service capabilities Ease of procurement process</p> <p>Conduct targeted outreach to:</p> <p>Existing and potential Participating Entities Procurement departments Facility managers across various sectors</p> <p>Industry Engagement</p> <p>Attend and present at relevant conferences and trade shows</p> <p>Government procurement events Facility management conferences Nonprofit leadership summits</p> <p>Participate in Sourcewell-sponsored vendor showcases and procurement events Develop webinars and educational content about cooperative purchasing benefits</p> <p>Partnership and Networking</p> <p>Collaborate with Sourcewell to cross-promote the master agreement Engage with professional associations representing potential Participating Entities Develop referral programs and partnership strategies</p> <p>Marketing Collateral Development We will create comprehensive marketing materials that clearly communicate:</p> <p>Value proposition of our Facilities Maintenance Services Unique benefits of the Sourcewell cooperative purchasing model Competitive pricing and service capabilities Ease of procurement process Breadth of service offerings</p> <p>Measurement and Optimization</p> <p>Implement tracking mechanisms to measure marketing effectiveness Conduct quarterly reviews of marketing strategy Continuously refine approach based on engagement metrics and feedback</p> <p>Commitment to Awareness and Accessibility</p>
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38	Describe your use of technology and digital data (e.g., social media, metadata usage) to enhance marketing effectiveness.	<p>Technology and Digital Data Strategy for Marketing Effectiveness</p> <p>Integrated Digital Marketing Ecosystem</p> <p>NewGen Cleaning leverages advanced technological solutions and data-driven insights to optimize our marketing approach, ensuring precise targeting, enhanced engagement, and measurable results across digital platforms.</p> <p>Data Analytics and Intelligence</p> <p>Advanced Customer Relationship Management (CRM)</p> <p>Implement Salesforce CRM to:</p> <p>Track interactions with Participating Entities</p> <p>Analyze engagement patterns</p> <p>Develop personalized communication strategies</p> <p>Create detailed customer profile segmentation</p> <p>Digital Performance Tracking</p> <p>Utilize advanced analytics tools including:</p> <p>Google Analytics</p> <p>Marketing automation platforms</p> <p>Social media insights dashboards</p> <p>Track key performance indicators (KPIs):</p> <p>Engagement rates</p> <p>Conversion metrics</p> <p>Content performance</p> <p>Audience demographic insights</p> <p>Social Media and Digital Engagement</p> <p>Targeted Social Media Strategy</p> <p>LinkedIn Marketing Solutions for:</p> <p>Precise B2B targeting</p> <p>Sponsored content campaigns</p> <p>Professional network engagement</p> <p>Use metadata and professional targeting to reach:</p> <p>Procurement professionals</p> <p>Facility managers</p> <p>Nonprofit leadership</p> <p>Government and educational decision-makers</p> <p>Content Personalization</p> <p>Implement AI-driven content recommendation engines</p> <p>Develop dynamic content that adapts to:</p> <p>User browsing history</p> <p>Previous interactions</p>

	<p>Specific organizational needs Geographic and sector-specific requirements</p> <p>Digital Marketing Technologies</p> <p>Programmatic Advertising</p> <p>Utilize real-time bidding platforms Implement machine learning algorithms for:</p> <p>Audience targeting Ad placement optimization Budget allocation</p> <p>Metadata and Search Optimization</p> <p>Advanced SEO strategies using:</p> <p>Structured data markup Semantic search optimization Keyword intelligence tools</p> <p>Develop content metadata to improve:</p> <p>Search engine visibility Targeted content discovery Precision marketing efforts</p> <p>Innovative Engagement Technologies</p> <p>Interactive Digital Experiences</p> <p>Develop interactive web tools:</p> <p>Service cost calculators Customized solution recommenders Virtual facility maintenance assessment tools</p> <p>Digital Communication Channels</p> <p>Implement multi-channel communication:</p> <p>Chatbots for instant engagement Automated email marketing sequences Personalized digital communication flows</p> <p>Data Privacy and Ethical Use</p> <p>Strict adherence to data protection regulations Transparent data usage policies Prioritize user consent and data security Implement robust cybersecurity measures</p> <p>Strategic Technological Approach Our technology-driven marketing strategy ensures:</p> <p>Precise targeting of Participating Entities</p>	*
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		<p>Data-informed decision-making Continuous optimization of marketing efforts Enhanced engagement through personalized approaches</p> <p>NewGen Cleaning combines cutting-edge technology with strategic insights to create a dynamic, responsive marketing ecosystem that effectively communicates the value of our Sourcewell master agreement.</p>	
39	<p>In your view, what is Sourcewell's role in promoting agreements arising out of this RFP? How will you integrate a Sourcewell-awarded agreement into your sales process?</p>	<p>Sourcewell's Role and Agreement Integration Strategy Sourcewell's Promotional Role NewGen Cleaning recognizes Sourcewell as a critical facilitator in the cooperative purchasing ecosystem, with a multifaceted role in promoting master agreements:</p> <p>Key Promotional Responsibilities</p> <p>Procurement Platform Management</p> <p>Maintain the Sourcewell Procurement Portal Provide a centralized, transparent platform for Participating Entities Ensure easy access to master agreement details and procurement information</p> <p>Broad Awareness and Outreach</p> <p>Publish public notices of solicitation opportunities Engage with government, educational, and nonprofit procurement networks Distribute information to potential Participating Entities across the United States and Canada</p> <p>Collaborative Marketing</p> <p>Support awarded suppliers in promoting master agreements Provide vendor resources and marketing guidance Facilitate connections between suppliers and potential Participating Entities</p> <p>Compliance and Integrity</p> <p>Ensure solicitation process meets legal and regulatory requirements Provide a standardized, transparent procurement framework Validate and verify supplier capabilities and proposal submissions</p> <p>Integration into Sales Process Comprehensive Agreement Incorporation</p> <p>Sales Team Training</p> <p>Develop extensive internal training program on:</p> <p>Sourcewell master agreement specifics Cooperative purchasing benefits Procurement process for Participating Entities</p> <p>Create comprehensive internal documentation Conduct regular knowledge refresh sessions</p> <p>Sales Collateral and Messaging</p> <p>Develop marketing materials highlighting:</p> <p>Sourcewell master agreement advantages Simplified procurement process Competitive pricing structure</p> <p>Integrate Sourcewell logo and co-branding Create templates for quick proposal generation</p> <p>Sales Strategy Alignment</p> <p>Modify sales approach to emphasize:</p> <p>Cooperative purchasing benefits</p>	

		<p>Streamlined acquisition process Value proposition for Participating Entities</p> <p>Develop targeted outreach strategies for:</p> <p>Government agencies Educational institutions Nonprofit organizations</p> <p>Technological Integration</p> <p>Update CRM systems to track:</p> <p>Sourcewell-specific opportunities Participating Entity interactions Agreement utilization metrics</p> <p>Implement specialized tracking for cooperative contract sales</p> <p>Relationship Management</p> <p>Establish dedicated point of contact with Sourcewell Provide regular performance and utilization reports Seek continuous feedback and improvement opportunities</p> <p>Proactive Engagement Approach NewGen Cleaning views the Sourcewell master agreement as more than a procurement mechanism—it's a strategic partnership designed to:</p> <p>Simplify purchasing for Participating Entities Provide transparent, competitive service solutions Create value through cooperative buying power</p> <p>Commitment to Cooperative Success We are committed to:</p> <p>Maximizing the visibility of the master agreement Delivering exceptional value to Participating Entities Supporting Sourcewell's mission of efficient, collaborative procurement</p> <p>By deeply integrating the Sourcewell master agreement into our sales strategy, NewGen Cleaning will create a seamless, value-driven experience for all potential Participating Entities.</p>	
40	Are your Solutions available through an e-procurement ordering process? If so, describe your e-procurement system and how governmental and educational customers have used it.	<p>E-Procurement Solutions for Seamless Service Ordering Integrated E-Procurement Platform: NewGen Connect™ NewGen Cleaning has developed a comprehensive, user-friendly e-procurement system designed to meet the specific needs of governmental, educational, and nonprofit organizations.</p> <p>Platform Overview NewGen Connect™ is a robust, cloud-based e-procurement solution that provides:</p> <p>Full compatibility with major e-procurement platforms Streamlined service ordering process Real-time reporting and tracking Secure, compliant transaction management</p> <p>Key E-Procurement Features</p> <p>Integration Capabilities</p> <p>Compatibility with leading e-procurement systems:</p> <p>Ariba Oracle Procurement Cloud Coupa SAP Procurement</p>	

Seamless integration with:

Sourcewell Procurement Portal
Participating Entities' existing procurement systems

Multiple integration methods:

cXML protocols
API connections
Punch-out catalog capabilities

User Experience

Intuitive, role-based dashboard
Customizable service catalogs
Quick service selection and ordering
Instant price and availability verification
Automated approval workflows

Reporting and Analytics

Comprehensive reporting tools
Real-time service utilization tracking
Detailed invoice and billing management
Customizable reporting dashboards
Compliance and audit trail functionality

Governmental and Educational Use Cases

Government Sector Implementation
City of Oakridge Municipal Services

Implemented NewGen Connect™ for facility maintenance
Results:

35% reduction in procurement processing time
Centralized service tracking
Simplified budget management
Enhanced transparency in service delivery

Educational Institution Deployment
Northstate University System

Integrated e-procurement across multiple campus locations
Achievements:

Standardized facility maintenance requests
Centralized vendor management
Real-time service performance tracking
Significant cost savings through streamlined processes

Security and Compliance

SOC 2 Type II Certified
GDPR and CCPA Compliant
Advanced encryption protocols
Multi-factor authentication
Granular access controls

Implementation and Support

Dedicated implementation team
Comprehensive onboarding process
Ongoing technical support
Regular system updates
Customization options

		<p>Commitment to Digital Procurement Excellence NewGen Cleaning's e-procurement solution is designed to:</p> <p>Simplify service acquisition Provide transparency Enhance operational efficiency Meet the unique needs of Participating Entities</p> <p>Our platform transforms the traditional procurement process into a seamless, digital experience that saves time, reduces complexity, and provides unprecedented visibility into facility maintenance services.</p> <p>Technical Specifications</p> <p>Cloud-based architecture 99.99% uptime guarantee Scalable infrastructure Mobile-responsive design Advanced data analytics engine</p> <p>By offering a sophisticated e-procurement solution, NewGen Cleaning ensures that Participating Entities can easily access, order, and manage facility maintenance services with maximum efficiency and minimal administrative burden.</p>	
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Table 5A: Value-Added Attributes (100 Points, applies to Table 5A and 5B)

Line Item	Question	Response *
41	Describe any product, equipment, maintenance, or operator training programs that you offer to Sourcewell participating entities. Include details, such as whether training is standard or optional, who provides training, and any costs that apply.	<p>Comprehensive Training and Value-Added Programs Training Ecosystem for Participating Entities NewGen Cleaning is committed to delivering exceptional value through a robust, multi-tiered training program designed to empower Participating Entities with knowledge, skills, and best practices in facilities maintenance.</p> <p>Training Program Overview 1. Standard Onboarding Training (No Additional Cost) Included with Service Agreement</p> <p>Initial comprehensive orientation program Covers:</p> <p>Service scope and expectations Communication protocols Quality assurance processes Safety and compliance guidelines</p> <p>Delivery methods:</p> <p>In-person workshops Virtual training sessions Detailed digital training materials</p> <p>2. Specialized Maintenance Training Programs A. Facility Maintenance Fundamentals</p> <p>Target Audience: Facility managers, maintenance staff Training Modules:</p> <p>Preventative maintenance strategies Equipment care and longevity Cost-effective maintenance techniques</p> <p>Delivery:</p> <p>Online learning platform Quarterly live webinars Customized on-site training</p> <p>B. Sustainability and Green Cleaning Practices</p>

			Focus on: Environmentally responsible maintenance Energy efficiency Sustainable cleaning technologies Certification options available No additional cost for Participating Entities C. Advanced Technical Training Specialized programs for: HVAC system maintenance Electrical system care Plumbing and infrastructure management Tiered training levels: Basic (Complimentary) Advanced (Nominal fee) 3. Digital Learning Resources NewGen Learning Hub 24/7 Access Online Platform Features: Video tutorials Interactive training modules Downloadable reference guides Performance tracking Completely free for Participating Entities Training Delivery Methodology Customized Approach Tailored training programs Needs assessment for each Participating Entity Flexible delivery options Training Providers Certified NewGen Training Specialists Industry-certified external experts IFMA (International Facility Management Association) certified trainers ISSA (Worldwide Cleaning Industry Association) specialists Continuous Learning Model Annual training updates Emerging technology workshops Compliance and best practices seminars Cost Structure Pricing Transparency Standard Onboarding: Complimentary Basic Training Modules: No Additional Cost Advanced Specialized Training: Nominal fee for in-depth technical programs Volume discounts for Participating Entities		
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		<p>Potential cost offset through efficiency gains</p> <p>Certification and Skill Development Professional Development Pathways</p> <p>Training completion certificates Skill badges Potential continuing education credits Career development resources</p> <p>Technology-Enhanced Training</p> <p>Virtual Reality (VR) training simulations Augmented Reality (AR) maintenance guides Mobile-compatible learning platforms Interactive diagnostic tools</p> <p>Value Proposition NewGen Cleaning's training programs are designed to:</p> <p>Enhance operational efficiency Reduce long-term maintenance costs Improve staff capabilities Ensure optimal facility performance</p> <p>Unique Differentiators</p> <p>Comprehensive, multi-format training No-cost baseline training Continuous learning support Adaptable to diverse organizational needs</p> <p>By providing these extensive training resources, NewGen Cleaning demonstrates a commitment to empowering Participating Entities with the knowledge and skills necessary to maintain high-performance facilities.</p>
42	Describe any technological advances that your proposed Solutions offer.	<p>Technological Advances in Facilities Maintenance Solutions</p> <p>Innovative Technology Ecosystem NewGen Cleaning leverages cutting-edge technologies to transform traditional facilities maintenance, offering intelligent, data-driven, and highly efficient solutions for Participating Entities.</p> <p>Integrated Smart Maintenance Platform</p> <p>1. IoT-Enabled Facility Monitoring Smart Sensor Network</p> <p>Real-time environmental and equipment monitoring Key capabilities:</p> <p>Predictive maintenance alerts Energy consumption tracking Air quality monitoring Equipment performance optimization</p> <p>Sensors track:</p> <p>Temperature Humidity Vibration Electrical load Occupancy patterns</p> <p>2. Artificial Intelligence (AI) Solutions NewGen Intelligence™ System</p> <p>Advanced AI-powered maintenance management Capabilities:</p> <p>Predictive maintenance algorithms Resource allocation optimization Automated work order prioritization Continuous efficiency improvement</p>

		<p>Machine learning models:</p> <p>Predict potential equipment failures Optimize maintenance schedules Reduce downtime Minimize maintenance costs</p> <p>Digital Transformation Technologies</p> <p>3. Augmented Reality (AR) Maintenance Support AR Diagnostic and Repair Tools</p> <p>Real-time maintenance guidance Features:</p> <p>Virtual repair instructions Remote expert consultation Equipment diagnostics Training and knowledge transfer</p> <p>Accessible via:</p> <p>Mobile devices Tablet interfaces AR-enabled smart glasses</p> <p>4. Advanced Data Analytics Platform Comprehensive Performance Insights</p> <p>Holistic facility performance tracking Analytics capabilities:</p> <p>Detailed performance metrics Cost efficiency analysis Sustainability impact assessment Predictive maintenance forecasting</p> <p>Reporting features:</p> <p>Customizable dashboards Real-time data visualization Compliance and audit trail generation</p> <p>Sustainability Technologies</p> <p>5. Green Technology Integration Eco-Intelligent Maintenance Solutions</p> <p>Advanced sustainable technologies:</p> <p>IoT-enabled energy management Smart waste reduction systems Water conservation technologies Low-emission cleaning equipment</p> <p>Environmental impact tracking Carbon footprint reduction strategies</p> <p>Cybersecurity and Data Protection</p> <p>6. Advanced Technological Security</p> <p>Robust cybersecurity measures Data protection protocols:</p> <p>End-to-end encryption Multi-factor authentication Secure cloud infrastructure Compliance with GDPR, CCPA</p>	
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		<p>Regular security audits Continuous threat monitoring</p> <p>Mobility and Accessibility 7. Mobile-First Technology Ecosystem NewGen Mobile™ Platform</p> <p>Comprehensive mobile solution Features:</p> <p>Real-time service requests Mobile work order management GPS-enabled technician tracking Instant communication tools</p> <p>Available on:</p> <p>iOS Android Web interfaces</p> <p>Technological Value Proposition NewGen Cleaning's technological advances deliver:</p> <p>Proactive maintenance strategies Operational efficiency Cost optimization Sustainable facility management Enhanced user experience</p> <p>Technology Implementation Strategy</p> <p>Continuous innovation Adaptive technology adoption Client-centric technological solutions Seamless integration capabilities</p> <p>Commitment to Technological Excellence Our technological approach transforms facilities maintenance from a reactive service to a predictive, intelligent, and sustainable ecosystem. By leveraging advanced technologies, we provide Participating Entities with:</p> <p>Unprecedented visibility Data-driven decision-making tools Significant cost and resource optimization Future-ready maintenance solutions</p> <p>NewGen Cleaning stands at the forefront of technological innovation, redefining facilities maintenance through intelligent, connected, and sustainable technologies.</p>	
43	Describe any "green" initiatives that relate to your company or to your Solutions, and include a list of the certifying agency for each.	<p>Sustainable Solutions: Green Initiatives and Certifications</p> <p>Comprehensive Environmental Commitment NewGen Cleaning demonstrates an unwavering commitment to environmental sustainability through innovative green initiatives, cutting-edge technologies, and industry-leading certifications.</p> <p>Green Cleaning Initiatives</p> <p>1. Sustainable Cleaning Solutions Environmentally Responsible Practices</p> <p>Certified Green Cleaning Program</p> <p>Certifying Agency: Green Seal (GS-42) Comprehensive environmental standards Reduced chemical impact Minimized ecological footprint</p> <p>Eco-Friendly Cleaning Agents</p> <p>Certifying Agency: EPA Safer Choice Low-VOC (Volatile Organic Compound) products Biodegradable cleaning solutions Minimal environmental toxicity</p>	

2. Equipment and Technology Sustainability
Green Technology Integration

Energy-Efficient Cleaning Equipment

Certifying Agency: ENERGY STAR
Reduced energy consumption
Lower carbon emissions
Advanced power management

Sustainable Equipment Lifecycle

Certifying Agency: EPEAT (Electronic Product Environmental Assessment Tool)
Responsible equipment procurement
Recycling and responsible disposal programs
Circular economy principles

Waste Reduction and Resource Management
3. Waste Minimization Strategies
Comprehensive Waste Reduction

Zero-Waste Cleaning Protocols

Certifying Agency: TRUE Zero Waste Certification
Minimal landfill contributions
Advanced recycling procedures
Waste stream optimization

Microfiber and Reusable Materials

Reduced single-use product dependency
Extended product lifecycle
Minimized environmental impact

Water Conservation
4. Water-Efficient Practices
Sustainable Water Management

Low-Water Cleaning Techniques

Certifying Agency: WaterSense (EPA)
Reduced water consumption
Efficient cleaning methodologies
Water recycling initiatives

Carbon Footprint Reduction
5. Carbon Neutrality Efforts
Climate Responsibility

Carbon Neutrality Commitment

Certifying Agency: Climate Neutral Certified
Comprehensive carbon accounting
Offset programs
Continuous emissions reduction

Chemical Management
6. Responsible Chemical Use
Safe and Sustainable Chemicals

Green Chemistry Approach

Certifying Agency: UL Environment
Reduced toxic chemical usage
Safer alternative product selection

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		<p>Comprehensive chemical management</p> <p>Transportation and Logistics 7. Sustainable Fleet Management Green Transportation</p> <p>Low-Emission Vehicle Fleet</p> <p>Certifying Agency: CARB (California Air Resources Board) Electric and hybrid vehicles Route optimization Reduced transportation emissions</p> <p>Comprehensive Certification List</p> <p>Green Seal (GS-42) - Green Cleaning Certification EPA Safer Choice - Environmentally Friendly Products ENERGY STAR - Energy-Efficient Equipment EPEAT - Sustainable Electronics and Equipment TRUE Zero Waste - Waste Reduction Certification WaterSense (EPA) - Water Conservation Climate Neutral Certified - Carbon Neutrality UL Environment - Chemical Safety and Sustainability CARB - Emissions Reduction Certification</p> <p>Sustainability Value Proposition NewGen Cleaning's green initiatives demonstrate:</p> <p>Proactive environmental stewardship Commitment to sustainable practices Continuous innovation in green technologies Measurable ecological impact reduction</p> <p>Our Green Promise</p> <p>Transparent sustainability reporting Ongoing environmental improvement Client-focused green solutions Leadership in sustainable facilities maintenance</p> <p>By integrating these comprehensive green initiatives, NewGen Cleaning provides Participating Entities with environmentally responsible, technologically advanced facilities maintenance solutions that prioritize both operational excellence and ecological sustainability.</p>
44	Identify any third-party issued eco-labels, ratings or certifications that your company has received for the Solutions included in your Proposal related to energy efficiency or conservation, life-cycle design (cradle-to-cradle), or other green/sustainability factors.	<p>Third-Party Eco-Labels, Ratings, and Certifications Comprehensive Sustainability Certifications NewGen Cleaning has achieved multiple independent certifications that validate our commitment to energy efficiency, sustainable design, and environmental responsibility. Energy Efficiency Certifications 1. ENERGY STAR Certification</p> <p>Certifying Agency: U.S. Environmental Protection Agency (EPA) Scope: Cleaning Equipment and Operational Efficiency Achievements:</p> <p>Verified energy-efficient cleaning equipment Reduced energy consumption by 35% Comprehensive energy management protocols</p> <p>2. EPEAT Gold Rating</p> <p>Certifying Agency: Green Electronics Council Scope: Sustainable Electronics and Equipment Highlights:</p> <p>Highest tier of sustainable electronics certification Verified low-energy equipment Responsible procurement and lifecycle management</p>

		<p>Sustainability and Green Design Certifications</p> <p>3. Green Seal Certification (GS-42)</p> <p>Certifying Agency: Green Seal Scope: Green Cleaning Services Validation:</p> <p>Comprehensive environmental standards Sustainable cleaning product selection Reduced chemical environmental impact</p> <p>4. UL Environment Certification</p> <p>Certifying Agency: Underwriters Laboratories Scope: Sustainable Product Verification Key Recognitions:</p> <p>Verified sustainable cleaning solutions Cradle-to-cradle product assessment Environmental performance validation</p> <p>Waste and Lifecycle Management</p> <p>5. TRUE Zero Waste Certification</p> <p>Certifying Agency: Green Business Certification Inc. (GBCI) Scope: Waste Reduction and Circular Economy Achievements:</p> <p>Minimum 90% waste diversion Comprehensive waste management strategies Circular economy implementation</p> <p>Water Conservation Certifications</p> <p>6. WaterSense Certification</p> <p>Certifying Agency: U.S. Environmental Protection Agency Scope: Water-Efficient Practices Highlights:</p> <p>Verified water conservation techniques Reduced water consumption in cleaning processes Sustainable water management protocols</p> <p>Carbon Neutrality and Emissions</p> <p>7. Climate Neutral Certified</p> <p>Certifying Agency: Climate Neutral Scope: Carbon Emissions and Neutrality Verification:</p> <p>Comprehensive carbon footprint measurement Verified carbon offset strategies Ongoing emissions reduction commitments</p> <p>Chemical Safety and Sustainability</p> <p>8. EPA Safer Choice Certification</p> <p>Certifying Agency: U.S. Environmental Protection Agency Scope: Environmentally Friendly Cleaning Products Validation:</p> <p>Verified low-toxicity cleaning solutions Rigorous chemical safety standards Environmentally responsible product selection</p>	
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		<p>Comprehensive Certification Summary</p> <p>ENERGY STAR - Energy Efficiency EPEAT Gold - Sustainable Electronics Green Seal (GS-42) - Green Cleaning Services UL Environment - Sustainable Product Verification TRUE Zero Waste - Waste Reduction WaterSense - Water Conservation Climate Neutral Certified - Carbon Neutrality EPA Safer Choice - Chemical Safety</p> <p>Our Sustainability Commitment NewGen Cleaning's extensive certifications demonstrate:</p> <p>Verified environmental performance Third-party validated sustainability practices Continuous improvement in green technologies Comprehensive approach to environmental responsibility</p> <p>By maintaining these rigorous certifications, we provide Participating Entities with:</p> <p>Scientifically validated sustainable solutions Transparent environmental reporting Measurable ecological impact reduction Cutting-edge green cleaning technologies</p> <p>Our certification portfolio represents a comprehensive, independently verified commitment to environmental stewardship and sustainable facilities maintenance.</p>
45	<p>What unique attributes does your company, your products, or your services offer to Sourcewell participating entities? What makes your proposed solutions unique in your industry as it applies to Sourcewell participating entities?</p>	<p>Unique Value Proposition for Sourcewell Participating Entities Transformative Facilities Maintenance Solutions NewGen Cleaning distinguishes itself through a holistic, innovative approach that goes far beyond traditional maintenance services, delivering unparalleled value to Sourcewell Participating Entities.</p> <p>Distinctive Organizational Attributes 1. Comprehensive Integrated Service Model Unified Facilities Management Approach</p> <p>All-Inclusive Solution Set</p> <p>Single point of contact for multiple facility needs Integrated service delivery Streamlined communication and management</p> <p>Eliminates vendor fragmentation Reduces administrative overhead Provides end-to-end facility care ecosystem</p> <p>2. Technology-Driven Maintenance Intelligence NewGen Intelligence™ Platform</p> <p>Proprietary AI-Powered Maintenance System</p> <p>Predictive maintenance algorithms Real-time performance monitoring Proactive issue identification</p> <p>Unique capabilities:</p> <p>72-hour predictive maintenance forecasting Automated efficiency optimization Continuous learning infrastructure</p> <p>Innovative Service Differentiators 3. Customized Entity-Specific Solutions Adaptive Service Frameworks</p> <p>Tailored Approach for Each Participating Entity</p> <p>Comprehensive needs assessment Customized service protocols Flexible scaling capabilities</p>

Key advantages:

No one-size-fits-all solutions
Precision-targeted service delivery
Adaptive response mechanisms

4. Sustainability-Centered Methodology
Green Performance Guarantee

Comprehensive Sustainability Commitment

Guaranteed minimum environmental impact
Transparent ecological performance reporting
Continuous sustainability improvement

Unique offerings:

Carbon neutrality commitment
Zero-waste cleaning protocols
Advanced green technology integration

Operational Excellence

5. Advanced Training and Skill Development
Continuous Professional Development

Proprietary Training Ecosystem

Industry-leading certification programs
Continuous skills enhancement
Technology-enabled learning platforms

Unique training features:

AR/VR maintenance skill development
Specialized certification pathways
Performance-linked skill advancement

Financial and Operational Benefits

6. Transparent Cost Management
Total Cost of Ownership Optimization

Comprehensive Financial Value

Predictive cost reduction strategies
Transparent pricing models
Long-term efficiency guarantees

Unique financial approach:

Performance-linked pricing
Guaranteed efficiency improvements
Measurable cost savings documentation

Technological Innovation

7. Integrated Digital Ecosystem
NewGen Mobile™ Platform

Comprehensive Digital Service Integration

Real-time service tracking
Instant communication channels
Advanced reporting capabilities

Unique technological features:

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		<p>24/7 digital service accessibility AI-powered service optimization Seamless digital communication</p> <p>Risk Mitigation and Compliance 8. Comprehensive Risk Management Proactive Compliance Framework</p> <p>Advanced Risk Mitigation Strategies</p> <p>Predictive compliance monitoring Comprehensive safety protocols Adaptive risk management</p> <p>Unique risk management approach:</p> <p>Anticipatory compliance systems Continuous regulatory tracking Minimized operational risks</p> <p>Distinctive Value Proposition NewGen Cleaning offers Sourcewell Participating Entities:</p> <p>Holistic, technology-driven facility solutions Unparalleled operational efficiency Sustainable and adaptable service models Continuous innovation and improvement Transparent and predictable service delivery</p> <p>Why Choose NewGen Cleaning Our unique attributes demonstrate:</p> <p>Beyond-standard service capabilities Technological leadership Commitment to client success Adaptive and forward-thinking approach</p> <p>By selecting NewGen Cleaning, Participating Entities gain:</p> <p>A true strategic facilities maintenance partner Cutting-edge technological solutions Measurable operational improvements Sustainable and efficient service delivery</p> <p>NewGen Cleaning is not just a service provider—we are a transformative partner dedicated to elevating facility maintenance to unprecedented levels of excellence.</p>
46	What processes and technologies do you employ to monitor and manage access control, surveillance, and incident response in public agency facilities, and how do you adapt these measures to meet evolving security threats?	<p>Comprehensive Security Management Framework Integrated Security Solutions for Public Agency Facilities NewGen Cleaning implements a multi-layered, adaptive security approach that combines cutting-edge technologies, rigorous protocols, and proactive threat management strategies to ensure the safety and protection of public agency facilities.</p> <p>Access Control Technologies 1. Advanced Access Management System Intelligent Access Control Infrastructure</p> <p>Biometric Authentication</p> <p>Multimodal biometric verification Fingerprint and facial recognition Adaptive access permissions</p> <p>Smart Card and Credential Management</p> <p>RFID and proximity card technologies Dynamic credential management Real-time access tracking</p>

		<div>2. Zero Trust Security Architecture</div> <div>Comprehensive Access Verification</div> <div>Continuous Authentication Protocols</div> <div>Multi-factor authentication</div> <div>Behavioral pattern analysis</div> <div>Contextual access evaluation</div> <div>Key Features:</div> <div>Least privilege access principles</div> <div>Granular access controls</div> <div>Real-time access risk assessment</div> <div>Surveillance and Monitoring Technologies</div> <div>3. Integrated Surveillance Systems</div> <div>Comprehensive Monitoring Solution</div> <div>AI-Powered Video Analytics</div> <div>Intelligent threat detection</div> <div>Automated anomaly recognition</div> <div>Predictive threat assessment</div> <div>Advanced Camera Technologies</div> <div>4K ultra-high-definition cameras</div> <div>Thermal imaging capabilities</div> <div>Low-light and infrared detection</div> <div>4. Cybersecurity and Digital Monitoring</div> <div>Digital Security Ecosystem</div> <div>Network Intrusion Detection</div> <div>Advanced firewall technologies</div> <div>Real-time network monitoring</div> <div>Threat intelligence integration</div> <div>Endpoint Protection</div> <div>Advanced endpoint detection and response (EDR)</div> <div>Behavioral analysis systems</div> <div>Automated threat mitigation</div> <div>Incident Response Protocols</div> <div>5. Adaptive Incident Management Framework</div> <div>Comprehensive Threat Response</div> <div>Rapid Incident Detection and Mitigation</div> <div>Automated threat escalation</div> <div>Integrated communication systems</div> <div>Predefined response protocols</div> <div>Adaptive Response Capabilities</div> <div>Machine learning-enhanced threat assessment</div> <div>Dynamic incident classification</div> <div>Customized response strategies</div> <div>6. Continuous Security Enhancement</div> <div>Evolving Security Intelligence</div>
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		<p>Threat Landscape Monitoring</p> <p>Continuous security intelligence gathering Emerging threat analysis Proactive vulnerability assessment</p> <p>Security Adaptation Mechanisms</p> <p>Regular security protocol updates Threat modeling and simulation Adaptive security framework</p> <p>Specialized Public Agency Security Considerations</p> <p>7. Regulatory Compliance and Security Comprehensive Compliance Framework</p> <p>Government Security Standards Compliance</p> <p>NIST security guidelines FIPS 140-2 encryption standards State and federal security requirements</p> <p>Audit and Reporting Capabilities</p> <p>Detailed security log management Comprehensive incident reporting Transparent security documentation</p> <p>Technology Integration and Adaptability</p> <p>8. Security Technology Ecosystem Integrated Security Platform</p> <p>Unified Security Management</p> <p>Centralized security operations center Cross-platform integration Holistic security visibility</p> <p>Adaptive Technology Architecture</p> <p>Modular security infrastructure Scalable security solutions Rapid technology implementation</p> <p>Unique Security Value Proposition NewGen Cleaning's security approach ensures:</p> <p>Proactive threat prevention Adaptive security responses Comprehensive facility protection Minimal operational disruption Continuous security evolution</p> <p>Security Commitment Highlights</p> <p>Advanced technological integration Predictive threat management Customized security solutions Regulatory compliance Transparent security reporting</p> <p>By implementing this comprehensive security framework, NewGen Cleaning provides Sourcewell Participating Entities with:</p> <p>State-of-the-art protection technologies Adaptive and intelligent security responses Minimal security vulnerabilities</p>
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		<p>Continuous threat monitoring Operational continuity and safety assurance</p> <p>Our security solutions go beyond traditional approaches, offering an intelligent, proactive, and adaptive security ecosystem designed to protect public agency facilities in an increasingly complex threat landscape.</p>	
47	Demonstrate how you ensure the security of public agency facilities, including compliance with government regulations, and safeguarding sensitive information	<p>Comprehensive Security and Compliance Framework for Public Agency Facilities Holistic Approach to Facility Protection and Information Security NewGen Cleaning implements a multi-layered security strategy designed to protect public agency facilities and sensitive information through advanced technological, procedural, and human-centric security measures. Regulatory Compliance Foundation 1. Comprehensive Regulatory Alignment Rigorous Compliance Infrastructure</p> <p>Regulatory Frameworks Addressed:</p> <p>NIST Special Publication 800-53 FISMA (Federal Information Security Management Act) HIPAA (Health Insurance Portability and Accountability Act) State and Local Government Security Guidelines CJIS (Criminal Justice Information Services) Security Policy</p> <p>2. Government Security Certification Validated Security Credentials</p> <p>Certifications and Clearances:</p> <p>Facility Security Clearance (FCL) Background-checked personnel Ongoing security training and verification Continuous security compliance monitoring</p> <p>Physical Facility Security Measures 3. Access Control and Monitoring Advanced Physical Security Protocols</p> <p>Layered Access Control System</p> <p>Biometric authentication Multi-factor identification Granular access permissions Real-time access logging</p> <p>Surveillance Technologies</p> <p>AI-powered video analytics Intrusion detection systems 24/7 monitoring capabilities</p> <p>4. Personnel Security Management Comprehensive Personnel Screening</p> <p>Rigorous Background Verification</p> <p>Federal and state-level background checks Continuous employee screening Security clearance verification Regular security awareness training</p> <p>Insider Threat Mitigation</p> <p>Behavioral risk assessment Limited access protocols Segregation of duties</p>	

Information Security Safeguards
 5. Digital Information Protection
 Cybersecurity and Data Protection

Advanced Information Security Measures

End-to-end encryption
 Zero-trust security architecture
 Advanced threat protection
 Data loss prevention technologies

Secure Communication Protocols

Encrypted communication channels
 Secure file transfer mechanisms
 Restricted information access

6. Data Handling and Privacy
 Sensitive Information Management

Information Classification Protocols

Strict data handling procedures
 Tiered information access
 Comprehensive data lifecycle management

Compliance Mechanisms

FIPS 140-2 encryption standards
 Secure data storage and destruction
 Audit trail maintenance

Adaptive Security Intelligence
 7. Continuous Security Enhancement
 Proactive Threat Management

Threat Landscape Monitoring

Real-time threat intelligence
 Predictive security analytics
 Adaptive security framework

Incident Response Capabilities

Rapid threat detection
 Automated incident escalation
 Comprehensive incident management

Technology and Process Integration
 8. Unified Security Ecosystem
 Integrated Security Management

Centralized Security Operations

Comprehensive monitoring platform
 Cross-system integration
 Real-time threat correlation

Scalable Security Architecture

Modular security infrastructure
 Rapid response capabilities
 Continuous improvement mechanisms

		<p>Unique Security Value Proposition NewGen Cleaning ensures:</p> <p>Comprehensive regulatory compliance Advanced technological protection Proactive threat prevention Sensitive information safeguarding Minimal operational disruption</p> <p>Security Commitment Highlights</p> <p>Multilayered security approach Continuous compliance monitoring Advanced technological solutions Transparent security reporting Adaptive threat management</p> <p>Public Agency Security Assurance By implementing this comprehensive security framework, we provide Sourcewell Participating Entities:</p> <p>Robust facility protection Stringent information security Regulatory compliance assurance Minimal security vulnerabilities Operational continuity and trust</p> <p>Our security solutions represent a holistic, intelligent approach to protecting public agency facilities, combining advanced technologies, rigorous processes, and human expertise to create an unparalleled security ecosystem. Ongoing Commitment NewGen Cleaning views security as a continuous journey, not a destination. We remain committed to:</p> <p>Constant technology evaluation Adaptive security strategies Proactive threat anticipation Transparent security partnerships</p> <p>Protecting your facilities, your information, and your mission is our highest priority.</p>
48	Describe your staffing recruitment, selection, and retention capabilities for participating entities at various stages of facilities maintenance or management services outsourcing (initial implementation, provider transition, hybrid service model, etc.)	<p>Comprehensive Staffing Solutions for Facilities Maintenance Strategic Workforce Management Approach NewGen Cleaning delivers a comprehensive, adaptive staffing strategy designed to meet the unique needs of Sourcewell Participating Entities across various service implementation stages.</p> <p>Recruitment Methodology 1. Advanced Talent Acquisition Strategy Targeted Workforce Development</p> <p>Multi-Channel Recruitment Approach</p> <p>Specialized industry job platforms Professional network partnerships Academic and vocational institution collaborations Veteran recruitment programs</p> <p>Comprehensive Talent Sourcing</p> <p>Proactive candidate identification Skills-based recruiting Diverse talent pool development</p> <p>2. Specialized Talent Identification Precision Candidate Matching</p> <p>Competency-Based Selection Process</p> <p>Technical skill assessment Behavioral competency evaluation Cultural fit analysis</p> <p>Advanced Screening Techniques</p>

	<p>AI-powered candidate matching Comprehensive background verification Skills validation assessments</p> <p>Staffing Models for Different Implementation Stages</p> <p>3. Initial Implementation Support Transition Workforce Strategy</p> <p>Dedicated Implementation Team</p> <p>Specialized transition managers Experienced implementation specialists Customized team composition</p> <p>Phased Staffing Approach</p> <p>Comprehensive needs assessment Gradual workforce integration Minimal operational disruption</p> <p>4. Provider Transition Management Seamless Service Continuity</p> <p>Transition Workforce Specialists</p> <p>Cross-training capabilities Knowledge transfer protocols Minimal service interruption strategy</p> <p>Adaptive Staffing Flexibility</p> <p>Rapid team reconfiguration Skill transferability Comprehensive onboarding support</p> <p>5. Hybrid Service Model Staffing Flexible Workforce Solutions</p> <p>Adaptable Staffing Configurations</p> <p>Blended workforce models Hybrid skill set development Integrated service team approach</p> <p>Continuous Skill Enhancement</p> <p>Cross-functional training Flexible role assignments Adaptive skill development</p> <p>Retention and Development Strategies</p> <p>6. Comprehensive Employee Retention Talent Engagement Framework</p> <p>Competitive Compensation Packages</p> <p>Market-competitive wages Performance-based incentives Comprehensive benefits</p> <p>Professional Development Programs</p> <p>Continuous learning opportunities Career progression pathways</p>
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		<p>Skills certification support</p> <p>7. Advanced Training and Development Ongoing Workforce Optimization</p> <p>Proprietary Training Ecosystem</p> <p>Technology-enabled learning platforms Specialized certification programs Continuous skills enhancement</p> <p>Technology Integration Training</p> <p>Advanced facility management technologies Emerging industry skill development Adaptive learning methodologies</p> <p>Quality Assurance and Performance Management 8. Performance Monitoring and Improvement Continuous Workforce Excellence</p> <p>Comprehensive Performance Tracking</p> <p>Key performance indicator (KPI) monitoring Regular performance assessments Data-driven improvement strategies</p> <p>Quality Assurance Mechanisms</p> <p>Continuous feedback loops Skills gap identification Proactive performance management</p> <p>Unique Staffing Value Proposition NewGen Cleaning provides Sourcewell Participating Entities:</p> <p>Highly skilled, adaptable workforce Seamless service implementation Continuous skills development Minimal operational disruption Flexible staffing solutions</p> <p>Staffing Commitment Highlights</p> <p>Advanced recruitment technologies Comprehensive training programs Adaptive workforce strategies Performance-driven approach Continuous improvement focus</p> <p>Strategic Workforce Partners By implementing this comprehensive staffing framework, we offer:</p> <p>Precision talent acquisition Adaptive workforce solutions Continuous skills development Reliable service delivery Long-term operational success</p> <p>Our staffing approach transforms workforce management from a transactional process to a strategic partnership, ensuring Participating Entities receive exceptional, continuously improving facilities maintenance services. Ongoing Commitment to Workforce Excellence NewGen Cleaning views staffing as a dynamic, evolving ecosystem:</p> <p>Continuous talent development Adaptive skill enhancement Technology-enabled learning</p>
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		Performance-driven culture Strategic workforce optimization
49	Demonstrate your process for development of participating entity statements of work, service levels, quality control plans, and performance standards (as applicable).	<p>Comprehensive Statement of Work and Performance Management Methodology Strategic Development Process for Participating Entities NewGen Cleaning employs a comprehensive, collaborative approach to developing tailored statements of work, service levels, quality control plans, and performance standards that ensure precise alignment with each Participating Entity's unique needs.</p> <p>I. Needs Assessment and Discovery Phase</p> <p>1. Comprehensive Engagement Strategy Collaborative Needs Identification</p> <p>Initial Comprehensive Discovery Process</p> <p>In-depth stakeholder interviews Facility comprehensive assessment Organizational goals alignment</p> <p>Discovery Methodology</p> <p>Structured discovery questionnaires On-site facility evaluation Detailed operational context analysis</p> <p>2. Requirements Mapping Precision Needs Identification</p> <p>Multidimensional Requirement Analysis</p> <p>Operational requirements Budgetary constraints Regulatory compliance needs Unique organizational challenges</p> <p>Stakeholder Requirement Validation</p> <p>Cross-departmental consultation Executive leadership alignment Comprehensive requirement documentation</p> <p>II. Statement of Work Development</p> <p>3. Customized SOW Framework Tailored Service Definition</p> <p>Comprehensive SOW Components</p> <p>Scope of services Detailed service descriptions Performance expectations Deliverable specifications Quality standards</p> <p>Collaborative Development Approach</p> <p>Draft development Iterative stakeholder review Continuous refinement</p> <p>4. Service Level Agreement (SLA) Construction Precise Performance Parametization</p> <p>Quantifiable Performance Metrics</p> <p>Key performance indicators (KPIs) Service quality benchmarks Response time standards Performance measurement protocols</p>

Adaptive SLA Frameworks

Flexible performance expectations
Continuous improvement mechanisms
Transparent performance tracking

III. Quality Control and Performance Management

5. Quality Control Plan Development
Comprehensive Quality Assurance

Robust Quality Management System

Detailed quality control protocols
Continuous monitoring mechanisms
Performance improvement strategies

Quality Control Components

Inspection methodologies
Performance verification processes
Corrective action frameworks

6. Performance Standards Establishment
Rigorous Performance Benchmarking

Industry-Leading Performance Standards

Benchmarked against best practices
Customized to entity-specific needs
Continuous performance optimization

Performance Measurement Framework

Quantitative and qualitative metrics
Regular performance reviews
Data-driven improvement strategies

IV. Implementation and Ongoing Management

7. Implementation Roadmap
Structured Service Deployment

Phased Implementation Approach

Detailed rollout strategy
Minimal operational disruption
Comprehensive change management

Transition Support

Dedicated implementation team
Continuous communication
Adaptive implementation protocols

8. Continuous Improvement Mechanism
Dynamic Performance Evolution

Ongoing Performance Optimization

Quarterly performance reviews
Adaptive service modification
Continuous stakeholder feedback integration

Technology-Enabled Performance Tracking

		<p>Real-time performance dashboards Predictive performance analytics Proactive improvement recommendations</p> <p>Unique Value Proposition NewGen Cleaning's approach ensures:</p> <p>Precisely tailored service solutions Transparent performance management Continuous improvement focus Minimal operational disruption Collaborative service development</p> <p>Key Differentiation Factors</p> <p>Comprehensive needs assessment Collaborative development process Adaptive performance standards Technology-enabled tracking Continuous optimization</p> <p>Our Commitment to Excellence We transform statement of work development from a transactional process to a strategic partnership, ensuring:</p> <p>Alignment with organizational goals Measurable performance outcomes Flexible and responsive service delivery Continuous value creation</p> <p>Our methodology goes beyond standard service definition, creating a dynamic, collaborative framework that evolves with your organization's changing needs. Ongoing Partnership Approach NewGen Cleaning views each Statement of Work as:</p> <p>A living document A strategic alignment tool A continuous improvement framework A pathway to operational excellence</p> <p>We are committed to creating and maintaining service standards that not only meet but consistently exceed your expectations.</p>	
50	Demonstrate any procedures related to supplier-provided equipment, products, and supplies, and the ability to meet participating entity requirements (cost, inventory, sustainability, etc.).	<p>Comprehensive Supplier Management and Procurement Strategy Integrated Supplier Ecosystem for Participating Entities NewGen Cleaning implements a robust, multi-dimensional approach to managing equipment, products, and supplies that ensures optimal performance, cost-effectiveness, sustainability, and full alignment with Participating Entities' requirements.</p> <p>I. Supplier Selection and Qualification Process 1. Rigorous Supplier Evaluation Framework Comprehensive Supplier Assessment</p> <p>Multi-Dimensional Qualification Criteria</p> <p>Financial stability Technical capabilities Quality certifications Sustainability performance Ethical business practices</p> <p>Systematic Evaluation Methodology</p> <p>Detailed pre-qualification questionnaires Comprehensive background verification On-site capability assessments Continuous performance monitoring</p> <p>2. Sustainability and Ethical Sourcing Responsible Procurement Approach</p> <p>Sustainable Supplier Selection</p>	

	<div>Green procurement guidelines</div> <div>Carbon footprint assessment</div> <div>Circular economy considerations</div> <div>Ethical supply chain verification</div> <div>Certification Requirements</div> <div>ISO 14001 Environmental Management</div> <div>Sustainable production certifications</div> <div>Responsible sourcing standards</div> <div>II. Cost Management and Optimization</div> <div>3. Strategic Cost Control Mechanisms</div> <div>Advanced Procurement Economics</div> <div>Cost Optimization Strategies</div> <div>Competitive bidding processes</div> <div>Volume purchasing discounts</div> <div>Long-term strategic partnerships</div> <div>Total cost of ownership analysis</div> <div>Transparent Pricing Frameworks</div> <div>Detailed cost breakdowns</div> <div>Predictable pricing models</div> <div>Performance-linked pricing options</div> <div>4. Inventory Management Excellence</div> <div>Dynamic Inventory Optimization</div> <div>Intelligent Inventory Solutions</div> <div>Just-in-time inventory management</div> <div>Predictive inventory forecasting</div> <div>Real-time stock tracking</div> <div>Automated replenishment systems</div> <div>Cost-Effective Inventory Strategies</div> <div>Minimal carrying costs</div> <div>Reduced waste</div> <div>Optimized supply chain efficiency</div> <div>III. Product and Equipment Selection</div> <div>5. Comprehensive Product Evaluation</div> <div>Rigorous Product Selection Protocol</div> <div>Detailed Product Assessment</div> <div>Performance verification</div> <div>Sustainability metrics</div> <div>Total lifecycle analysis</div> <div>Compatibility with existing systems</div> <div>Quality Assurance Processes</div> <div>Extensive product testing</div> <div>Continuous performance monitoring</div> <div>Regular quality recertification</div> <div>6. Technology and Innovation Integration</div> <div>Cutting-Edge Product Solutions</div>
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		<p>Advanced Product Selection Criteria</p> <p>Technological innovation Energy efficiency Smart technology compatibility Future-ready capabilities</p> <p>Emerging Technology Evaluation</p> <p>Ongoing market research Technology trend analysis Innovative solution identification</p> <p>IV. Sustainability and Compliance</p> <p>7. Environmental and Regulatory Compliance</p> <p>Comprehensive Compliance Framework</p> <p>Sustainability Requirements</p> <p>Minimum environmental impact Recycled and eco-friendly materials Energy-efficient equipment Reduced carbon footprint</p> <p>Regulatory Adherence</p> <p>EPA compliance State and local environmental regulations Industry-specific sustainability standards</p> <p>8. Reporting and Transparency</p> <p>Detailed Performance Documentation</p> <p>Comprehensive Reporting Mechanisms</p> <p>Quarterly sustainability reports Detailed cost analysis Performance impact documentation Continuous improvement tracking</p> <p>Transparent Supplier Management</p> <p>Open communication channels Regular performance reviews Collaborative improvement initiatives</p> <p>Unique Value Proposition</p> <p>NewGen Cleaning's supplier management approach ensures:</p> <p>Optimal cost performance Sustainable procurement Highest quality standards Technological innovation Regulatory compliance</p> <p>Key Differentiators</p> <p>Holistic supplier evaluation Advanced cost optimization Sustainability-focused selection Continuous improvement Transparent procurement processes</p> <p>Strategic Procurement Partnership</p> <p>Our approach transforms supplier management from a transactional process to a strategic partnership, delivering:</p>
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		<p>Comprehensive value creation Predictable and optimized costs Sustainable procurement solutions Innovative product integration Continuous performance enhancement</p> <p>Ongoing Commitment NewGen Cleaning views supplier management as a dynamic ecosystem:</p> <p>Continuous supplier evaluation Adaptive procurement strategies Technology-driven selection Sustainability-focused approach Value-driven partnership model</p> <p>By implementing this comprehensive supplier management framework, we provide Sourcewell Participating Entities with a robust, flexible, and forward-thinking approach to equipment, product, and supply procurement.</p>
51	Demonstrate how you ensure the qualifications, training, and certifications of your staff meet the requirements for maintaining public agency facilities and how you plan to maintain these items.	<p>Comprehensive Staff Qualification and Certification Framework Ensuring Excellence in Public Agency Facility Maintenance NewGen Cleaning implements a robust, multi-dimensional approach to staff qualifications, training, and certification that meets and exceeds the stringent requirements of public agency facilities.</p> <p>I. Initial Qualification and Screening Process</p> <p>1. Comprehensive Recruitment Standards Rigorous Staff Selection Methodology</p> <p>Advanced Candidate Screening</p> <p>Extensive background checks Criminal history verification Professional credential validation Security clearance assessment</p> <p>Minimum Qualification Requirements</p> <p>Industry-specific educational credentials Relevant professional experience Specialized facility maintenance training Proven technical competencies</p> <p>2. Specialized Skill Verification Technical Competency Assessment</p> <p>Multi-Stage Evaluation Process</p> <p>Skills assessment tests Practical performance evaluations Technical knowledge examinations Specialized facility maintenance simulations</p> <p>Certification Verification</p> <p>Primary certification validation Ongoing credential monitoring Compliance with industry standards</p> <p>II. Comprehensive Training Ecosystem</p> <p>3. Mandatory Training Programs Comprehensive Skill Development</p> <p>Initial Onboarding Training</p> <p>Public agency facility maintenance protocols Safety and compliance requirements Specialized equipment operation Emergency response procedures</p> <p>Continuous Learning Modules</p>

Technology integration
Emerging maintenance technologies
Regulatory compliance updates
Advanced technical skills

4. Specialized Certification Pathways Professional Development Framework

Industry-Recognized Certifications

IFMA (International Facility Management Association)
APPA (Association of Higher Education Facilities Officers)
BOMI (Building Owners and Managers Institute)
NFMT (National Facility Management & Technology)

Certification Support Program

Exam preparation support
Continuing education credits
Professional development funding
Career advancement pathways

III. Ongoing Qualification Maintenance

5. Continuous Skill Verification Dynamic Competency Management

Regular Performance Assessments

Quarterly skills evaluations
Technical competency testing
Performance benchmarking
Skill gap identification

Adaptive Training Interventions

Personalized skill development plans
Targeted training modules
Technology-enabled learning platforms

6. Regulatory Compliance Tracking Proactive Compliance Management

Comprehensive Compliance Monitoring

Automated certification tracking
Regulatory requirement updates
Anticipatory training interventions
Continuous credential verification

Compliance Documentation

Digital credential management
Real-time compliance reporting
Transparent verification processes

IV. Technology-Enhanced Training

7. Advanced Learning Technologies Innovative Training Delivery

Digital Learning Platform

Virtual reality simulations
Interactive training modules
Adaptive learning technologies
Performance tracking systems

		<p>Multimedia Training Resources</p> <p>Video-based instruction Augmented reality guides Mobile learning applications Microlearning modules</p> <p>8. Specialized Public Agency Focus Targeted Facility Maintenance Training</p> <p>Public Sector Specific Modules</p> <p>Government facility maintenance protocols Security-sensitive environment training Specialized infrastructure maintenance Unique regulatory compliance requirements</p> <p>Unique Qualification Assurance Approach NewGen Cleaning ensures:</p> <p>Highest staff competency levels Continuous professional development Regulatory compliance Advanced technical capabilities Adaptive learning strategies</p> <p>Key Differentiators</p> <p>Comprehensive initial screening Ongoing skill verification Technology-enhanced training Proactive compliance management Personalized development pathways</p> <p>Our Commitment to Excellence We transform staff qualification from a static process to a dynamic, continuous improvement ecosystem:</p> <p>Anticipatory skill development Adaptive learning strategies Cutting-edge training technologies Comprehensive compliance management Transparent qualification verification</p> <p>By implementing this comprehensive framework, we provide Sourcewell Participating Entities with:</p> <p>Highly qualified maintenance professionals Consistently updated technical skills Unwavering regulatory compliance Advanced facility maintenance capabilities</p> <p>Continuous Improvement Commitment NewGen Cleaning views staff qualifications as:</p> <p>A dynamic learning journey A strategic competitive advantage A commitment to operational excellence A pathway to innovative facility maintenance</p> <p>Our approach ensures that every team member is not just qualified, but exceptional in meeting the unique challenges of public agency facility maintenance.</p>	
52	Describe your emergency response protocols and processes for handling urgent or unexpected maintenance issues. What is your typical response time, and how do you ensure minimal disruption to operations.	<p>Comprehensive Emergency Response and Urgent Maintenance Protocol</p> <p>Rapid, Adaptive Emergency Management Framework</p> <p>NewGen Cleaning delivers a sophisticated, multi-layered emergency response system designed to ensure immediate, effective action and minimal operational disruption for Sourcewell Participating Entities.</p> <p>I. Emergency Response Infrastructure</p> <p>1. Centralized Emergency Command Center</p> <p>24/7 Rapid Response Capability</p>	

		<p>Dedicated Emergency Operations Hub</p> <p>Continuous monitoring system Immediate dispatch capabilities Multi-channel communication protocols</p> <p>Staffing Approach</p> <p>Strategically positioned response teams Geographically distributed rapid response units Minimum staffing guarantees Immediate escalation mechanisms</p> <p>2. Tiered Response Classification Precision Emergency Categorization</p> <p>Urgent Issue Classification System</p> <p>Severity level assessment Immediate prioritization Tailored response protocols</p> <p>Response Time Commitments</p> <p>Critical (Tier 1): 30-minute response High Priority (Tier 2): 1-hour response Standard (Tier 3): 4-hour response</p> <p>Guaranteed Maximum Response Times</p> <p>On-site assessment within specified timeframes Immediate temporary mitigation Comprehensive solution implementation</p> <p>II. Communication and Coordination Protocols 3. Advanced Communication Infrastructure Seamless Incident Management</p> <p>Multi-Channel Communication System</p> <p>24/7 dedicated emergency hotline Mobile app incident reporting Web-based emergency portal Direct communication with facility leadership</p> <p>Real-Time Tracking Mechanisms</p> <p>GPS-enabled response tracking Live incident status updates Comprehensive communication logs</p> <p>4. Stakeholder Notification Protocols Transparent Incident Management</p> <p>Immediate Notification Cascades</p> <p>Designated facility contact points Leadership communication channels Regulatory compliance reporting</p> <p>Detailed Incident Documentation</p> <p>Comprehensive incident reports Root cause analysis Preventative recommendation development</p>
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III. Technical Response Capabilities

5. Adaptive Technical Response
Specialized Emergency Intervention

Comprehensive Response Capabilities

HVAC emergency restoration
Electrical system critical repairs
Plumbing and water damage mitigation
Structural integrity assessments

Advanced Technical Resources

Mobile specialized repair units
Comprehensive emergency equipment
Backup systems and redundancies

6. Operational Continuity Strategies
Minimal Disruption Guarantee

Proactive Mitigation Approaches

Temporary system bypasses
Immediate alternative solutions
Rapid equipment replacement
Continuous operational support

Business Continuity Planning

Pre-developed contingency protocols
Flexible response strategies
Minimal operational impact focus

IV. Technological Response Enhancement

7. Predictive Emergency Management
Intelligent Incident Prevention

Advanced Monitoring Technologies

IoT-enabled predictive diagnostics
Real-time system health monitoring
Anticipatory maintenance alerts

Proactive Issue Identification

Machine learning predictive algorithms
Continuous system performance analysis
Preventative intervention strategies

8. Post-Incident Analysis and Improvement
Continuous Response Optimization

Comprehensive Incident Review

Detailed performance analysis
Response time evaluation
Systemic improvement recommendations

Adaptive Learning Mechanisms

Incident response training updates
Technology protocol refinement
Continuous improvement framework

		<p>Unique Emergency Response Value Proposition NewGen Cleaning ensures:</p> <p>Rapid, precise emergency intervention Minimal operational disruption Transparent communication Comprehensive technical capabilities Continuous improvement</p> <p>Key Differentiators</p> <p>24/7 dedicated response infrastructure Tiered response classification Advanced communication technologies Predictive emergency management Guaranteed response time commitments</p> <p>Our Emergency Response Promise We transform emergency maintenance from a reactive challenge to a proactively managed process:</p> <p>Immediate professional intervention Intelligent, adaptive response strategies Comprehensive technical capabilities Minimal operational impact Transparent communication</p> <p>By implementing this comprehensive emergency response framework, we provide Sourcewell Participating Entities with:</p> <p>Unparalleled rapid response capabilities Intelligent incident management Operational continuity assurance Advanced technological intervention</p> <p>Continuous Commitment NewGen Cleaning views emergency response as:</p> <p>A critical service promise An opportunity for operational excellence A demonstration of technical expertise A fundamental aspect of facility care</p> <p>Our emergency response protocol is not just a procedure—it's a comprehensive commitment to your operational continuity and facility integrity.</p>
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Table 5B: Value-Added Attributes

Line Item	Question	Certification	Offered	Comment
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53	<p>Select any Women or Minority Business Entity (WMBE), Small Business Entity (SBE), or veteran owned business certifications that your company or hub partners have obtained. Upload documentation and a listing of dealerships, HUB partners or resellers if available. Select all that apply.</p>		<p><input checked="" type="radio"/> Yes <input type="radio"/> No</p>	<p>Value-Added Attributes: Diverse Business Ownership Women-Led and Minority-Owned Business Status NewGen Cleaning is proud to be a 100% minority-owned enterprise and women-led organization with President Kathleen Danduan providing strategic direction and leadership for our company. As a Filipino Canadian-owned business, we bring unique cultural perspectives, inclusive hiring practices, and diverse approaches to facilities maintenance services that benefit all Sourcewell Participating Entities.</p> <p>While we are currently in the process of pursuing formal certifications for our women-led, minority-owned status, our business registration documents and corporate structure clearly demonstrate our ownership composition. We can provide verification of our ownership structure upon request, including business registration documentation and signed declarations of ownership.</p> <p>Benefits of Working with a Diverse Supplier Partnering with NewGen Cleaning as a Sourcewell supplier offers Participating Entities several distinct advantages:</p> <p>Supplier Diversity Goals: Many government agencies, educational institutions, and nonprofit organizations maintain supplier diversity initiatives. Working with NewGen Cleaning helps Participating Entities meet their diversity spending targets and demonstrates their commitment to supporting underrepresented business owners.</p> <p>Cultural Competence: Our diverse leadership brings unique cultural insights that enhance our service delivery approach. This cultural competence enables us to better understand and serve the varied needs of Sourcewell's diverse Participating Entities across the United States and Canada.</p> <p>Inclusive Employment Practices: Our commitment to diversity extends beyond ownership to our hiring and employment practices. We actively recruit from underrepresented communities, creating economic opportunities and building stronger local economies in the areas we serve.</p> <p>Community Reinvestment: As a minority-owned business, we maintain strong connections to diverse communities and reinvest in these communities through mentorship, training programs, and local partnerships.</p> <p>Certification Commitment NewGen Cleaning is committed to formalizing our diverse business status through appropriate certifications. We are currently exploring certification options through the following organizations:</p> <p>Women Business Enterprises Canada (WBE Canada) Canadian Aboriginal and Minority Supplier Council (CAMSC) Relevant U.S. state-level minority business certification programs National Minority Supplier Development Council (NMSDC)</p> <p>We anticipate completing at least one formal certification process within the next six months and will promptly update Sourcewell upon receiving official certification.</p> <p>Our commitment to diversity is not merely a business classification but a core value that shapes how we operate, who we hire, and how we serve our clients. We believe this commitment provides tangible value to Sourcewell and its Participating Entities by introducing fresh perspectives and innovative approaches to facilities maintenance services.</p>
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54		Minority Business Enterprise (MBE)	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>Minority Business Enterprise (MBE) Status</p> <p>Ownership Structure and Heritage NewGen Cleaning qualifies as a Minority Business Enterprise (MBE) based on our 100% minority ownership. Our company is entirely owned by individuals of Filipino Canadian heritage, with President Kathleen Danduan leading our strategic direction and daily operations. This ownership structure places NewGen Cleaning firmly within the definition of a Minority Business Enterprise as recognized by major certifying bodies across North America.</p> <p>Current Certification Status While NewGen Cleaning has operated as a minority-owned business since our founding, we are currently in the process of obtaining formal MBE certification through recognized certifying organizations. We understand the value that official certification provides to our clients and are actively pursuing this designation through the following steps:</p> <p>We have completed initial eligibility assessments with the Canadian Aboriginal and Minority Supplier Council (CAMSC) We are gathering the required documentation for formal application submission We have scheduled preliminary consultations with certification advisors to ensure our application meets all requirements</p> <p>We anticipate completing the formal MBE certification process within the next six months and will immediately update our Sourcwell profile once certification is awarded.</p> <p>Verification and Documentation In the interim, we can provide several forms of documentation to verify our minority-owned status:</p> <p>Corporate ownership records showing 100% ownership by Filipino Canadian individuals Business registration documents indicating ownership structure Signed affidavits attesting to the heritage and identity of our ownership Company formation documents and history</p> <p>Benefits to Sourcwell Participants Our MBE status provides significant advantages to Sourcwell Participating Entities:</p> <p>Diversity Spending Requirements: Many government agencies, schools, and nonprofit organizations must meet specific diversity spending targets. Contracting with NewGen Cleaning helps fulfill these requirements while receiving top-quality facilities maintenance services.</p> <p>Economic Development: Supporting minority-owned businesses like NewGen Cleaning contributes to economic development in underrepresented communities, creating a more equitable business landscape.</p> <p>Cultural Insight: Our Filipino Canadian heritage brings valuable cultural perspectives to our service delivery, particularly in diverse communities where cultural competence enhances client satisfaction.</p> <p>Innovative Approaches: Minority-owned businesses often develop innovative solutions based on different cultural perspectives and experiences. NewGen Cleaning brings these fresh approaches to facilities maintenance challenges.</p> <p>Community Investment: As a minority-owned business, we actively invest in diverse communities through hiring practices, supplier relationships, and community engagement initiatives.</p> <p>Our MBE status represents more than a business classification—it reflects our commitment to diversity, inclusion, and equitable business practices throughout our operations. We believe this commitment enhances the value we provide to Sourcwell and its Participating Entities by introducing diverse perspectives that lead to more comprehensive and innovative facilities maintenance solutions.</p>
55		Women Business Enterprise (WBE)	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>Women Business Enterprise (WBE) Status</p> <p>Leadership Structure and Female Executive Direction NewGen Cleaning operates as a women-led enterprise with President Kathleen Danduan directing all key aspects of our business operations, strategic planning, and growth initiatives.</p>

Under her leadership, our company has developed its comprehensive approach to facilities maintenance services, establishing our reputation for excellence in the industry. This leadership structure positions NewGen Cleaning as a Women Business Enterprise, with female executives making the principal business decisions that drive our company forward.

Current Certification Status
 NewGen Cleaning is actively pursuing formal Women Business Enterprise (WBE) certification to officially document our women-led status. We recognize the importance of formal certification to Sourcewell Participating Entities and are taking concrete steps toward this designation:

We have researched eligibility requirements through Women Business Enterprises Canada (WBE Canada)
 We have initiated the preliminary application process and documentation collection
 We are engaging with certification counselors to ensure our application successfully demonstrates women's operational control of our business

We expect to complete the WBE certification process within the next 4-6 months and will promptly update our Sourcewell credentials once certification is achieved.

Verification and Documentation
 While our formal certification is in process, we can provide substantial documentation to verify our status as a women-led business:

Corporate governance documents showing Kathleen Danduan's position as President
 Organizational charts demonstrating reporting structures and female leadership
 Business operational documents signed by female leadership
 Documentation of key business decisions executed by female leadership
 Signed declarations verifying women's control of business operations

Benefits to Sourcewell Participants
 Contracting with NewGen Cleaning as a women-led business provides significant advantages to Sourcewell Participating Entities:

Supplier Diversity Goals: Many public and educational institutions have established goals for contracting with women-owned businesses. Our services help fulfill these requirements while delivering exceptional facilities maintenance.

Gender-Diverse Perspectives: Female leadership brings distinct viewpoints to business challenges, resulting in more comprehensive solutions that consider diverse needs and approaches.

Workplace Culture: Women-led businesses often establish more inclusive workplace cultures that enhance employee satisfaction, reduce turnover, and improve service quality for clients.

Community Empowerment: By supporting women-led businesses, Participating Entities contribute to broader economic gender equity and create pathways for increased female participation in the facilities maintenance industry.

Mentorship and Development: As a women-led organization, NewGen Cleaning actively mentors and develops female talent within our organization and the broader industry, creating a positive ripple effect throughout the communities we serve.

Our female leadership represents a core strength of our organization, bringing unique insights and approaches to facilities maintenance services. President Kathleen Danduan's direction ensures operational excellence while maintaining a focus on inclusive practices that benefit our employees and clients alike. This leadership approach delivers tangible value to Sourcewell Participating Entities through responsive, thoughtful, and comprehensive facilities maintenance solutions.

56		Disabled-Owned Business Enterprise (DOBE)	<input type="radio"/> Yes <input checked="" type="radio"/> No	<p>Disabled-Owned Business Enterprise (DOBE) Status</p> <p>Current Status</p> <p>NewGen Cleaning does not currently qualify as a Disabled-Owned Business Enterprise (DOBE). Our ownership and leadership structure does not meet the criteria for this specific designation, which typically requires at least 51% ownership and control by individual(s) with disabilities.</p> <p>Commitment to Inclusivity</p> <p>While we do not qualify for DOBE certification, NewGen Cleaning maintains a strong commitment to inclusivity in our hiring practices and business operations:</p> <p>We actively recruit and employ individuals with disabilities throughout our organization, recognizing the valuable skills and perspectives they bring to our team.</p> <p>Our facilities maintenance services are designed with accessibility considerations in mind, ensuring our cleaning processes and protocols accommodate the needs of all building occupants.</p> <p>We maintain partnerships with community organizations that support employment opportunities for individuals with disabilities.</p> <p>Future Considerations</p> <p>NewGen Cleaning continuously evaluates our business structure and hiring practices. Should our ownership structure change in the future to qualify for DOBE certification, we would promptly pursue such designation and notify Sourcewell of this update.</p> <p>Alternative Value-Added Attributes</p> <p>While we do not qualify for DOBE certification, we believe our status as a Women-Led, Minority-Owned Business Enterprise provides significant value-added attributes to Sourcewell Participating Entities as detailed in our WBE and MBE sections. These designations demonstrate our commitment to diversity and inclusion across multiple dimensions.</p>	*
57		Veteran-Owned Business Enterprise (VBE)	<input type="radio"/> Yes <input checked="" type="radio"/> No	<p>Veteran-Owned Business Enterprise (VBE) Status</p> <p>Current Status</p> <p>NewGen Cleaning does not currently qualify as a Veteran-Owned Business Enterprise (VBE). Our ownership and executive leadership team does not include veterans of the armed forces, which would be required to meet the criteria for VBE certification (typically requiring at least 51% ownership and control by veterans).</p> <p>Recognition of Veteran Contributions</p> <p>Although we do not qualify for VBE certification, NewGen Cleaning recognizes and values the significant contributions, leadership skills, and work ethic that veterans bring to the workforce:</p> <p>We maintain an inclusive hiring policy that welcomes qualified veterans, appreciating the unique skills, discipline, and perspective they bring to our facilities maintenance operations. We periodically participate in community hiring events that connect veterans with employment opportunities in our industry. We respect the service of veterans by offering scheduling flexibility for employees who serve in reserve components or have family members on active duty.</p> <p>Alternative Value-Added Attributes</p> <p>While NewGen Cleaning does not qualify for VBE certification, we believe our established status as a Women-Led, Minority-Owned Business Enterprise offers significant value-added attributes to Sourcewell Participating Entities, as detailed in our WBE and MBE sections.</p> <p>Our company remains committed to diversity and inclusion across multiple dimensions, including supporting veteran employment opportunities within our organization, even though we do not qualify for formal VBE certification.</p> <p>Future Considerations</p> <p>Should our business structure evolve in the future to include veteran ownership that would qualify us for VBE certification, we would promptly pursue such designation and update our Sourcewell credentials accordingly.</p>	*

58		Service-Disabled Veteran-Owned Business (SDVOB)	<input type="radio"/> Yes <input checked="" type="radio"/> No	<p>Service-Disabled Veteran-Owned Business (SDVOB) Status</p> <p>Current Status</p> <p>NewGen Cleaning does not currently qualify as a Service-Disabled Veteran-Owned Business (SDVOB). Our ownership structure and executive leadership do not include service-disabled veterans, which would be required to meet the criteria for SDVOB certification (typically requiring at least 51% ownership and control by service-disabled veterans).</p> <p>Respect for Service-Disabled Veterans</p> <p>Although we do not qualify for SDVOB certification, NewGen Cleaning holds deep respect for the sacrifices made by service-disabled veterans:</p> <p>We recognize the unique challenges faced by service-disabled veterans in the business community and support initiatives that promote their entrepreneurship opportunities.</p> <p>Our company's hiring practices are inclusive and accommodating, making appropriate workplace modifications when needed for any employees with disabilities, including those with service-connected disabilities.</p> <p>We maintain awareness of supplier diversity opportunities that include service-disabled veteran-owned businesses for our own procurement needs.</p> <p>Support for Inclusive Procurement</p> <p>NewGen Cleaning understands the importance of inclusive procurement practices that support businesses owned by service-disabled veterans. While we cannot contribute to SDVOB procurement goals directly through our ownership structure, we remain committed to diversity and inclusion through our status as a Women-Led, Minority-Owned Business Enterprise.</p> <p>Alternative Value-Added Attributes</p> <p>We believe our established qualifications as a Women-Led, Minority-Owned Business Enterprise provide significant value-added attributes to Sourcewell Participating Entities, as detailed in our WBE and MBE sections, even though we do not meet SDVOB criteria.</p> <p>Future Considerations</p> <p>In the event that our business structure changes to include service-disabled veteran ownership that would qualify us for SDVOB certification, we would promptly pursue such designation and update our Sourcewell credentials accordingly.</p>
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59		Small Business Enterprise (SBE)	<input type="radio"/> Yes <input checked="" type="radio"/> No	<p>Small Business Enterprise (SBE) Status</p> <p>Current Status and Classification NewGen Cleaning operates as a medium-sized business in the facilities maintenance industry, with annual revenue exceeding \$1 million. While we don't qualify for Small Business Enterprise (SBE) classification under the strictest revenue thresholds, we maintain many of the operational characteristics that make small to medium enterprises valuable partners for Sourcewell Participating Entities.</p> <p>Size and Operational Scale Our company's profile includes:</p> <p>Annual revenue exceeding \$1 million, placing us in the medium-sized business category An efficient organizational structure that balances robust operational capacity with responsive management Sufficient resources to handle significant contracts while maintaining personalized service delivery Regional operational capabilities with the flexibility to serve diverse client needs</p> <p>Benefits to Sourcewell Participants Contracting with NewGen Cleaning as a mid-sized, Women-Led, Minority-Owned business offers substantial advantages to Sourcewell Participating Entities:</p> <p>Balanced Service Capacity: Our size provides the perfect balance between having sufficient resources to handle substantial contracts while remaining nimble enough to provide personalized attention that larger corporations often cannot match.</p> <p>Stability with Flexibility: As a medium-sized business, we offer greater financial stability than many smaller enterprises while maintaining the flexibility to customize services without extensive corporate bureaucracy.</p> <p>Direct Leadership Engagement: Despite our growth, our leadership team remains directly involved in client relationships, ensuring accountability and responsiveness at all levels.</p> <p>Diversity Classification Benefits: While we exceed some small business thresholds, our status as a Women-Led, Minority-Owned business fulfills important supplier diversity objectives for Participating Entities.</p> <p>Community Investment: As a medium-sized regional business, we make significant investments in the communities we serve through employment, local purchasing, and community engagement.</p> <p>Industry-Specific Context It's worth noting that within the facilities maintenance industry, size classifications may vary from standard SBA definitions. In our sector, companies with revenue exceeding \$1 million but under \$30 million are often still considered small to medium-sized businesses relative to the major national corporations that dominate the industry.</p> <p>Verification and Documentation We can provide appropriate documentation to verify our business size classification:</p> <p>Business tax filings demonstrating revenue figures Employee records confirming workforce size Financial statements verifying our operational scale</p> <p>Complementary Value Proposition While we may not meet all technical SBE criteria, our status as a medium-sized, Women-Led, Minority-Owned business creates a powerful value proposition for Sourcewell Participating Entities seeking the perfect balance of capacity, responsiveness, diversity, and quality in their facilities maintenance services provider.</p>
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60		Small Disadvantaged Business (SDB)	<input type="radio"/> Yes <input checked="" type="radio"/> No	<p>Small Disadvantaged Business (SDB) Status</p> <p>Current Status NewGen Cleaning does not currently qualify for Small Disadvantaged Business (SDB) certification as defined by the U.S. Small Business Administration. While our company is minority-owned and women-led, our annual revenue exceeding \$1 million places us beyond the size standards typically required for SDB classification. Additionally, formal SDB certification requires specific documentation of social and economic disadvantage that we have not pursued through the official certification process.</p> <p>Understanding of SDB Designation We recognize that SDB certification is designed to assist small businesses that are owned and controlled by socially and economically disadvantaged individuals to gain access to federal contracting opportunities. This federal program specifically requires:</p> <p>Meeting small business size standards based on industry-specific revenue thresholds At least 51% ownership by socially and economically disadvantaged individuals Day-to-day management and business operations controlled by socially and economically disadvantaged individuals Personal net worth of controlling owners below established thresholds Formal certification through the SBA's 8(a) Business Development Program or self-certification in SAM.gov with supporting documentation</p> <p>Alternative Value-Added Attributes While NewGen Cleaning does not qualify for SDB certification, we provide significant value through our status as a medium-sized, Women-Led, Minority-Owned business enterprise as detailed in our WBE and MBE sections. These characteristics allow us to contribute meaningfully to supplier diversity objectives while offering the capacity and capabilities of a mid-sized organization.</p> <p>Future Considerations Should federal SDB classification criteria change, or should our business structure evolve in ways that would qualify us for SDB certification, we would evaluate pursuing such designation and update our Sourcewell credentials accordingly.</p> <p>Commitment to Disadvantaged Communities Despite not qualifying for formal SDB status, NewGen Cleaning maintains a commitment to creating opportunities within disadvantaged communities through:</p> <p>Inclusive hiring practices that provide employment opportunities in underserved areas Mentorship and training programs that develop skills in disadvantaged communities Procurement practices that consider suppliers from historically underutilized business zones where practical</p> <p>Our status as a Women-Led, Minority-Owned business demonstrates our commitment to diversity and inclusion in the facilities maintenance industry, even without formal SDB certification.</p>
61		Women-Owned Small Business (WOSB)	<input type="radio"/> Yes <input checked="" type="radio"/> No	<p>Women-Owned Small Business (WOSB) Status</p> <p>Current Classification NewGen Cleaning operates as a women-owned, medium-sized business in the facilities maintenance industry. While we proudly maintain women ownership and leadership under President Kathleen Danduan, our annual revenue exceeding \$1 million places us outside the strict revenue thresholds required for federal Women-Owned Small Business (WOSB) certification. However, we embody the core principles and values that the WOSB program was designed to promote: increasing the participation of women-owned businesses in the marketplace.</p> <p>Women Leadership and Decision-Making Our company is defined by women's leadership at the highest levels:</p> <p>President Kathleen Danduan provides strategic direction and</p>

			<p>maintains operational control Key executive decisions are made by women leadership Women executives oversee financial management, business development, and operations Our corporate culture reflects women's leadership perspectives throughout the organization</p> <p>Benefits to Sourcewell Participants Contracting with NewGen Cleaning as a women-owned business offers significant advantages to Sourcewell Participating Entities:</p> <p>Women's Business Enterprise Objectives: Many Participating Entities maintain supplier diversity goals that include contracting with women-owned businesses. While we may exceed some size thresholds for WOSB classification, our women ownership status helps fulfill these broader diversity objectives.</p> <p>Medium-Sized Capacity with Women Leadership: We offer the unique combination of substantial operational capacity to handle significant contracts while maintaining the diverse perspectives that come from women leadership.</p> <p>Distinctive Management Approach: Research consistently shows that women-led businesses often emphasize different management priorities, including collaborative decision-making, long-term relationship building, and attention to detail—attributes that directly enhance facilities maintenance service quality.</p> <p>Industry Leadership: As a successful women-owned business in the traditionally male-dominated facilities maintenance industry, we represent the changing face of the sector and bring valuable perspective to service development and delivery.</p> <p>Role Modeling and Mentorship: Our women leadership actively mentors emerging women professionals in facilities management, creating a pipeline of talent that benefits the entire industry.</p> <p>Certification Considerations While we do not qualify for federal WOSB certification due to our revenue size, we are exploring other women's business certifications that accommodate medium-sized businesses, such as:</p> <p>Women Business Enterprises Canada (WBE Canada) National Women Business Owners Corporation (NWBOC) Women's Business Enterprise National Council (WBENC)</p> <p>We are currently in the process of evaluating which certification best aligns with our business structure and will pursue formal certification to document our women-owned status.</p> <p>Documentation and Verification We can provide substantial documentation to verify our status as a women-owned business:</p> <p>Corporate governance documents showing Kathleen Danduan's ownership position Business registration documents reflecting women ownership Organizational structure showing women in key leadership positions Signed affidavits confirming women's control of business operations</p> <p>Our status as a women-owned, medium-sized business represents a valuable combination of capacity, capability, and diversity that provides distinct advantages to Sourcewell Participating Entities seeking quality facilities maintenance services.</p>	*
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Table 6A: Pricing (400 Points, applies to Table 6A and 6B)

Provide detailed pricing information in the questions that follow below.

Line Item	Question	Response *
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62	Describe your payment terms and accepted payment methods.	<p>Payment Terms and Accepted Payment Methods</p> <p>Standard Payment Terms NewGen Cleaning offers flexible payment terms designed to accommodate the varied needs and processes of Sourcewell Participating Entities:</p> <p>Net 30 Payment Terms: Our standard payment structure is Net 30 days from invoice date, allowing Participating Entities sufficient time to process payments through their institutional payment systems.</p> <p>Early Payment Incentives: We offer a 2% discount for payments received within 10 days of invoice issuance (2/10 Net 30), providing cost-saving opportunities for Participating Entities with efficient payment processing capabilities.</p> <p>Customized Payment Schedules: For larger contracts or specialized service agreements, we can establish customized payment schedules aligned with service delivery milestones or institutional budgeting cycles.</p> <p>Monthly Recurring Billing: For ongoing maintenance contracts, we implement convenient monthly recurring billing with consistent invoice dates to facilitate predictable payment processing.</p> <p>Accepted Payment Methods NewGen Cleaning accepts a wide range of payment methods to provide maximum convenience to Sourcewell Participating Entities:</p> <p>Electronic Funds Transfer (EFT): We encourage EFT/ACH payments as our preferred method, offering the most secure and efficient transaction processing.</p> <p>Credit Cards: We accept major credit cards including Visa, MasterCard, and American Express for added convenience, with no additional processing fees charged to the Participating Entity.</p> <p>Procurement Cards (P-Cards): We are fully equipped to process institutional P-Cards, providing level 3 transaction data when required for enhanced reporting.</p> <p>Digital Payment Platforms: We accept payments through secure digital platforms such as PayPal Business and other institutional e-procurement systems.</p> <p>Checks: Traditional check payments are accepted, processed through secure lockbox services for enhanced security and tracking.</p> <p>Wire Transfers: For international or specialized transactions, we accept wire transfers with appropriate tracking protocols.</p> <p>Invoicing Procedures To ensure smooth payment processing, NewGen Cleaning provides:</p> <p>Detailed Electronic Invoicing: All invoices are provided electronically in PDF format with comprehensive service details, contract references, and clear payment instructions.</p> <p>Consolidated Billing Options: For Participating Entities with multiple facilities or service locations, we offer consolidated billing options that streamline payment processing.</p> <p>Custom Invoice Formats: We can adapt invoice formats to meet specific institutional requirements, including specialized coding, purchase order references, or departmental allocations.</p> <p>Automated Payment Reminders: Our system provides courtesy payment reminders at 15 and 25 days from invoice date to prevent unintentional payment delays.</p> <p>Special Accommodations for Sourcewell Participants As a Sourcewell supplier, NewGen Cleaning offers special accommodations for Participating Entities:</p> <p>Sourcewell-Specific Reference Numbers: All invoices for Sourcewell Participating Entities include relevant Sourcewell contract numbers and any institution-specific reference requirements.</p> <p>Extended Terms for Educational Institutions: We offer extended Net 45 payment terms for educational institutions that may experience longer processing times due to academic calendars or board approval requirements.</p> <p>Volume-Based Payment Incentives: For high-volume service contracts, we provide additional payment flexibility and incentives negotiated on a contract-specific basis.</p> <p>Quarterly Review Options: For ongoing service contracts, we offer quarterly payment reviews to ensure billing aligns with actual service delivery and to address any payment processing challenges proactively.</p>
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		NewGen Cleaning's payment terms and methods are designed to accommodate the diverse needs of Sourcewell Participating Entities while maintaining the financial stability required to deliver consistent, high-quality facilities maintenance services.	
63	Describe any leasing or financing options available for use by educational or governmental entities.	<p>Leasing and Financing Options for Educational and Governmental Entities</p> <p>Overview of Financial Solutions</p> <p>NewGen Cleaning understands the unique budgetary constraints and procurement processes faced by educational and governmental entities. To accommodate these specific needs, we offer several tailored leasing and financing options designed to maximize budgetary flexibility while ensuring access to comprehensive facilities maintenance services.</p> <p>Specialized Service Agreements for Public Entities</p> <p>Annual Service Agreements with Quarterly Payments</p> <p>Structured annual service contracts divided into quarterly installments</p> <p>Allows for distribution of costs across fiscal year budgets</p> <p>No interest or financing charges applied</p> <p>Flexibility to adjust service levels at quarterly review points</p> <p>Enables facilities to maintain consistent service levels while working within budget allocation timelines</p> <p>Multi-Year Rate Lock Programs</p> <p>2-3 year service agreements with guaranteed pricing</p> <p>Protects against inflationary cost increases</p> <p>Payment schedules aligned with institutional fiscal years</p> <p>Option to pay annually, semi-annually, or quarterly without added fees</p> <p>Early termination options designed specifically for public entities with potential funding changes</p> <p>Equipment Financing Solutions</p> <p>Equipment-Inclusive Service Plans</p> <p>Essential maintenance equipment embedded within service contracts</p> <p>No capital outlay required for specialized cleaning equipment</p> <p>Equipment costs amortized over service contract duration</p> <p>Maintenance, repairs, and updates included at no additional cost</p> <p>Equipment upgrades available at contract renewal points</p> <p>Municipal Lease-to-Own Programs</p> <p>Specialized financing structure compliant with governmental procurement requirements</p> <p>Non-appropriation clause included to protect against funding shortfalls</p> <p>Lower interest rates than commercial financing (typically 3-5% below market rates)</p> <p>Ownership of equipment transfers at end of term</p> <p>Flexible terms from 24-60 months based on equipment type and entity needs</p> <p>Educational Institution-Specific Options</p> <p>Academic Calendar-Aligned Payment Structures</p> <p>Payment schedules coordinated with academic year budgeting</p> <p>Heavier service delivery during academic sessions with maintenance levels during breaks</p> <p>Payment distribution weighted to align with institutional cash flow patterns</p> <p>Summer payment deferral options for K-12 institutions with limited summer operations</p> <p>Grant-Friendly Financing Models</p> <p>Service and equipment contracts structured to align with grant funding cycles</p> <p>Documentation prepared to support grant reporting requirements</p> <p>Flexible start and end dates to accommodate grant award timing</p> <p>Options to scale services up or down based on grant renewal outcomes</p> <p>Procurement Card Accommodation</p> <p>P-Card Payment Programs</p> <p>Service contracts structured to accommodate P-Card transaction limits</p>	*

		<p>No additional fees for P-Card payments Enhanced transaction data reporting for institutional tracking Monthly, quarterly, or customized billing cycles available Special considerations for entities with transaction thresholds</p> <p>Cooperative Purchasing Advantages Sourcewell-Enhanced Financing Benefits</p> <p>Additional financing rate reductions for contracts procured through Sourcewell Simplified documentation requirements leveraging Sourcewell master agreement Bundled service packages with preferential rates for Sourcewell members Expedited approval processes for Participating Entities Combined service agreements across multiple departments for enhanced terms</p> <p>Documentation and Compliance All NewGen Cleaning financing and leasing options are:</p> <p>Fully compliant with governmental accounting standards Structured to meet public procurement requirements Accompanied by transparent documentation for auditing purposes Designed with consultation from specialists in public entity financing Adaptable to specific state and local requirements</p> <p>By offering these specialized financing and leasing options, NewGen Cleaning ensures that educational and governmental entities can access high-quality facilities maintenance services while working within their unique budgetary frameworks and procurement regulations.</p>
64	Describe any standard transaction documents that you propose to use in connection with an awarded agreement (order forms, terms and conditions, service level agreements, etc.). Upload all template agreements or transaction documents which may be proposed to Participating Entities.	<p>Standard Transaction Documents Overview of Documentation Framework NewGen Cleaning has developed a comprehensive suite of standardized transaction documents designed to facilitate smooth contracting processes with Sourcewell Participating Entities. These documents maintain compliance with Sourcewell master agreement terms while providing necessary specificity for individual service arrangements. Our documentation framework prioritizes clarity, transparency, and alignment with public procurement requirements.</p> <p>Primary Transaction Documents</p> <p>1. Service Order Form Our standard Service Order Form serves as the primary transaction document for initiating services with Participating Entities and includes:</p> <p>Reference to the Sourcewell master agreement number and terms Participating Entity's complete contact and billing information Detailed service location specifications Scope of services selection with corresponding pricing from Sourcewell agreement Service frequency and scheduling preferences Special instructions or facility-specific requirements Term length with clear start and end dates Authorized signatures section with title requirements Purchase order reference fields when applicable</p> <p>2. Master Service Level Agreement (SLA) Our comprehensive Service Level Agreement template specifies performance expectations and includes:</p> <p>Detailed service specifications for each maintenance category (janitorial, grounds, facility operations) Performance metrics and quality standards Inspection and quality control procedures Reporting frequency and format specifications Response time commitments for regular and emergency service requests Communication protocols and designated contacts Issue resolution procedures and escalation pathways Equipment and supply standards Environmental and safety compliance specifications Staff certification and training requirements</p> <p>3. Customized Scope of Work Document For each engagement, we provide a customized Scope of Work that includes:</p>

Site-specific service requirements and specifications
 Detailed task frequencies (daily, weekly, monthly, quarterly, annually)
 Square footage or acreage calculations for service areas
 Special equipment requirements for the specific facility
 Facility-specific protocols or restrictions
 Hours of operation and service window parameters
 Security requirements and access procedures
 Specialized service components unique to the facility
 Seasonal adjustments to service delivery when applicable

4. Schedule of Rates Addendum

This document details all applicable rates and includes:

Line-item pricing for all selected services
 Volume-based discounts specific to the Participating Entity
 Equipment and supply charges when applicable
 Specialized service rates
 Emergency or after-hours service rates
 Labor categories and corresponding rates
 Seasonal service adjustments
 Multi-year rate structures when applicable
 Any Sourcewell-specific discounts applied

Supplementary Transaction Documents

5. Quality Assurance Plan

Our Quality Assurance Plan template outlines:

Inspection schedules and methodologies
 Performance evaluation criteria
 Documentation and reporting procedures
 Corrective action processes
 Customer satisfaction measurement tools
 Continuous improvement mechanisms
 Performance incentives and remedies

6. Equipment and Technology Schedule

When applicable, we provide an Equipment and Technology Schedule that includes:

Inventory of all equipment to be utilized
 Maintenance and replacement schedules
 Technology platforms for service tracking
 Mobile applications for communication
 Reporting tools and dashboards
 Equipment ownership designations
 Technology integration specifications

7. Staffing Plan

For larger contracts, we provide a detailed Staffing Plan that includes:

Personnel allocation by service area
 Supervision structure and ratios
 Staff certification documentation
 Training requirements and schedules
 Security clearance information
 Backup staffing provisions
 Key personnel contact information

Compliance and Customization

All NewGen Cleaning transaction documents are:

Fully aligned with the Sourcewell master agreement terms and conditions
 Compliant with relevant regulations for public entity procurement
 Customizable to address specific Participating Entity requirements
 Designed to streamline the procurement process
 Regularly reviewed by legal counsel to ensure ongoing compliance
 Updated to incorporate best practices and lessons learned
 Available in both electronic and print formats

Our transaction documentation system is designed to provide maximum clarity while minimizing administrative burden for Participating Entities. All documents are provided in advance for review, with clear guidance on completion requirements and flexibility to address unique institutional needs while maintaining alignment with the Sourcewell master agreement.

65	<p>Do you accept the P-card procurement and payment process? If so, is there any additional cost to Sourcwell participating entities for using this process?</p>	<p>P-Card Procurement and Payment Process Acceptance of P-Cards Yes, NewGen Cleaning fully accepts the P-card (Procurement Card) payment process for all services provided under the Sourcwell master agreement. We have established comprehensive systems to accommodate P-card transactions as a standard payment method for all Sourcwell Participating Entities. No Additional Costs NewGen Cleaning does not charge any additional fees, surcharges, or processing costs to Sourcwell Participating Entities for using P-cards. Our pricing remains consistent regardless of the payment method selected, ensuring that entities choosing P-cards receive the full benefit of our Sourcwell contract pricing without any hidden transaction costs. P-Card Advantages and Features Our P-card acceptance program includes several beneficial features for Participating Entities:</p> <p>Level 3 Data Transmission: We provide enhanced transaction data to support detailed institutional reporting and tracking requirements. Flexible Transaction Scheduling: We can structure billing cycles to accommodate P-card transaction limits and institutional processing timelines. Multiple Card Acceptance: We accept all major P-card providers, including Visa, MasterCard, and American Express. Secure Processing Systems: All P-card transactions are processed through PCI-DSS compliant systems with advanced security protocols. Automated Receipt Generation: Electronic receipts are automatically generated and transmitted for all P-card transactions to support reconciliation.</p> <p>Implementation Process For Participating Entities wishing to use P-cards, our implementation process includes:</p> <p>Secure collection and storage of P-card information Establishment of authorized transaction parameters Configuration of billing cycles to align with institutional preferences Testing of data transmission to ensure proper level 3 data capture Training for both NewGen and Participating Entity staff on proper P-card procedures</p> <p>Our commitment to accepting P-cards without additional fees reflects our dedication to providing flexible, convenient payment options that align with the procurement practices of Sourcwell Participating Entities.</p>
66	<p>Describe your pricing model (e.g., line-item discounts or product-category discounts). Provide detailed pricing data (including standard or list pricing and the Sourcwell discounted price) on all of the items that you want Sourcwell to consider as part of your RFP response. If applicable, provide a SKU for each item in your proposal. Upload your pricing materials (if applicable) in the document upload section of your response.</p>	<p>Pricing Model and Structure Pricing Approach Overview NewGen Cleaning employs a hybrid pricing model that combines service category discounts with transparent line-item pricing for facilities maintenance services. This structure is designed to provide maximum flexibility and value to Sourcwell Participating Entities while maintaining competitive pricing across our service offerings. Primary Pricing Components 1. Service Category Percentage Discounts We offer standardized percentage discounts from our published commercial rates based on service categories: Service CategoryCommercial Base RateSourcwell DiscountSourcwell RateJanitorial/Cleaning ServicesList Price12%88% of ListGrounds MaintenanceList Price10%90% of ListFacility Operations & ManagementList Price8%92% of ListSpecialized Cleaning ServicesList Price15%85% of ListSnow Removal ServicesList Price7%93% of List 2. Volume-Based Tiered Discounting Additional discounts applied based on total contract value: Annual Contract ValueAdditional Discount\$25,000 - \$75,0002%\$75,001 - \$150,0003%\$150,001 - \$300,0005%\$300,001+7% 3. Term-Length Incentives Extended contract terms receive additional pricing benefits: Contract LengthAdditional Discount2-Year Agreement3%3-Year Agreement5%4-Year Agreement7% Line-Item Service Pricing Examples Below are sample line-item prices for common facilities maintenance services (showing both list price and Sourcwell discounted rates): Janitorial Services (SKU Series: JAN-####)</p>

Service Description	SKU	Unit	List Price	Sourcewell Price	General Office
Cleaning	JAN-1001	Per sq ft/month	\$0.18	\$0.15	84Restroom
Sanitation	JAN-1050	Per fixture/month	\$22.50	\$19.80	Carpet Cleaning
JAN-2001	Per sq ft	\$0.25	\$0.22	Hard Floor Maintenance	JAN-2010
Per sq ft	\$0.30	\$0.26	4Window Cleaning (Interior)	JAN-3001	Per sq ft
\$0.15	\$0.13	2Window Cleaning (Exterior)	JAN-3002	Per sq ft	\$0.22
\$0.19	36Disinfection Services	JAN-4001	Per sq ft	\$0.12	\$0.10
56	Grounds Maintenance (SKU Series: GRD-####)				
Service Description	SKU	Unit	List Price	Sourcewell Price	Lawn
Mowing	GRD-1001	Per acre/service	\$145.00	\$130.50	Landscape Bed
Maintenance	GRD-2001	Per 100 sq ft/month	\$35.00	\$31.50	Tree/Shrub
Pruning	GRD-3001	Per labor hour	\$65.00	\$58.50	Irrigation System
Maintenance	GRD-4001	Per zone/month	\$28.00	\$25.20	Seasonal
Planting	GRD-5001	Per 100 sq ft	\$85.00	\$76.50	Leaf Removal
GRD-6001	Per acre	\$175.00	\$157.50		
Facility Operations & Management (SKU Series: FAC-####)					
Service Description	SKU	Unit	List Price	Sourcewell Price	Light
Maintenance	FAC-1001	Per labor hour	\$55.00	\$50.60	Filter
Replacement	FAC-2001	Per unit	\$18.50	\$17.02	General Inspection
FAC-3001	Per inspection	\$225.00	\$207.00	Minor Repairs	FAC-4001
Per labor hour	\$65.00	\$59.80	Preventative Maintenance	FAC-5001	Per labor hour
\$75.00	\$69.00				
Snow Removal Services (SKU Series: SNW-####)					
Service Description	SKU	Unit	List Price	Sourcewell Price	Plowing (Parking
Lots)	SNW-1001	Per acre/event	\$185.00	\$172.05	Sidewalk Clearing
SNW-2001	Per 1000 linear ft	\$95.00	\$88.35	Ice Melt Application	SNW-3001
Per 1000 sq ft	\$65.00	\$60.45	Snow Hauling	SNW-4001	Per cubic yard
\$45.00	\$41.85				
Labor Rate Structure					
Standard labor rates for additional services:					
Position	SKU	Standard Rate	Sourcewell Rate	General Cleaner	LBR-1001
\$25.50/hr	\$22.44/hr	Lead Cleaner	LBR-1002	\$30.00/hr	\$26.40/hr
Supervisor	LBR-1003	\$40.00/hr	\$35.20/hr	Grounds Technician	LBR-2001
\$28.50/hr	\$25.65/hr	Maintenance Technician	LBR-3001	\$45.00/hr	\$41.40/hr
Snow Removal Operator	LBR-4001	\$42.00/hr	\$39.06/hr		
Special Pricing Considerations					
Our pricing structure includes several additional features to provide value to Sourcewell Participating Entities:					
Multi-Facility Discount: Entities with multiple facilities receive an additional 3% discount when bundling services across locations.					
Cooperative Contract Pricing: Guaranteed minimum 5% discount from any comparable cooperative contract pricing.					
Cost Transparency: All proposals include detailed cost breakdowns showing labor, materials, equipment, and administrative components.					
Annual Review Process: Price adjustments limited to verifiable cost increases with 90-day advance notice.					
Price Protection: First-year rates guaranteed with caps on annual increases limited to 3% or CPI, whichever is lower.					
The pricing structure outlined above represents our standard offering to Sourcewell Participating Entities. Detailed SKU-level pricing information, including our complete service catalog with Sourcewell discounted rates, will be uploaded in the document upload section of this response.					
For custom service solutions or specialized facility needs, we provide detailed custom quotes built upon this pricing foundation while maintaining all applicable Sourcewell discounts.					

67	<p>Quantify the pricing discount represented by the pricing proposal in this response. For example, if the pricing in your response represents a percentage discount from MSRP or list, state the percentage or percentage range.</p>	<p>Pricing Discount Quantification</p> <p>The pricing proposal in our response to Sourcewell RFP #031125 for Facilities Maintenance Services represents a clearly defined category-specific discount structure from our standard commercial list pricing. Our discount structure is as follows:</p> <p>Category-Specific Discount Percentages</p> <p>Janitorial/Cleaning Services: 14% discount from list pricing Grounds Maintenance: 12% discount from list pricing Facility Operations & Management: 10% discount from list pricing Specialized Cleaning Services: 17% discount from list pricing Snow Removal Services: 9% discount from list pricing</p> <p>Additional Tiered Discounts</p> <p>Beyond these base category discounts, Sourcewell Participating Entities can receive additional discounts based on:</p> <p>Volume-Based Discounts: Additional 1.5% to 4% based on annual contract value Term-Length Discounts: Additional 2% to 4% based on contract duration Multi-Facility Discounts: Additional 2% when bundling services across multiple locations</p> <p>Total Potential Discount Range</p> <p>Combining all applicable discounts, Sourcewell Participating Entities can benefit from a total discount range of:</p> <p>Minimum Discount: 9% (for Snow Removal with no additional discounts) Maximum Discount: 25% (for Specialized Cleaning at 17% base + 4% volume + 4% term) Typical Discount Range: 12-18% for most standard service agreements</p> <p>These discounts apply to our published commercial list pricing and represent the direct cost savings available to Sourcewell Participating Entities through this proposal, making NewGen Cleaning's services an exceptional value while maintaining our high quality standards.</p>
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68	Describe any quantity or volume discounts or rebate programs that you offer.	<p>Quantity and Volume Discount Programs</p> <p>Tiered Volume Discount Structure NewGen Cleaning offers a comprehensive volume discount program designed to provide Sourcewell Participating Entities with enhanced value based on service volume. Our tiered approach ensures that larger commitments receive proportionately greater savings:</p> <p>Annual Contract Value Discounts Annual Contract Value Additional Discount \$25,000 - \$75,000 1.5% \$75,001 - \$150,000 2.5% \$150,001 - \$300,000 3.5% \$300,001 - \$500,000 4.5% \$500,001+ 5.5%</p> <p>These volume discounts are applied in addition to our standard category discounts (14% for Janitorial, 12% for Grounds Maintenance, 10% for Facility Operations, 17% for Specialized Cleaning, and 9% for Snow Removal).</p> <p>Multi-Site Bundling Program Participating Entities with multiple facilities can benefit from our Multi-Site Bundling Program:</p> <p>Number of Facilities Additional Discount 2-3 Facilities 2% 4-6 Facilities 3% 7+ Facilities 4%</p> <p>This program encourages consolidation of facility maintenance services under a single contract, simplifying administration while providing additional cost savings.</p> <p>Service Frequency Incentives For recurring services, we offer frequency-based incentives:</p> <p>Service Frequency Additional Discount Weekly Services Standard Pricing 2-3x Weekly Services 2% 4-5x Weekly Services 3% Daily Services 4%</p> <p>Annual Prepayment Option Participating Entities can receive an additional 3% discount by prepaying for 12 months of scheduled services. This option is available for contracts with predictable service schedules and provides both administrative simplification and enhanced savings.</p> <p>Annual Rebate Program For long-term contracts, we offer an annual loyalty rebate:</p> <p>1% rebate on total annual spend after first complete contract year 1.5% rebate on total annual spend after second complete contract year 2% rebate on total annual spend for third contract year and beyond</p> <p>Rebates are issued as credits against future services or as direct refunds based on the Participating Entity's preference.</p> <p>Prompt Payment Incentive A 1% discount is available for invoices paid within 10 days of issue (1/10 Net 30), encouraging timely payment processing while providing additional savings opportunities.</p> <p>Special Promotion for New Sourcewell Participants For the first six months following master agreement award, we are offering an additional 2% introductory discount for Sourcewell Participating Entities signing their first contract with NewGen Cleaning. This promotion is designed to encourage new participants to experience our service quality while benefiting from enhanced initial savings.</p> <p>All discounts and rebates are cumulative up to a maximum total discount of 30% off list pricing, ensuring that Participating Entities receive maximum value while maintaining our commitment to service excellence. Volume discounts are applied at contract initiation based on projected annual value and reconciled at contract anniversary, with any adjustments applied to the following contract period.</p>
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69	<p>Propose a method of facilitating "sourced" products or related services, which may be referred to as "open market" items or "non-contracted items". For example, you may supply such items "at cost" or "at cost plus a percentage," or you may supply a quote for each such request.</p>	<p>Facilitating "Sourced" Products and Non-Contracted Services Open Market Item Procurement Framework NewGen Cleaning proposes a transparent and flexible approach to facilitating "sourced" products or related services that fall outside our standard contracted offerings. Our methodology ensures Sourcewell Participating Entities receive competitive pricing while maintaining procurement transparency and efficiency. Cost-Plus Model with Tiered Structure For sourced products and non-contracted services, we propose a cost-plus pricing model with a tiered markup structure based on procurement value: Procurement ValueMarkup Percentage\$0 - \$5,000Cost + 12%\$5,001 - \$15,000Cost + 10%\$15,001 - \$50,000Cost + 8%\$50,001+Cost + 6% Transparent Documentation Process For each sourced item, we will provide:</p> <p>A minimum of three competitive quotes from suppliers (when available) Complete documentation of our direct acquisition cost Clear itemization of the applicable markup percentage Detailed explanation of why the item is classified as "open market" Confirmation that the item is not available through existing contract categories</p> <p>Service Integration Options For sourced services that complement our contracted offerings, we provide two options:</p> <p>Integrated Service Model: Sourced services fully managed by NewGen Cleaning with the markup structure outlined above Direct Engagement Model: Facilitation of direct contracting between the Participating Entity and the service provider with a reduced 5% management fee</p> <p>Special Procurement Requests For unique or specialized procurement needs, we offer:</p> <p>RFQ Process: We will conduct a formal Request for Quote process for specialized equipment or services exceeding \$25,000 in value Emergency Procurement: Expedited sourcing for emergency needs with temporary markup waiver for disaster response situations Technical Consultation: Expert advice on specifications and requirements at no additional cost when sourcing specialized facility maintenance equipment</p> <p>Implementation Process When a Participating Entity requires a sourced item:</p> <p>Entity submits product or service specifications through our dedicated Sourcewell customer portal NewGen provides a detailed quote within 3-5 business days (24 hours for urgent requests) Quote includes all supporting documentation, including competitive bids Entity reviews and approves the procurement NewGen manages the acquisition, delivery, and integration with existing services Complete procurement documentation is maintained for audit purposes</p> <p>Quality Assurance All sourced products and services will:</p> <p>Meet or exceed industry standards Comply with relevant regulations and sustainability requirements Include standard manufacturer warranties Be verified for compatibility with existing systems Include necessary training and implementation support</p> <p>This sourced goods procurement methodology provides Sourcewell Participating Entities with the flexibility to address unique facility maintenance needs beyond our standard contract offerings while maintaining cost-effectiveness, transparency, and seamless service integration.</p>
70	<p>Identify any element of the total cost of acquisition that is NOT included in the pricing submitted with your response. This includes all additional charges associated with a</p>	<p>Elements Not Included in Base Pricing While NewGen Cleaning strives to provide comprehensive pricing in our response, certain elements of the total cost of acquisition are not</p>

<p>purchase that are not directly identified as freight or shipping charges. For example, list costs for items like pre-delivery inspection, installation, set up, mandatory training, or initial inspection. Identify any parties that impose such costs and their relationship to the Proposer.</p>	<p>included in our base pricing structure. These additional potential costs are transparently identified below to ensure Sourcewell Participating Entities have complete information for their procurement decisions.</p> <p>Initial Site Assessment and Setup Costs</p> <p>Pre-Service Site Assessment: For facilities requiring customized service plans based on unique features or conditions, an initial assessment fee may apply:</p> <p>Facilities under 50,000 sq ft: \$350 Facilities 50,000-150,000 sq ft: \$500 Facilities over 150,000 sq ft: \$750 Multiple facilities within 10-mile radius: \$250 per additional facility</p> <p>Custom Service Protocol Development: For specialized environments requiring customized cleaning protocols (e.g., healthcare facilities, clean rooms, data centers):</p> <p>Protocol development fee: \$1,200-\$2,500 depending on complexity This fee is typically waived for contracts exceeding \$100,000 annually</p> <p>Equipment and Supply Considerations</p> <p>Specialized Equipment Requirements: If specific equipment is required by the Participating Entity that exceeds standard service provisions:</p> <p>Equipment can be purchased and billed at cost plus markup per our sourced goods model Equipment rental options available at market rates plus 5% administrative fee</p> <p>Proprietary Cleaning Products: If a Participating Entity requires specific branded or proprietary cleaning products not in our standard inventory:</p> <p>Products provided at cost plus 10% procurement fee Storage requirements may incur additional fees if specialized conditions needed</p> <p>Operational Adjustments</p> <p>Security Clearance Processing: For facilities requiring security clearances:</p> <p>Background check fees: \$75-\$125 per employee depending on depth required Clearance processing administrative fee: \$50 per employee</p> <p>After-Hours Service Premium: For services required outside standard business hours (8am-5pm, Monday-Friday):</p> <p>15% premium for evening shifts (5pm-10pm) 25% premium for overnight shifts (10pm-6am) 40% premium for Sunday or holiday service</p> <p>Emergency Response Services: For urgent, unscheduled service requests:</p> <p>2-hour response time: 50% premium above standard rates 4-hour response time: 30% premium above standard rates</p> <p>Training and Compliance</p> <p>Facility-Specific Training: If specialized training is required by the</p>
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71	If freight, delivery, or shipping is an additional cost to the Sourcewell participating entity, describe in detail the complete freight, shipping, and delivery program.	<p>Freight, Delivery, and Shipping Program</p> <p>Overview of Freight and Delivery Structure</p> <p>While NewGen Cleaning's primary services are performed on-site and do not generally incur freight costs, certain situations may require the delivery of equipment, supplies, or materials to Sourcewell Participating Entities' facilities. In these instances, our transparent freight and delivery program ensures predictable costs and reliable service.</p> <p>Standard Delivery Program</p> <p>Equipment and Supply Delivery</p> <p>For standard delivery of cleaning supplies, equipment, or materials needed for ongoing service contracts:</p> <p>Local Deliveries (within 50 miles of NewGen service locations): No additional charge Regional Deliveries (51-150 miles): Flat rate of \$95 per delivery Extended Regional Deliveries (151-300 miles): Flat rate of \$145 per</p>

delivery
National Deliveries (beyond 300 miles): Actual shipping cost plus 5% administrative fee

Consolidated Shipping Advantages

Quarterly supply deliveries included at no charge for ongoing service contracts
Monthly deliveries available at no charge for contracts exceeding \$10,000 monthly
Consolidated shipments arranged to minimize freight costs whenever possible

Special Delivery Circumstances
Expedited Delivery Options
When expedited delivery is requested by the Participating Entity:

Next-Day Delivery: Actual carrier cost plus \$50 handling fee
Same-Day Delivery (where available): Actual carrier cost plus \$75 handling fee
Weekend/Holiday Delivery: Actual carrier cost plus \$100 handling fee

Oversized or Specialized Equipment
For delivery of large equipment or specialized items:

Lift Gate Service: Additional \$75 when required
Inside Delivery (ground floor): Additional \$85
Stair Carry/Upper Floor Delivery: \$45 per flight of stairs
Unpacking and Assembly: \$65 per hour (minimum 1 hour)
Packaging Removal: \$35 per delivery

Third-Party Carrier Relationships
NewGen Cleaning maintains preferred shipping arrangements with:

FedEx
UPS
XPO Logistics
Local courier services in service regions

These relationships enable us to secure competitive shipping rates, which are passed on to Sourcewell Participating Entities with minimal markup.

Freight Cost Transparency
For all deliveries incurring additional costs:

Complete shipping quotes provided before order confirmation
Actual carrier invoices available upon request
No hidden handling fees or unexplained charges
Shipping insurance included on all deliveries

Cost Mitigation Strategies
To minimize freight costs for Participating Entities, we offer:

Supply Planning Program: Quarterly supply needs assessment to consolidate deliveries
Regional Warehousing: Strategic inventory placement to reduce delivery distances
Drop-Ship Options: Direct manufacturer shipping when more economical
Bulk Ordering Incentives: Reduced freight costs for larger supply orders

Special Considerations for Remote Locations
For Participating Entities in remote or difficult-to-access locations:

Custom delivery options developed in consultation with local carriers
Alternative delivery methods identified to minimize costs
Potential for shared shipping arrangements with other local customers
Advance planning to avoid premium shipping charges

Environmental Commitment
Our shipping and delivery program incorporates environmental best practices:

Route optimization to reduce emissions
Consolidated deliveries to minimize trips

		<p>Recyclable packaging materials Packaging take-back program for bulk deliveries Carbon offset options available upon request</p> <p>Documentation and Tracking All shipments include:</p> <p>Real-time tracking information Delivery confirmation Detailed packing lists Electronic proof of delivery Damage claim assistance when needed</p> <p>This comprehensive freight and delivery program ensures that any shipping costs incurred by Sourcewell Participating Entities are reasonable, transparent, and managed with the same attention to detail that characterizes all NewGen Cleaning services.</p>	
72	Specifically describe freight, shipping, and delivery terms or programs available for Alaska, Hawaii, Canada, or any offshore delivery.	<p>Offshore and International Delivery Program</p> <p>Alaska, Hawaii, and Canadian Shipping Framework NewGen Cleaning has developed specialized delivery systems for Sourcewell Participating Entities located in Alaska, Hawaii, Canada, and other offshore locations. Recognizing the unique logistics challenges these regions present, we offer the following structured delivery programs:</p> <p>Alaska Service Program For Participating Entities in Alaska:</p> <p>Port Cities (Anchorage, Juneau, Fairbanks): Standard freight rate plus 15% for extended logistics Remote Alaska Locations:</p> <p>Air freight option: Actual carrier cost plus 10% handling fee Sea freight option: Scheduled barge service at actual cost plus 8% handling fee</p> <p>Consolidated Shipping Hub: Quarterly consolidated shipments to our Anchorage distribution point with local delivery arrangements at reduced rates Emergency Supply Provision: Dedicated air freight service for critical supply needs with expedited customs clearance assistance</p> <p>Hawaii Service Program For Participating Entities across the Hawaiian Islands:</p> <p>Primary Islands (Oahu, Maui, Big Island, Kauai): Ocean freight at actual carrier cost plus 12% logistics fee Inter-Island Distribution: Partnered with local Hawaiian freight companies for cost-effective inter-island transport Container Optimization: Shared container programs to reduce shipping costs for regular supply deliveries Warehousing Option: Optional inventory warehousing in Honolulu with scheduled delivery to other islands at flat rates</p> <p>Canadian Service Program For Canadian Participating Entities:</p> <p>Border Provinces: Ground shipping via preferred Canadian carriers at published rates plus 5% administrative fee Remote Canadian Regions: Specialized carrier arrangements at actual cost plus 8% administrative fee Customs Processing: Comprehensive customs documentation preparation included at no additional charge Duties and Taxes: All applicable duties, taxes, and brokerage fees are transparently itemized and passed through at actual cost Bi-National Warehouse Network: Strategic warehousing locations near major border crossings to expedite Canadian deliveries</p> <p>Other Offshore Locations For U.S. territories and other offshore locations:</p> <p>Puerto Rico & U.S. Virgin Islands: Ocean freight at carrier cost plus 12% logistics fee Guam & American Samoa: Coordinated shipping through military logistics channels where available or commercial freight at carrier cost plus 15% handling</p>	*

		<p>Trust Territories: Custom shipping solutions evaluated on a case-by-case basis with transparent cost structure</p> <p>Cross-Border Documentation and Compliance For all international shipments:</p> <p>Customs Documentation: Comprehensive preparation of all required customs forms Product Compliance: Verification of product compliance with destination country regulations Harmonized Code Assignment: Proper classification of all shipped items Commercial Invoice Preparation: Detailed commercial invoices that meet all international requirements Certificate of Origin: Provided when required at no additional charge</p> <p>Insurance and Risk Management For all offshore and international shipments:</p> <p>Full-Value Insurance: Comprehensive shipping insurance at 1% of declared value Claims Management: Complete assistance with any loss or damage claims Tracking Systems: Advanced tracking systems with regular status updates Alternative Routing: Backup delivery options identified for critical shipments</p> <p>Cooperative Logistics Options To further reduce costs for offshore entities:</p> <p>Group Purchasing Coordination: Coordinated deliveries for multiple Sourcewell participants in the same region Scheduled Shipping Program: Regular shipping schedule with preferential rates for consistent supply needs Local Partnership Network: Established relationships with local logistics providers in key offshore markets</p> <p>Pricing Transparency All offshore and international shipping includes:</p> <p>Detailed quote before shipping with complete cost breakdown Differentiation between freight costs and customs/duties Documentation of all third-party fees No hidden charges or unexplained markups Quarterly shipping cost analysis to identify savings opportunities</p> <p>NewGen Cleaning is committed to ensuring that Sourcewell Participating Entities in Alaska, Hawaii, Canada, and offshore locations receive reliable, efficient, and cost-effective delivery services despite the logistical challenges these regions present. Our specialized shipping programs are designed to minimize costs while maintaining timely delivery of all necessary equipment and supplies.</p>
73	Describe any unique distribution and/or delivery methods or options offered in your proposal.	<p>Unique Distribution and Delivery Methods Innovative Logistics Solutions NewGen Cleaning has developed several distinctive distribution and delivery methodologies that differentiate our proposal and provide enhanced value to Sourcewell Participating Entities. These innovative approaches optimize efficiency, reduce environmental impact, and ensure consistent service delivery across diverse facility types.</p> <p>Mobile Supply Management System Our proprietary Mobile Supply Management System revolutionizes traditional delivery models:</p> <p>On-Site Inventory Management: Smart cabinets installed at Participating Entity facilities track supply usage in real-time Predictive Replenishment: AI-driven algorithms predict supply needs before stockouts occur Route Optimization: Delivery routes dynamically adjusted to prioritize facilities approaching critical inventory levels Usage Analytics: Detailed reporting on consumption patterns helps optimize ordering and reduce waste Touchless Reordering: Automated reordering without facility staff intervention</p> <p>Hybrid Service-Delivery Model</p>

For Participating Entities with multiple or dispersed locations:

Hub-and-Spoke Distribution: Regional supply hubs service multiple nearby facilities, reducing transportation costs

Modular Equipment Deployment: Specialized equipment rotated between facilities on optimized schedules

Cross-Trained Delivery Teams: Delivery personnel trained to perform immediate service tasks upon delivery

Just-in-Time Supply Integration: Supplies delivered precisely when needed for specialized cleaning operations

Sustainability-Focused Distribution

Our EcoLogistics program provides environmentally responsible delivery options:

Concentrated Product Delivery: Highly concentrated cleaning solutions in minimal packaging, reducing shipping volume by up to 80%

Reusable Container System: Durable, returnable containers eliminate packaging waste

Carbon-Neutral Shipping Option: Carbon offsets purchased for all delivery miles

Electric Vehicle Fleet: Growing EV delivery fleet for urban deliveries with zero emissions

Bulk Delivery Discounts: Incentives for larger, less frequent deliveries to reduce carbon footprint

Emergency Response Logistics

Specialized delivery systems for urgent facility maintenance needs:

24/7 Emergency Response: Dedicated emergency supply vehicles in major service areas

Disaster Readiness Caches: Pre-positioned emergency supplies in strategic locations

Mobile Response Units: Self-contained cleaning and maintenance vehicles with generators, water tanks, and complete supply inventories

Priority Response Agreements: Guaranteed delivery timeframes for critical facilities

Technology-Enhanced Delivery

Advanced technology integration streamlines the delivery experience:

Real-Time Delivery Tracking: GPS-enabled tracking with text/email updates

Digital Proof of Delivery: Electronic signature capture with photo documentation

Delivery Time Windows: Narrow delivery windows to minimize facility disruption

Secure Access Management: Coordinated secure facility access for after-hours deliveries

QR-Coded Inventory: Simple scanning system for immediate inventory updating

Unique Staff-Supply Integration

Our integrated staffing and supply model offers unique efficiencies:

Staff-Transported Supplies: Service personnel transport routine supplies, eliminating separate delivery costs

Supply-Service Bundling: Equipment deliveries synchronized with scheduled services

Technical Installation Support: Delivery includes technical setup and testing of equipment

User Training Integration: Product training provided at time of delivery

Empty Container Retrieval: Systematic collection of empty containers during routine service visits

Multi-Facility Coordination

For campus environments or multi-building complexes:

Campus Consolidation Points: Single delivery point with internal distribution system

Building Captain Program: Designated contacts at each facility coordinate deliveries

Synchronized Delivery Windows: Coordinated deliveries across multiple buildings

Cross-Docking Capabilities: Efficient transfer between vehicles for optimized routing

		<p>These innovative distribution and delivery methods provide Sourcewell Participating Entities with flexible, efficient, and environmentally responsible options that can be tailored to their specific facility needs. By integrating advanced technology, sustainability practices, and strategic logistics planning, NewGen Cleaning offers a delivery experience that enhances overall service quality while minimizing costs and environmental impact.</p>	
74	<p>Specifically describe any self-audit process or program that you plan to employ to verify compliance with your proposed agreement with Sourcewell. This process includes ensuring that Sourcewell participating entities obtain the proper pricing.</p>	<p>Pricing Compliance Self-Audit Program Overview NewGen Cleaning is committed to maintaining the highest standards of pricing transparency and compliance with the Sourcewell master agreement. Our comprehensive self-audit program is designed to ensure:</p> <p>Accurate pricing for all Participating Entities Consistent application of agreed-upon discounts Ongoing verification of pricing integrity Proactive identification and correction of any potential pricing discrepancies</p> <p>Quarterly Pricing Verification Process 1. Internal Pricing Audit</p> <p>Conduct a comprehensive quarterly review of all transactions under the Sourcewell master agreement Verify 100% of invoices against the agreed-upon pricing schedule Cross-reference pricing with:</p> <p>Original master agreement pricing Published list prices Applicable percentage discounts Not-to-exceed pricing limits</p> <p>2. Automated Compliance Tracking System</p> <p>Implement a dedicated software system to:</p> <p>Flag any potential pricing variances in real-time Generate automated compliance reports Maintain a complete audit trail of all pricing-related transactions</p> <p>3. Third-Party Verification</p> <p>Engage an independent accounting firm to conduct annual comprehensive pricing audits Provide full transparency to Sourcewell on audit results Implement immediate corrective actions for any identified discrepancies</p> <p>Reporting and Transparency</p> <p>Quarterly compliance reports submitted to Sourcewell Immediate notification of any potential pricing errors Full documentation of pricing verification processes Dedicated compliance contact for Sourcewell and Participating Entities</p> <p>Pricing Error Resolution Protocol</p> <p>Immediate identification of pricing discrepancy Thorough investigation of root cause Full disclosure to affected parties Immediate correction of pricing Potential refund or credit for overcharged amounts Implementation of preventive measures to avoid future errors</p> <p>Training and Compliance Education</p> <p>Quarterly training for sales and billing teams Comprehensive understanding of Sourcewell pricing requirements Continuous education on pricing compliance best practices</p> <p>Key Performance Indicators (KPIs)</p>	

		<p>100% pricing accuracy Zero unresolved pricing discrepancies Timely and transparent reporting Continuous improvement in compliance processes</p> <p>Commitment to Sourcewell NewGen Cleaning views this self-audit program as a critical component of our partnership with Sourcewell. We are committed to maintaining the highest standards of pricing integrity, transparency, and compliance.</p>	
75	If you are awarded an agreement, provide a few examples of internal metrics that will be tracked to measure whether you are having success with the agreement.	<p>Sourcewell Master Agreement Success Metrics</p> <p>Financial Performance Metrics</p> <p>1. Participating Entity Adoption Rate</p> <p>Total number of new Participating Entities using the master agreement Percentage of targeted market penetration Year-over-year growth in entity utilization Comparative analysis of adoption across different entity types (K-12, government, nonprofit)</p> <p>2. Revenue and Pricing Metrics</p> <p>Total sales volume under the Sourcewell master agreement Percentage of sales compared to initial projections Average transaction value Percentage of sales achieved through competitive pricing Administrative fee compliance and accuracy</p> <p>Operational Performance Metrics</p> <p>3. Service Quality Indicators</p> <p>Number of completed service requests Average response time to service requests Customer satisfaction rating from Participating Entities</p> <p>Overall satisfaction score Percentage of 4-5 star ratings</p> <p>Number of service-related complaints and resolution rate</p> <p>4. Compliance and Efficiency Metrics</p> <p>Pricing accuracy rate (percentage of invoices matching agreed-upon terms) Percentage of contractual obligations met or exceeded Average time to resolve pricing or service discrepancies Number of successful contract modifications or amendments</p> <p>Geographical and Market Expansion Metrics</p> <p>5. Geographic Reach</p> <p>Number of states/provinces with active Participating Entities Diversity of entity types utilizing the agreement Expansion into new market segments Regional penetration rates</p> <p>Customer Engagement Metrics</p> <p>6. Relationship and Support Metrics</p> <p>Number of educational/onboarding sessions conducted Engagement rate with Participating Entities Repeat business percentage Number of contract renewals or extensions Referral rate from existing Participating Entities</p> <p>Continuous Improvement Metrics</p> <p>7. Program Development Indicators</p> <p>Number of service or offering improvements Implementation of customer feedback Cost savings achieved for Participating Entities Innovation index (new services or solutions developed)</p> <p>Reporting and Transparency</p>	*

		<p>Quarterly comprehensive performance report Annual strategic review of agreement performance Proactive communication of metrics to Sourcewell</p> <p>Strategic Objectives Our metrics are designed to demonstrate:</p> <p>Value creation for Participating Entities Consistent performance and reliability Commitment to continuous improvement Transparency and accountability</p> <p>By tracking these comprehensive metrics, NewGen Cleaning will ensure the Sourcewell master agreement delivers exceptional value, meets strategic objectives, and provides a benchmark for ongoing success.</p>	
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76	<p>Provide a proposed Administration Fee payable to Sourcewell. The Fee is in consideration for the support and services provided by Sourcewell. The propose an Administrative Fee will be payable to Sourcewell on all completed transactions to Participating Entities utilizing this Agreement. The Administrative Fee will be calculated as a stated percentage, or flat fee as may be applicable, of all completed transactions utilizing this Master Agreement within the preceding Reporting Period defined in the agreement.</p>	<p>Administrative Fee Proposal Administrative Fee Commitment NewGen Cleaning proposes an Administrative Fee structure as follows: Fee Percentage</p> <p>Administrative Fee Rate: 2% (Two Percent) Calculated on the total sales value of all completed transactions Payable to Sourcewell for transactions utilizing the Master Agreement</p> <p>Fee Calculation and Reporting Methodology Calculation Basis</p> <p>The Administrative Fee will be calculated based on the total dollar volume of all sales Applies to all completed transactions with Participating Entities Includes all services provided under the Sourcewell Master Agreement</p> <p>Reporting Period</p> <p>Quarterly reporting and fee payment Reporting periods aligned with calendar quarters Fees to be paid within 30 days following the end of each calendar quarter</p> <p>Fee Remittance Process Detailed Reporting</p> <p>Comprehensive quarterly report to include:</p> <p>Total sales volume Detailed transaction listing Calculated Administrative Fee amount Verification of fee calculation</p> <p>Payment Method</p> <p>Payment to be made via electronic funds transfer Detailed remittance advice accompanying each payment Transparent and verifiable documentation</p> <p>Compliance and Transparency Audit Provisions</p> <p>Subject to audit by Sourcewell Full access to supporting documentation Commitment to absolute transparency in fee calculations</p> <p>Fee Calculation Example</p> <p>Total Quarterly Sales: \$500,000 Administrative Fee (2%): \$10,000 Payable to Sourcewell within 30 days of quarter-end</p> <p>Rationale This Administrative Fee structure:</p> <p>Reflects the value of Sourcewell's procurement services Provides a sustainable funding model for Sourcewell's cooperative purchasing program Ensures fair compensation for Sourcewell's administrative support Maintains transparency and ease of calculation</p> <p>Commitment to Compliance NewGen Cleaning commits to:</p> <p>Accurate and timely reporting Full compliance with Administrative Fee requirements Proactive communication with Sourcewell</p> <p>Legal Acknowledgment By proposing this Administrative Fee structure, NewGen Cleaning affirms its understanding and acceptance of the fee as a critical component of the Sourcewell Master Agreement.</p>
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Table 6B: Pricing Offered

Line Item	The Pricing Offered in this Proposal is: *	Comments
77	The pricing offered is as good as or better than pricing typically offered through existing cooperative contracts, state contracts, or agencies.	<p>Pricing Competitiveness Declaration</p> <p>Pricing Commitment</p> <p>NewGen Cleaning affirms that the pricing offered in this proposal is:</p> <p>✓ As Good or Better Than Existing Cooperative Pricing</p> <p>Fully competitive with current market rates for facilities maintenance services</p> <p>Pricing structured to provide significant value to Participating Entities</p> <p>Transparent and consistent pricing across all service categories</p> <p>Competitive Pricing Strategies</p> <p>Comprehensive Cost Analysis</p> <p>Thorough market research of existing cooperative and state contracts</p> <p>Benchmark pricing against multiple regional and national service providers</p> <p>Ensure pricing is at or below standard market rates</p> <p>Value-Driven Pricing Model</p> <p>Economies of scale through Sourcewell's cooperative purchasing</p> <p>Reduced administrative overhead</p> <p>Passing cost savings directly to Participating Entities</p> <p>Consistent Pricing Approach</p> <p>Uniform pricing for municipalities, universities, and school districts</p> <p>No hidden fees or unexpected charges</p> <p>Clear, straightforward pricing structure</p> <p>Pricing Competitiveness Assurances</p> <p>Pricing is consistent with or better than standard market rates</p> <p>Competitive with existing cooperative, state, and agency contracts</p> <p>Designed to provide maximum value to Participating Entities</p> <p>Flexibility to meet diverse organizational needs</p>

		<p>Commitment to Cost-Effectiveness NewGen Cleaning is committed to providing:</p> <p>Transparent and competitive pricing High-quality facilities maintenance services Cost-effective solutions for all Participating Entities Ongoing value throughout the master agreement term</p> <p>Market Positioning Our pricing strategy ensures:</p> <p>Competitive rates across all service categories No compromise on service quality Added value beyond mere cost considerations Alignment with Sourcewell's mission of cost-effective procurement</p>
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Table 7A: Depth and Breadth of Offered Solutions (200 Points, applies to Table 7A and 7B)

Line Item	Question	Response *
78	Provide a detailed description of all the Solutions offered, including used Solutions if applicable, offered in the proposal.	<p>NewGen Cleaning: Comprehensive Facilities Maintenance Solutions</p> <p>Core Service Categories</p> <p>1. Janitorial and Custodial Services</p> <p>Comprehensive Cleaning Solutions</p> <p>Daily, weekly, and monthly cleaning protocols Specialized cleaning for different facility types:</p> <p>Educational institutions Municipal buildings Healthcare facilities Administrative offices Public spaces</p> <p>Cleaning Service Specifications</p> <p>Standard cleaning services Deep cleaning and sanitization Specialized surface treatment High-touch point disinfection Green cleaning and sustainable practices Pandemic-responsive cleaning protocols</p> <p>2. Grounds Maintenance Services</p> <p>Landscaping and Exterior Maintenance</p> <p>Lawn care and maintenance Seasonal landscaping management Snow removal and winter maintenance Grounds cleaning and debris management Sustainable landscape design Irrigation system maintenance</p> <p>Specialized Grounds Services</p> <p>Tree and shrub care Seasonal flower planting Hardscape maintenance Parking lot and walkway cleaning Athletic field maintenance Environmental conservation practices</p>

3. Facility Systems Maintenance
Comprehensive Facility Management

HVAC system maintenance
Electrical system inspections
Plumbing system checks
Structural integrity assessments
Preventative maintenance programs
Energy efficiency optimization

Specialized Maintenance Solutions

Emergency repair services
Predictive maintenance technologies
Building envelope maintenance
Accessibility compliance checks
Safety system inspections
Climate control management

4. Specialized Maintenance Solutions
Advanced Service Offerings

Smart building technology integration
Energy management systems
Water conservation solutions
Waste reduction and recycling programs
ADA compliance assessments
Indoor air quality management

Technology and Innovation
Technological Solutions

Real-time work order management system
Mobile app for service requests
Digital reporting and documentation
GPS-enabled service tracking
Advanced scheduling platforms
Performance analytics dashboard

Customization and Flexibility
Tailored Service Approaches

Customizable service packages
Scalable solutions for different facility sizes
Adaptive maintenance strategies
Responsive service model
Dedicated account management
Continuous improvement protocols

Sustainability Commitments
Environmental Responsibility

Eco-friendly cleaning products
Sustainable waste management
Energy-efficient equipment
Carbon footprint reduction strategies
Green certification support
Sustainable practice consulting

Unique Value Propositions
Differentiation Factors

24/7 emergency response
Comprehensive staff training
Advanced quality control mechanisms
Transparent pricing
Consistent service standards
Continuous technological innovation

Compliance and Safety
Regulatory Adherence

OSHA compliance
CDC cleaning guidelines
Local and federal safety regulations
Insurance and bonding

		<p>Background-checked personnel Ongoing safety training programs</p> <p>Service Delivery Model Operational Excellence</p> <p>Centralized command center Local service teams Rapid response capabilities Consistent quality assurance Data-driven performance optimization Continuous staff development</p> <p>Additional Solutions Supplementary Services</p> <p>Furniture and equipment moving Post-construction cleaning Event preparation and cleanup Interior and exterior window cleaning Specialized surface restoration Emergency preparedness support</p> <p>Pricing and Accessibility Flexible Engagement Options</p> <p>Comprehensive service packages À la carte service selections Volume-based pricing Transparent cost structures No hidden fees Competitive rate guarantees</p> <p>Conclusion: Comprehensive Solution Ecosystem NewGen Cleaning offers a holistic, innovative, and adaptive facilities maintenance solution designed to meet the diverse and evolving needs of Sourcwell Participating Entities.</p>	
79	<p>Within this RFP category there may be subcategories of solutions. List subcategory titles that best describe your products and services.</p>	<p>Facilities Maintenance Services Subcategories</p> <p>1. Interior Maintenance Solutions</p> <p>General Janitorial Services Deep Cleaning Services Specialized Surface Cleaning High-Touch Point Disinfection Interior Window Cleaning Floor Care and Maintenance Carpet and Upholstery Cleaning Post-Construction Cleaning Event Preparation and Cleanup Interior Restoration Services</p> <p>2. Exterior Maintenance Solutions</p> <p>Landscaping Services Grounds Keeping Lawn Maintenance Tree and Shrub Care Seasonal Planting Hardscape Maintenance Parking Lot and Walkway Cleaning Snow Removal and Winter Maintenance Irrigation System Management Exterior Window Cleaning</p> <p>3. Facility Systems Maintenance</p> <p>HVAC System Maintenance Electrical System Inspections Plumbing System Checks Structural Integrity Assessments Mechanical Systems Maintenance Lighting System Management Elevator and Vertical Transportation Maintenance Energy Efficiency Optimization Building Envelope Maintenance Safety System Inspections</p>	

		<div>4. Specialized Maintenance Services</div> <div>Emergency Repair Services</div> <div>Accessibility Compliance Assessments</div> <div>Indoor Air Quality Management</div> <div>Smart Building Technology Integration</div> <div>Energy Management Systems</div> <div>Waste Reduction and Recycling Programs</div> <div>Sustainable Practice Consulting</div> <div>ADA Compliance Checks</div> <div>Climate Control Management</div> <div>Predictive Maintenance Solutions</div> <div>5. Environmental and Sustainability Services</div> <div>Green Cleaning Programs</div> <div>Eco-Friendly Product Implementation</div> <div>Carbon Footprint Reduction Strategies</div> <div>Sustainable Waste Management</div> <div>Water Conservation Solutions</div> <div>Energy Efficiency Consulting</div> <div>Environmental Compliance Support</div> <div>Green Certification Assistance</div> <div>Sustainable Landscape Design</div> <div>Renewable Resource Integration</div> <div>6. Safety and Compliance Services</div> <div>OSHA Compliance Consulting</div> <div>CDC Cleaning Guidelines Implementation</div> <div>Safety Training Programs</div> <div>Emergency Preparedness Support</div> <div>Risk Management Assessments</div> <div>Pandemic Response Cleaning</div> <div>Hazardous Material Handling</div> <div>Personal Protective Equipment (PPE) Protocols</div> <div>Regulatory Compliance Audits</div> <div>Health and Safety Documentation</div> <div>7. Technology-Enabled Services</div> <div>Digital Work Order Management</div> <div>Real-Time Service Tracking</div> <div>Mobile Service Request Platforms</div> <div>Performance Analytics Dashboards</div> <div>IoT-Enabled Maintenance Monitoring</div> <div>Predictive Maintenance Technologies</div> <div>Remote Facility Monitoring</div> <div>Service Performance Reporting</div> <div>Asset Management Systems</div> <div>Maintenance Scheduling Optimization</div> <div>8. Specialized Facility Type Services</div> <div>Educational Facility Maintenance</div> <div>Municipal Building Services</div> <div>Healthcare Facility Cleaning</div> <div>Government Building Maintenance</div> <div>Corporate Office Solutions</div> <div>Recreational Facility Services</div> <div>Industrial Facility Maintenance</div> <div>Historical Building Preservation</div> <div>Research Facility Cleaning</div> <div>Public Space Maintenance</div>	*
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Table 7B: Depth and Breadth of Offered Solutions

Indicate below if the listed types or classes of Solutions are offered within your proposal. Provide additional comments in the text box provided, as necessary.

Line Item	Category or Type	Offered *	Comments
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80	Janitorial, custodial, housekeeping, cleaning and sanitizing services	<div><div><input checked="" type="radio"/> Yes</div><div><input type="radio"/> No</div></div>	<div>Janitorial, Custodial, Housekeeping, Cleaning, and Sanitizing Services</div> <div>Response: YES</div> <div>Detailed Comments:</div> <div>NewGen Cleaning offers comprehensive janitorial, custodial, housekeeping, cleaning, and sanitizing services that encompass:</div> <div>Full-spectrum cleaning solutions for diverse facility types</div> <div>Customized cleaning protocols for different environments</div> <div>Advanced sanitization techniques</div> <div>Specialized cleaning for high-traffic and sensitive areas</div> <div>Compliance with industry-leading health and safety standards</div> <div>Service Highlights:</div> <div>Daily, weekly, and monthly cleaning services</div> <div>Deep cleaning and disinfection</div> <div>Specialized surface treatment</div> <div>High-touch point sanitization</div> <div>Green cleaning and eco-friendly options</div> <div>Pandemic-responsive cleaning protocols</div> <div>Facility Types Serviced:</div> <div>Educational institutions</div> <div>Municipal buildings</div> <div>Healthcare facilities</div> <div>Corporate offices</div> <div>Public spaces</div> <div>Government buildings</div> <div>Our services are designed to meet the highest standards of cleanliness, hygiene, and facility maintenance, providing comprehensive solutions for Sourcewell Participating Entities.</div>
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81	Landscaping, groundskeeping, lawn mowing, snow removal or snow plowing, and grounds maintenance services	<div><div><input checked="" type="radio"/> Yes</div><div><input type="radio"/> No</div></div>	<div>Landscaping, Groundskeeping, Lawn Mowing, Snow Removal, and Grounds Maintenance Services</div> <div>Response: YES</div> <div>Detailed Comments:</div> <div>NewGen Cleaning provides comprehensive exterior maintenance services that fully encompass:</div> <div>Complete landscape management</div> <div>Seasonal grounds maintenance</div> <div>Year-round property care</div> <div>Comprehensive snow and ice management</div> <div>Proactive and reactive grounds maintenance</div> <div>Service Capabilities:</div> <div>Professional lawn mowing and turf management</div> <div>Seasonal landscaping design and implementation</div> <div>Comprehensive snow removal and winter services</div> <div>Grounds cleaning and debris management</div> <div>Irrigation system maintenance</div> <div>Tree and shrub care</div> <div>Hardscape maintenance</div> <div>Athletic field and recreational area maintenance</div> <div>Seasonal Service Highlights:</div> <div>Spring landscaping preparation</div> <div>Summer lawn and garden maintenance</div> <div>Fall ground cleanup</div> <div>Winter snow and ice management</div> <div>Year-round grounds preservation</div> <div>Our grounds maintenance solutions are designed to provide comprehensive, sustainable, and efficient exterior maintenance for Sourcewell Participating Entities, ensuring beautiful, safe, and well-maintained outdoor spaces.</div>
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82	Maintenance, management, and operations of facilities, systems, components, and surfaced areas (horizontal and vertical facilities)	<div><div><div></div><div>Yes</div></div><div><div></div><div>No</div></div></div>	<div>Maintenance, Management, and Operations of Facilities, Systems, Components, and Surfaced Areas</div> <div>Response: YES</div> <div>Detailed Comments:</div> <div>NewGen Cleaning offers comprehensive facilities maintenance and operations services covering both horizontal and vertical facility management, including:</div> <div>Comprehensive Facility Systems Management</div> <div>Full-scale building systems maintenance</div> <div>Integrated facility management solutions</div> <div>Proactive and reactive maintenance strategies</div> <div>Advanced technological monitoring and support</div> <div>Specific Service Capabilities:</div> <div>HVAC system maintenance and optimization</div> <div>Electrical system inspections and repairs</div> <div>Plumbing system management</div> <div>Structural integrity assessments</div> <div>Vertical transportation systems (elevators, escalators)</div> <div>Horizontal surface maintenance (floors, walkways, parking areas)</div> <div>Building envelope preservation</div> <div>Mechanical and electrical system diagnostics</div> <div>Advanced Management Approaches:</div> <div>Predictive maintenance technologies</div> <div>Energy efficiency optimization</div> <div>Safety system inspections</div> <div>Comprehensive asset management</div> <div>Real-time monitoring and reporting</div> <div>Customized maintenance protocols</div> <div>Our facilities maintenance services provide a holistic approach to building care, ensuring optimal performance, safety, and longevity for Sourcewell Participating Entities across diverse facility types and environments.</div>
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83	Complementary services as long as one or a combination of the offerings listed above in a. – c. is included.	<div><div><input checked="" type="radio"/> Yes</div><div><input type="radio"/> No</div></div>	<div>Complementary Services</div> <div>Response: YES</div> <div>Detailed Comments:</div> <div>NewGen Cleaning offers a comprehensive suite of complementary services that enhance and support our core maintenance offerings, including:</div> <div>Complementary Service Categories</div> <div><div>Furniture and equipment moving</div><div>Post-construction cleanup</div><div>Event preparation and restoration services</div><div>Interior and exterior window cleaning</div><div>Specialized surface restoration</div><div>Emergency preparedness support</div><div>Technology integration services</div><div>Asset management and tracking</div><div>Environmental compliance consulting</div><div>Safety and accessibility assessments</div></div> <div>Value-Added Support Services</div> <div><div>Digital work order management</div><div>Real-time service tracking</div><div>Performance analytics</div><div>Sustainability consulting</div><div>Energy efficiency assessments</div><div>Waste reduction programs</div><div>Green cleaning certifications</div><div>Training and staff development</div></div> <div>These complementary services are strategically designed to work in conjunction with our core janitorial, landscaping, and facilities maintenance offerings, providing comprehensive, integrated solutions for Sourcewell Participating Entities. Our approach ensures that these additional services directly support and enhance the primary maintenance services, creating a holistic and adaptable facility management ecosystem.</div>
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Table 8: Exceptions to Terms, Conditions, or Specifications Form

Line Item 84. NOTICE: To identify any exception, or to request any modification, to Sourcewell standard Master Agreement terms, conditions, or specifications, a Proposer must submit the proposed exception(s) or requested modification(s) via redline in the Master Agreement Template provided in the “Bid Documents” section. Proposer must upload the redline in the “Requested Exceptions” upload field. All exceptions and/or proposed modifications are subject to review and approval by Sourcewell and will not automatically be included in the Master Agreement.

Do you have exceptions or modifications to propose?	Acknowledgement *
	<div><div><input type="radio"/> Yes</div><div><input checked="" type="radio"/> No</div></div>

Documents

Ensure your submission document(s) conforms to the following:

1. Documents in PDF format are preferred. Documents in Word, Excel, or compatible formats may also be provided.
2. Documents should NOT have a security password, as Sourcewell may not be able to open the file. It is your sole responsibility to ensure that the uploaded document(s) are not either defective, corrupted or blank and that the documents can be opened and viewed by Sourcewell.

3. Sourcewell may reject any response where any document(s) cannot be opened and viewed by Sourcewell.

4. If you need to upload more than one (1) document for a single item, you should combine the documents into one zipped file. If the zipped file contains more than one (1) document, ensure each document is named, in relation to the submission format item responding to. For example, if responding to the Marketing Plan category save the document as "Marketing Plan."

- [Pricing](#) - PRICING-NEWGEN CLEANING.pdf - Tuesday March 11, 2025 11:52:59
- [Financial Strength and Stability](#) - FINANCIAL STRENGTH STABILITY-NEWGEN.pdf - Tuesday March 11, 2025 12:05:26
- [Marketing Plan/Samples](#) - MARKETING PLAN-NEWGEN.pdf - Tuesday March 11, 2025 12:22:41
- WMBE/MBE/SBE or Related Certificates (optional)
- Standard Transaction Document Samples (optional)
- Requested Exceptions (optional)
- Upload Additional Document (optional)

Addenda, Terms and Conditions

PROPOSER AFFIDAVIT OF COMPLIANCE

I certify that I am an authorized representative of Proposer and have authority to submit the foregoing Proposal:

1. The Proposer is submitting this Proposal under its full and complete legal name, and the Proposer legally exists in good standing in the jurisdiction of its residence.
2. The Proposer warrants that the information provided in this Proposal is true, correct, and reliable for purposes of evaluation for award.
3. The Proposer certifies that:
 - (1) The prices in this Proposal have been arrived at independently, without, for the purpose of restricting competition, any consultation, communication, or agreement with any other Proposer or competitor relating to-
 - (i) Those prices;
 - (ii) The intention to submit an offer; or
 - (iii) The methods or factors used to calculate the prices offered.
 - (2) The prices in this Proposal have not been and will not be knowingly disclosed by the Proposer, directly or indirectly, to any other Proposer or competitor before award unless otherwise required by law; and
 - (3) No attempt has been made or will be made by Proposer to induce any other concern to submit or not to submit a Proposal for the purpose of restricting competition.
4. To the best of its knowledge and belief, and except as otherwise disclosed in the Proposal, there are no relevant facts or circumstances which could give rise to an organizational conflict of interest. An organizational conflict of interest is created when a current or prospective supplier is unable to render impartial service to Sourcewell due to the supplier's: a. creation of evaluation criteria during performance of a prior agreement which potentially influences future competitive opportunities to its favor; b. access to nonpublic and material information that may provide for a competitive advantage in a later procurement competition; c. impaired objectivity in providing advice to Sourcewell.
5. Proposer will provide to Sourcewell Participating Entities Solutions in accordance with the terms, conditions, and scope of a resulting master agreement.
6. The Proposer possesses, or will possess all applicable licenses or certifications necessary to deliver Solutions under any resulting master agreement.
7. The Proposer will comply with all applicable provisions of federal, state, and local laws, regulations, rules, and orders.
8. Proposer its employees, agents, and subcontractors are not:
 1. Included on the "Specially Designated Nationals and Blocked Persons" list maintained by the Office of Foreign Assets Control of the United States Department of the Treasury found at: <https://www.treasury.gov/ofac/downloads/sdnlist.pdf>;
 2. Included on the government-wide exclusions lists in the United States System for Award Management found at: <https://sam.gov/SAM/>; or
 3. Presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from programs operated by the State of Minnesota; the United States federal government, as applicable; or any Participating Entity. Vendor certifies and warrants that neither it nor its principals have been convicted of a criminal offense related to the subject matter of this solicitation.

☒ By checking this box I acknowledge that I am bound by the terms of the Proposer's Affidavit, have the legal authority to submit this Proposal on behalf of the Proposer, and that this electronic acknowledgment has the same legal effect, validity, and enforceability as if I had hand signed the Proposal. This signature will not be denied such legal effect, validity, or enforceability solely because an electronic signature or electronic record was used in its formation. - Kathleen Danduan, President & General Manager, 2125359 Alberta Ltd. a/o NewGen Cleaning Services

The Proposer declares that there is an actual or potential Conflict of Interest relating to the preparation of its submission, and/or the Proposer foresees an actual or potential Conflict of Interest in performing the obligations contemplated in the solicitation proposal.

☒ Yes ☐ No

The Bidder acknowledges and agrees that the addendum/addenda below form part of the Bid Document.

Check the box in the column "**I have reviewed this addendum**" below to acknowledge each of the addenda.

File Name	I have reviewed the below addendum and attachments (if applicable)	Pages
Addendum 10 Facilities Maintenance Services RFP 031125 Tue March 4 2025 08:21 AM	<input checked="" type="checkbox"/>	1
Addendum 9 Facilities Maintenance Services RFP 031125 Tue February 25 2025 01:24 PM	<input checked="" type="checkbox"/>	1
Addendum 8 Facilites Maintenance Services RFP 031125 Mon February 24 2025 11:36 AM	<input checked="" type="checkbox"/>	1
Addendum 7 Facilities Maintenance Services RFP 031125 Fri February 21 2025 07:18 AM	<input checked="" type="checkbox"/>	2
Addendum 6 Facilities Maintenance Services RFP 031125 Fri February 14 2025 02:59 PM	<input checked="" type="checkbox"/>	2
Addendum 5 Facilities Maintenance Services RFP 031125 Wed February 12 2025 07:52 AM	<input checked="" type="checkbox"/>	2
Addendum 4 Facilities Maintenance Services RFP 031125 Fri February 7 2025 08:29 AM	<input checked="" type="checkbox"/>	2
Addendum 3 Facilities Maintenance Services RFP 031125 Mon February 3 2025 07:44 AM	<input checked="" type="checkbox"/>	1
Addendum 2 Facilities Maintenance Services RFP 031125 Fri January 24 2025 10:17 AM	<input checked="" type="checkbox"/>	1
Addendum 1 Facilities Maintenance Services RFP 031125 Wed January 22 2025 02:43 PM	<input checked="" type="checkbox"/>	2