

**AN ORDINANCE TO AUTHORIZE AND APPROVE A CONTRACT BETWEEN THE CITY OF WILMINGTON AND ASSET MANAGEMENT ALLIANCE, LLC FOR BUILDING MANAGEMENT SERVICES FOR THE CITY'S EMERGENCY OPERATIONS CENTER**

#4538

Sponsors:

Council  
Members  
Walsh  
Williams

**WHEREAS**, pursuant to Section 2-308 and Section 8-200 of the City Charter, City Council may, by ordinance, authorize contracts for the rendering of services for a period of more than one year; and

**WHEREAS**, the City publicly advertised the specifications for Contract 19001EMPS – Building Management Services at the Emergency Operations Center (the “Contract”) – in accordance with the requirements of Section 8-200 of the City Charter, and subsequently awarded the Contract, a copy of which, in substantial form, is attached hereto and incorporated by reference herein as Exhibit “A”, to Asset Management Alliance, LLC (the “Contractor”), the highest ranked proposer; and

**WHEREAS**, the term of the Contract is for a period of one (1) year from July 1, 2018 through June 30, 2019, at an estimated price of Ninety Eight Thousand Five Hundred Eight Dollars (\$98,508.00), with the possibility of three (3) extensions of one (1) year thereafter at the same annual price, at the option of the City, subject to budget appropriations; and

**WHEREAS**, the primary purpose of the Contract is to provide building management services at the City’s Emergency Operations Center; and

**WHEREAS**, said extension periods were included in the Contract in order to provide for continuity of service; and

**WHEREAS**, it is the recommendation of the Office of Emergency Management that the City enter into the Contract with the Contractor for a period of one (1) year from July 1,

2018 through June 30, 2019, and reserve the right to extend the Contract for three (3) additional periods of one (1) year thereafter, at the option of the City.

**NOW, THEREFORE, THE COUNCIL OF THE CITY OF WILMINGTON  
HEREBY ORDAINS:**

**SECTION 1.** Contract 19001EMPS - Building Management Services at the Emergency Operations Center - between the City of Wilmington and Asset Management Alliance, LLC, a copy of which Contract is attached hereto as Exhibit "A," for the period of one (1) year from July 1, 2018 through June 30, 2019, at an estimated price of Ninety Eight Thousand Five Hundred Eight Dollars (\$98,508.00), with the possibility of three (3) additional extensions of one (1) year thereafter at the same annual price, at the option of the City, is hereby approved, and the Mayor and the City Clerk are hereby authorized and directed to execute as many copies of the Contract, as well as all additional undertakings related thereto, as may be necessary.

**SECTION 2.** This Ordinance shall become effective upon its passage by City Council and approval by the Mayor.

First Reading ..... May 17, 2018  
Second Reading ..... May 17, 2018  
Third Reading .....

Passed by City Council,

\_\_\_\_\_  
President of City Council

ATTEST: \_\_\_\_\_  
City Clerk

Approved this \_\_\_\_ day of \_\_\_\_\_, 2018.

\_\_\_\_\_  
Mayor

**SYNOPSIS:** This Ordinance authorizes the execution of Contract 19001EMPS - Building Management Services at the Emergency Operations Center - between the City of Wilmington and Asset Management Alliance, LLC for the period of one (1) year from July 1, 2018 through June 30, 2019, at an estimated price of Ninety Eight Thousand Five Hundred Eight Dollars (\$98,508.00), with the possibility of three (3) additional extensions of one (1) year thereafter at the same annual price, at the option of the City.

**FISCAL IMPACT STATEMENT:** The fiscal impact of this Ordinance is a contract for the period of one (1) year from July 1, 2018 through June 30, 2019, at an estimated price of Ninety Eight Thousand Five Hundred Eight Dollars (\$98,508.00), with the possibility of three (3) additional extensions of one (1) year thereafter at the same annual price, at the option of the City.

# **EXHIBIT A**

Ad Number: 0002669912

Run Dates: 01/18/18, 01/23/18

The City of Wilmington will receive sealed proposals at the Div. of Procurement & Records, 5th Fl., Louis L. Redding Bldg., 800 French St., Wilm., DE 19801 for: **19001EMPS - PROFESSIONALSERVICES FOR BUILDING MANAGEMENT EMERGENCY OPERATIONS CENTER (EOC)**

**Pre-Proposal Meeting:** Tuesday, January 30, 2018, at 10:00 a.m., in the Emergency Operations Center, 22 S. Heald Street, Wilmington, DE 19801

**Proposals are due on TUESDAY, FEBRUARY 13, 2018, at 4:30 p.m.**

Scope of Services may be obtained at the above address.

Phil Ceresini  
Purchasing Agent II  
Department of Finance  
Division of Procurement and Records

[pceresini@wilmingtonde.gov](mailto:pceresini@wilmingtonde.gov)  
[www.wilmingtonde.gov](http://www.wilmingtonde.gov)

1/18, 1/23-NJ

0002669912-01



Classified Ad Receipt  
(For Info Only - NOT A BILL)

**Customer:** SD CITY WILM PURCHASING DIV  
**Address:** 800 N FRENCH ST FL 5  
WILMINGTON DE 19801  
USA

**Ad No.:** 0002669912  
**Pymt Method:** Invoice  
**Net Amt:** \$151.74

**Run Times:** 2

**No. of Affidavits:** 1

**Run Dates:** 01/18/18, 01/23/18

**Text of Ad:**

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1/18, 1/23-NJ

0002669912-01



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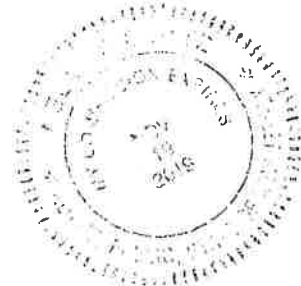
Of the **The News Journal Media Group**, a newspaper printed, published and circulated in the State of Delaware, who being duly sworn, depose and saith that the advertisement of which the annexed is a true copy, has been published in the said newspaper 2 times, once in each issue as follows:

01/18/18, 01/23/18 A.D 2018

Sworn and subscribed before me, this 23 day of January,  
2018

Ad Number: 0002669912

Legal notification printed at larger size for affidavit.



## REQUEST FOR PROPOSALS

1. Proposals on **City Contract 19001EMPS – Professional Services for Building Management, Emergency Operations Center (EOC), 22 South Heald Street** will be received in the Division of Procurement and Records, 5<sup>th</sup> Floor, Louis L. Redding City/County Building, 800 French Street, Wilmington, Delaware, on **Tuesday, February 13, 2018 at 4:30 p.m.**
2. Proposals must be an original and three (3) copies, along with two (2) PDF electronic copy on either a CD, DVD, or Thumb Drive, sealed in an envelope, and the envelope endorsed "**Proposal for City Contract 19001EMPS – Professional Services for Building Management, Emergency Operations Center (EOC)**" and addressed to the Department of Finance, Division of Procurement and Records, Fifth Floor, Louis L. Redding City/County Building, 800 French Street, Wilmington, Delaware.
3. Any proposal may be withdrawn prior to the schedule time for opening of proposals or authorized postponement thereof. No proposal may be withdrawn within sixty (60) calendar days after the actual opening thereof.
4. The successful proposer will be required to have or obtain an appropriate business license from the Department of Finance, Revenue Division, City of Wilmington, in order to be awarded the contract. Before obtaining a City of Wilmington Business License, all applicants must show proof of a current State of Delaware Business License.
5. The successful proposer will be required to withhold City of Wilmington Wage Tax from their employees and withheld taxes paid to the City of Wilmington pursuant to the provisions of the Wilmington Wage Tax Law. This law applies to people living and/or working in the City of Wilmington.
6. The U.S. Department of Commerce monitors Procurement transaction made to minority business enterprises by the City of Wilmington. The Minority Business Developments Agency's District Office reserves the right to contact the successful minority proposer and/or subcontractor to confirm any participation in the Procurement process.
7. The successful bidder certifies that they are not listed on the Federal Governmental, Excluded Parties List System ([www.epls.gov](http://www.epls.gov)). This will be verified by the City of Wilmington and if listed may be grounds for rejection of the bid or proposal.

### 8. Award and Execution of Contract

- A. **Consideration of Proposals.** Before awarding the contract, a proposer may be required to show that he/she has the ability, experience, necessary equipment, experienced personnel, and financial resources to successfully carry out the work required by the contract.

The right is reserved to reject any and/or all proposals, to waive technicalities, to advertise for new proposals, or to proceed to do the work otherwise, if in the judgement of the department the best interest of the City will be promoted thereby.

- B. **Award of Contract.** The award of the contract, if it be awarded, must be within sixty (60) calendar days after the opening of proposals to the qualified proposer whose proposal complies with all the requirements prescribed. The successful bidder will be notified by letter mailed to the address shown on his proposal that his proposal has been accepted and has been awarded the contract.



- C. **Cancellation of Award.** The City reserves the right to cancel the award of any contract at any time before the execution of said contract by all parties without any liability against the City.

9. Any person doing business or seeking to do business with the City shall abide by the following Global Sullivan Principles:

- A. Support universal human rights and particularly, those of employees, the communities within which you operate, and parties with whom you do business.
- B. Promote equal opportunity for employees at all levels of the company with respect to issues such as color, race, gender, age, ethnicity, or religious beliefs, and operate without unacceptable worker treatment such as the exploitation of children, physical punishment, female abuse, involuntary servitude, or other forms of abuse.
- C. Respect employee's voluntary freedom of association.
- D. Compensate employees to enable them to meet at least their basic needs and provide the opportunity to improve their skill and capability in order to raise their social and economic opportunities.
- E. Provide a safe and healthy workplace; protect human health and the environment; and promote sustainable development.
- F. Promote fair competition including respect for intellectual and other property rights, and not offer, pay, or accept bribes.
- G. Work with governments and communities in which you do business to improve the quality of life in those communities -- their educational, cultural, economic, and social well-being -- and seek to provide training and opportunities for workers from disadvantaged backgrounds.
- H. Promote the application of these principles by those with whom you do business.

**Special Note:** Effective January 1, 2015 Ordinance 14-042 requires that the minimum wage for any work performed for the City of Wilmington as a result of a competitive bid process is \$10.10 per hour.

**PRE-PROPOSAL MEETING:**

**Tuesday, JANUARY 30, 2018 @ 10:00 am**  
**Emergency Operations Center**  
**22 S. Heald Street**  
**WILMINGTON, DE 19801**

**CITY OF WILMINGTON**  
**PUBLIC SAFETY EMERGENCY OPERATIONS CENTER**  
**22 SOUTH HEALD STREET**  
**WILMINGTON, DELAWARE**

**PROFESSIONAL SERVICES FOR BUILDING MANAGEMENT**

**19001EMPS**

**INSTRUCTIONS AND SPECIFICATIONS**

The site, which is the subject of this agreement, is physically located at 22 South Heald Street, at the intersection of S. Heald St. and Christiana Av. in the City of Wilmington, Delaware. It is presently known as the City of Wilmington, Emergency Operations Center (EOC) and houses the Office of Emergency Management, the Emergency Operations Center, and the Wilmington Fire Department Administrative Staff.

**INSTRUCTIONS**

The following items should be considered by all vendors submitting proposals.

1. The facility, known as the EOC, consists of an L-shaped structure with two floors that contain a total of 23,000 square feet distributed on each of the two floors, 21,200 on the first floor and 1800 on the second floor. There are storage and maintenance areas on the first floor.
2. The site houses the Office of Emergency Management, Emergency Operations Center, and the Wilmington Fire department Administrative Staff. Typically, the building is occupied, Monday to Friday from 7:00 AM to 5:00 PM. During an emergency activation the building will remain open 24 hours a day and 7 days per week.

## SPECIFICATIONS

### PROFESSIONAL SERVICES TO BE PROVIDED BY THE VENDOR

#### A. General

This is a contract for Professional Services and intended to be awarded to the vendor who the City determines can best fulfill the City's needs. The price of the Contractor's services will be an important factor, but will not necessarily be determinative of the successful vendor. The City reserves the right to negotiate with any or all vendors after the proposals have been received and opened by the City or to reduce the scope of this agreement during the year as necessary. The City also reserves the right to request additional information and/or to interview any or all of the vendors.

Vendor shall be capable of providing sufficient staff and management personnel to provide professional services and meet the specified needs of the City of Wilmington, Public Safety Emergency Operations Center (PSEOC). The contractor shall furnish all supervision, labor, materials, supplies and operating expenses necessary and required for the safe and proper provision of the services listed below. This will include preventative maintenance, routine service, inspections, repairs, etc. The manufacturers recommended maintenance and repair specifications and intervals and all Federal, State, or Local governmental regulations, laws standards and codes will be followed at all times. A specific staff individual shall be identified and charged with the responsibility for conducting all of the services herein stated. The management company and/or its personnel, and any sub-contracted firm(s) hired by the selected management company, must have a minimum of five (5) years experience in the management and maintenance of office buildings which are a minimum of 23,000 square feet in size. All proposers will be required to furnish proof of this experience, along with a list of references for their firm and any subcontractors listed or utilized for the duration of this agreement. Vendor shall supply all maintenance equipment and tools necessary to carry out the terms of this agreement. The City of Wilmington will not reimburse for tools or equipment under this agreement. All preventative and routine maintenance shall be covered by this agreement. In the case of a minor repair that is outside of the specific scope of this agreement, the City may request that the contractor handle the repair either by using internal labor or a sub-contractor. This type of work will be limited to a maximum of \$1,000.00 per incident and \$1,200.00 per month. This will be the only thing that is to be reimbursable and will require receipts or invoices that will be invoiced to the City of Wilmington at cost. Any repairs that exceed this threshold will be handled through a separate purchase order following all City of Wilmington purchasing guidelines. Occasionally, the City may require the Superintendent to obtain written quotations to assist in this process.

#### B. Building Superintendent

Prior to the awarding of this contract, the vendor shall furnish the Director of Emergency Management with the identity of the proposed building superintendent. As the building superintendent may have access to strategic or sensitive areas of the building, the

proposed superintendent shall be subject to a pre-employment screening examination (including substance abuse testing) to be performed by or on behalf of the management company, the results of which shall be submitted to the Wilmington Office of Emergency Management and shall be subject to its approval. The management company shall inform the prospective superintendent prior to taking such pre-employment screening examination that the results will be forwarded to the Wilmington Office of Emergency Management for its review.

A copy of an executed contract and a Certificate of Insurance for all contracted services shall be maintained in the Building Superintendent's Office located in the PSEOC and shall be available for inspection upon reasonable notice by the City. Additionally, a copy of the City of Wilmington Business License for the successful vendor and any subcontractors will also be maintained in the Building Superintendent's Office.

The vendor shall provide a building superintendent on site four (4) hours each day, Monday through Friday, who shall be responsible for the overall management and maintenance of the building including but not limited to; the replacement of light bulbs and lamps throughout the building, unstopping toilets and urinals, minor repairs or painting as needed or any other related duties as requested by the Director of Emergency Management. Such individual shall be knowledgeable of the various mechanical and electrical systems which are installed in the building. He/she shall meet on a regular basis with the designated City personnel to discuss the operation and maintenance of the building. He/she shall be responsible for coordinating all of the services to be rendered under this agreement and for maintaining records of same. A written report of duties performed will be provided to the Director of Emergency Management weekly.

In addition to the times that the superintendent shall be on duty at the building location, he/she shall be on call on a 24-hour basis or the vendor will provide equally competent support staff. No additional charges shall be made to the City of Wilmington for the superintendent or support staff for this 24-hour on-call service.

C. Heating, Ventilating, and Air Conditioning

1. Vendor shall ensure that the individual selected as the Building Superintendent is knowledgeable of the mechanical system installed in the building. There shall be developed a regular service interval for the primary units located on the roof and platform as well as the various satellite units installed in the ceilings throughout the building. The units shall be serviced in accordance with this regular schedule and documented.
2. Maintenance on these units will be performed at least once every four (4) months, and will include the replacement of pleated air filters and any other materials needed. This maintenance including the filters and any required routine water treatment, chemicals, etc., will be included in the cost of this contract and should be included in the price listed on the proposal form section C.

D. Electrical, Security, and Monitoring Systems

1. The building is equipped with a card access security system that is controlled by various computer sites. Vendor shall become familiar with this system. Additionally, vendor shall take the necessary steps to ensure that only designated individuals have access to the computer control sites.
2. Vendor shall provide the City with a list of all employees or contractors who may have access to this system for security checks. The City retains the right to reject any individual or contractor access to this system with or without cause.
3. Vendor shall familiarize themselves and their staff with the electrical configuration of the building and the various control mechanisms. He shall ensure that all mechanisms are maintained in proper working order and serviced at the appropriate intervals. (all routine maintenance and testing, including once yearly infrared inspection of all switchgear and breaker panels are to be included). It shall be the vendors responsibility to supply and change all bulbs and lamps as necessary.
4. The building is equipped with a security visual monitoring system in addition to the other systems. Vendor shall ensure that he becomes familiar with the mechanics of such system and that it is properly serviced and maintained.

E. Exterior Window Cleaning

Vendor shall procure the services of a window cleaning firm or shall provide such services with its staff. Such services are to be rendered in a first-class manner in accordance with the specifications herein provided. However, the City reserves the right to reject the window cleaning firm if the services provided are not in accordance with acceptable standards by giving such notice to the Building Superintendent in writing. Such notice shall be effective upon receipt unless otherwise stated herein.

The inside of all regular exterior windows shall be washed semi-annually. The outside of all regular windows shall be washed quarterly.

F. Grounds, Site Maintenance (including all parking area's)

1. Vendor shall provide personnel to police the grounds on a regular basis. This shall include clearing any debris, litter, or trash that should be found on or in and around the premises.
2. The grounds shall be policed on Mondays, Wednesdays, and Fridays of each week; however, all entrance areas, inside and outside, will be checked and cleaned daily. This is to include removal of cobwebs around outside of entrances.

3. The vendor shall provide personnel to cut the grass areas on the grounds once a week during the growing season.
4. The vendor shall provide personnel to remove snow and apply salt, sand, etc. from areas of employee and public access to the Emergency Operations Center. Snow removal should be completed prior to the regular occupancy times.
5. Vendor shall provide lawn services as follows:

- a. Spring Clean-up - late March:

Clean all bed areas to remove accumulated leaves, debris, and any old weed growth. Spring clean-up is to occur prior to mulch application. Some fill might be necessary in these areas.

- b. Mulching:

Mulch all bed areas once per year, following spring clean-up with a minimum of two inch depth of hardwood mulch.

- c. Weed Control:

Apply pre-emergent weed control such as Treflan as per labeled directions. Application to be applied as needed, minimum of onetime per year, dependent on weather conditions and product residual.

- d. Bed Care:

Weed, edge and/or cultivate bed areas a minimum of every three weeks to maintain a consistently neat, clean bed area.

- e. Trimming and Pruning:

Trim and prune all ornamental trees, shrubs, and ground covers according to standard horticultural practice and timing consistent with specific tree, shrub, and ground cover varieties.

Trimming shall consist of removal of excessive seasonal growth to all hedge rows or sheared plant material. Trimming will be done a minimum of three times per year.

Pruning shall consist of removal of winter kill and damage due to wind and ice, removal of dead and crossing branching, rejuvenation of pruning to encourage new branching from base of deciduous shrubs, removal of excessive suckering shoot growth from the base of trees, and removal of

weakened insect and disease damaged wood.

Care shall be given to maintain natural plant form, flowering wood and buds shall not be removed prior to flowering state of plant growth.

f. Spraying:

Spray all trees and shrubs as required to control insect and disease damage, a minimum of three times per year. Spray applications would be targeted to control peak populations of insects and disease organisms.

g. Flower Installation (All beds butting and around the building):

Install annual flowers Spring and late Summer.

G. Sprinkler / Alarm Systems

The building is equipped with a basic sprinkler system that protects the entire structure. Additionally, the building is equipped with a fire alarm system and fire extinguishers.

Vendor shall provide regular service, testing and maintenance on the sprinkler system, fire alarm systems and fire extinguishers. Vendor shall document the existence of such service and maintenance. These documents shall be maintained in the Building Superintendent's Office, located in the PSEOC, and be available for inspection upon reasonable notice by the City.

H. Emergency Generator

The building has installed an emergency generator to provide electrical power to various areas in the event of a power failure from the local electrical source. Vendor shall maintain and test the generator in accordance with the manufacturer's specifications; however, at a minimum the generator will be tested quarterly with 1 full load test per year. A log of the service and maintenance intervals shall be maintained in the Building Superintendent's Office at the PSEOC. These documents shall be available for inspection by the City upon reasonable notice.

I. Exterminating

Vendor shall provide exterminating services as needed. At a minimum there will be 6 treatments and inspections per year. Additionally, there will be on termite inspection and possible treatment (based on results of inspection), yearly.

J. Elevator

The Building Superintendant shall be knowledgeable of elevator systems. Elevators are to be inspected and serviced in accordance with the manufacturer's standards and the applicable building code. Vendor is to establish a maintenance and inspection log that shall clearly indicate that the required level of service is performed. These documents shall be maintained in the Building Superintendent's Office located in the Emergency Operations Center, and be available for inspection by the City.

K. Flood Gates

The Superintendant will be become familiar with the Flood Gates for the building. He / She will be knowledgeable with the installation of gates and will install same when conditions warrant.

L. Janitorial Services

1. General

The PSEOC is to be cleaned in a first-class manner. General specifications must be adhered to.

2. Cost

The cost for this part of the contract is to be developed on a per square foot basis for cleaning all areas including corridors, rest rooms, elevators, lobbies, and all other building space that normally needs janitorial services. Cleanable square footage is defined as all tenant and public space measured from inside wall, including floor space taken by furniture, internal walls, columns, etc. All cleaning supplies, plastic trash bags, paper towels, toilet paper, soap, sanitary napkins, deodorant blocks, etc. will be furnished by the contractor without any additional charges to the City of Wilmington.

3. Work Hours

Janitorial services, as outlined herein, shall be provided five days a week, Monday through Friday (minimum). Changes to this schedule must be approved in advance by the Director of Emergency Operations or his/her designee.

4. Administration

The City of Wilmington reserves the right to reject the cleaning contract, prior to selection by the contractor and at any time during the duration of this agreement.



The same rules shall be applicable for any replacement of such contractor. The Building Superintendent will meet with the janitorial contractor prior to the start of work under this agreement to review the contract and expectations. Notification shall be given to the City prior to any changes in cleaning contractor.

5. Inspection and Review

Monthly reviews will be made with the Building Superintendent to determine that all required services outlined herein are being provided. The inspections shall be at the discretion of the appropriate City personnel. In addition to the monthly review with the contractor, the Building Superintendent will make daily tours of the building observing general maintenance. A daily log will be maintained of all cleaning requests and/or complaints. This log will be reviewed daily by the Building Superintendent. Major discrepancies between contract provisions and contractor's performance that cannot be settled by the Building Superintendent and the Janitorial Project Manager shall be taken up by the appropriate City officials with management personnel of the cleaning contractor. The Building Management Contractor agrees to provide a monthly report to the Director of Emergency Management listing the dates of all monthly, bi-monthly, and quarterly janitorial services. It should be noted that the frequencies shown in these specifications are designed to provide a satisfactory degree of cleanliness under normal conditions. In the case of inclement weather or other unforeseen circumstances, it may become necessary to change the frequency of cleaning in some areas to maintain satisfactory cleaning standards.

6. Daily for Vendor

- a. Empty wastebaskets, wash as needed, replace liners.
- b. Dust mop all resilient floors with treated dust mop.
- c. Vacuum all carpeting daily; use crevice tool for all hard to clean objects and areas.
- d. Wet mop entire lobby floor; vacuum entrance lobbies on floors.
- e. Clean and wipe countertops, stoves, walls, and appliances in the kitchen area.
- f. Clean all glass doors.
- g. Clean and sanitize all drinking fountains.
- h. Thoroughly clean all male and female locker areas and rest room fixtures, sinks, hoppers, and urinals with germicidal disinfectant (Tergisyl or approved equal). Chrome shall be polished and doors, dispensers, window sills, ledges, and mirrors shall be cleaned. Rest rooms, and all locker room floors, shall be mopped with germicidal disinfectant (Tergisyl or approved equal).
- i. Replace all rest room supplies; i.e., hand towels, toilet tissue, toilet seat covers, sanitary supplies, deodorant blocks in both men's and women's

rest rooms, and hand soap as needed. In addition, spray air fresheners and deodorizers will be applied by the janitorial attendant as needed.

- j. Sweep stairwells and landings.
- k. Remove trash and all obvious debris; i.e., trash around vending machines. Also clean microwave oven(s).

7. Weekly for Vendor

- a. Dust all furniture, window sills, filing cabinets, wall hangings, etc., with treated cloths.
- b. Spot clean crevices between carpet and wall wherever necessary, such as around power poles and electrical outlets.
- c. Remove all marks and smudges from doors, doorjambes, light fixtures, ceilings, and walls.
- d. Thoroughly clean all male and female locker areas to include all fixtures, floors, and walls with germicidal disinfectant. Dust the tops of all locker areas.

8. Monthly for Vendor

- a. Remove cobwebs from ceilings, shelving, etc.
- b. Wash rest room stall doors and stall walls with germicidal disinfectant (Tergisyl or approved equal). Wash kitchen walls on the first floor.
- c. Dust all blinds.
- d. Scrub rest room floors and all locker rooms.
- e. Remove all insects trapped in fluorescent lights in corridors, lobbies, all office areas, and executive suites.
- f. Clean all interior glass surfaces including glass door inserts, walls and interior windows throughout the building.

9. Quarterly for Vendor

- a. Clean light diffusers. Clean ceiling tiles around air vents as needed.
- b. Vacuum drapes.
- c. Vacuum upholstered furniture.
- d. Strip, rewax, and buff all non-carpeted floors.
- e. Wash rest room walls with germicidal disinfectant (Tergisyl or approved equal).
- f. Mop stairways and landings. Wash walls and doors as needed.

10. Yearly for Vendor

All carpeted areas of the PSEOC will be cleaned and shampooed at least once a year.

11. Added Conditions for Janitorial Personnel

- a. All personnel shall have picture identification cards or badges provided by the Building Superintendent or City of Wilmington.
- b. All heavy cleaning (e.g., floor mopping, etc.) shall be performed on a five-day week, Monday through Friday.
- c. One person is to work as a day worker five days a week, Monday through Friday.
- d. The Wilmington Office of Emergency Management has the right to demand removal from its premises, any employee of the contractor for whatever reason may be deemed sufficient.
- e. Damage and/or pilferage by employees of the contractor shall be the contractor's responsibility, and the owner's loss will be reimbursed.
- f. The contractor shall, at his expense, correct unsatisfactory work as directed.
- g. The contractor shall take every precaution for the safety of employees and tenants.
- h. All custodians are to enter and/or leave the building as directed.
- i. Any custodian leaving the building with bags, boxes, etc., where the contents are not visible to City personnel, will not be able to leave until the supervisor, in the presence of a designated City of Wilmington employee, surveys the contents.
- j. Custodians shall not eat in any office area.
- k. The custodial sign-in sheet will indicate where the custodian is assigned. Any changes during the shift must be communicated to the City.
- l. **All telephones in the building are off-limits.** In the event of an emergency, the telephone at the information desk may be used. This is for local calls only, no long distance calls.
- m. Custodians are responsible for turning off any light switches that are accessible to them when they clean an area.

## GENERAL CONDITIONS

### A. Hold Harmless

Contractor agrees to defend, indemnify, and hold harmless the City of Wilmington from and against any and all claims for injury to or loss of life or damage to or loss of use of property cause or alleged to be caused by acts or omissions of the contractor, the contractor's employees and any subcontractors.

### B. Laws to be Observed

Contractor shall at all times observe and comply with all Federal, State, local and municipal laws, ordinances, rules and regulations that may apply to the services to be rendered under this agreement and shall defend, indemnify, and save harmless the City and all its officers, agents and servants against any claim or liability arising from such based upon the violation of any such law, ordinance, rule, regulation, order or degree.

### C. Damage by Employees

Contractor, his subcontractors, agents, assignees, servants, and employees shall be responsible for any damage done to the property of the City that may occur during the rendering of services under this agreement. Contractor shall replace or compensate the City for the damage caused by such person(s) to property of the City.

### D. Insurance

The contractor will be required to provide insurance of the prescribed types and minimum amounts as set forth herein. Evidence of such insurance shall be furnished to the City ten (10) days after contractor is given notice of award of contract. Such evidence shall be in the form of insurance certificates that shall contain a provision that provides that coverage afforded under the policies shall not be canceled until at least thirty (30) days prior written notice has been given to the City. All insurance contracts must name the City of Wilmington as an additional insured.

Minimum requirements of insurance to be carried by the contractor shall be as follows:

1. Workers' Compensation Insurance - statutory as required by the Workers' Compensation Law of Delaware. Employer's liability coverage must be provided with limit of \$100,000.00.
2. Comprehensive General Liability Insurance, including broad form property damage and contractual liability insurance - bodily injury and property damage liability with a combined single limit of \$2,000,000.00 for all damages because of bodily injury and property damage suffered by one or more persons or organizations as a result of any one occurrence. For all those parts of the work to be performed under this agreement by subcontractors, contractor shall require

them to carry such insurance coverage specified herein and name the City of Wilmington as an additional insured.

3. Comprehensive Automobile Liability Insurance (to provide coverage for all owned and rented vehicle) - bodily injury and property damage liability with a combined single limit of \$500,000.00 for all damages because of bodily injury and property damage suffered by one or more person(s) as a result of one or more accidents.

E. Licenses

All licenses required by State and/or City shall be obtained by the contractor. Contractor and all sub-contractors shall withhold City of Wilmington Wage Tax for all employees and withheld taxes shall be paid to the City of Wilmington pursuant to the provisions of the Wilmington Wage Tax Law. No agreement will be executed until evidence is presented of having obtained all necessary licenses and having applied for wage tax withholding. Corrective action will be taken against any Sub-contractors that do not remain in compliance with all City of Wilmington tax codes.

F. Cancellation

The provisions outlined in these specifications are the absolute basic and minimum requirements. The City of Wilmington must be satisfied with the services rendered hereunder before invoices are paid. Failure to meet these requirements as determined by the Chief of Police shall result in cancellation of this agreement upon seven (7) days notice to contractor and/or a reduction in the contractor's invoice for payment. Additionally, the City of Wilmington reserves the right to reject any individual or sub-contractor with or without cause at any time.

G. Payment of Services

Contractor shall submit a single invoice monthly for 1/12 of the total fixed cost plus any pre-approved reimbursable expenses (subject to the limits disclosed in section "A" of the specifications). Supporting documentation (copies of invoices, work orders, etc.) will be required for the reimbursable expenses

Where there is a dispute regarding the performance of unsatisfactory service, immediate notification shall be given of omissions of work or unsatisfactory performance of work. Failure to timely correct unsatisfactory work shall result in an appropriate deduction. Such deduction shall be determined exclusively by the Chief of Police in the exercise of good faith judgment regarding the contractor's performance.

LENGTH OF SERVICE

The term of this contract shall be one (1) year commencing on July 1, 2018. The term of this contract may be amended to one (1) year with three (3) renewal periods of one (1)

year each. Each renewal shall be at the sole discretion of the City of Wilmington. Should the City exercise either of its renewal options, all terms and conditions shall remain the same.

Questions can be directed to Phil Ceresini, Purchasing Agent at [pceresini@wilmingtonde.gov](mailto:pceresini@wilmingtonde.gov), 302-576-2421. Questions will not be accepted within 1 week of proposal due date.

PROPOSAL FORM

DATE: \_\_\_\_\_

CONTRACT NO: 19001EMPS

City of Wilmington Business License Number is \_\_\_\_\_

This proposal is submitted with the knowledge that the Department of Finance, Division of Procurement and Records, reserves the right to reject any and all proposals, when in its judgment, it is in the best interest of the City of Wilmington to do so.

We, the undersigned, hereby agree to furnish and deliver, per specifications, the item(s) listed below to the City of Wilmington, Emergency Operations Center, 22 South Heald Street, Wilmington, Delaware 19801.

Building Management services from one year after signing contract.

Category	Monthly Billing is Annual Total Divided by 12	Annual Total
A. Management Fee	\$	\$
B. Building Superintendent	\$	\$
C. Heating Ventilation & Air Conditioning	\$	\$
D. Electrical, Security, Monitoring	\$	\$
E. Exterior Window Cleaning	\$	\$
F. Grounds Landscaping	\$	\$
G. Sprinkler, Alarm, Extinguishers	\$	\$
H. Emergency Generator	\$	\$
I. Exterminating	\$	\$
J. Elevator	\$	\$
K. Flood Gates	\$	\$
L. Janitorial	\$	\$
	<b>Total Fixed Costs</b>	\$
Reimbursable (Maximum)	\$1,200.00	\$14,400.00
	<b>GRAND TOTAL</b>	\$

FIRM: \_\_\_\_\_  
Corporation, Partnership, Individual

PER: \_\_\_\_\_  
Name (Type or Printed)

TITLE: \_\_\_\_\_

ADDRESS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

PHONE: \_\_\_\_\_

FAX #: \_\_\_\_\_

FEDERAL ID NUMBER: \_\_\_\_\_

EMAIL ADDRESS: \_\_\_\_\_

Signature: \_\_\_\_\_

**SUBCONTRACTORS**

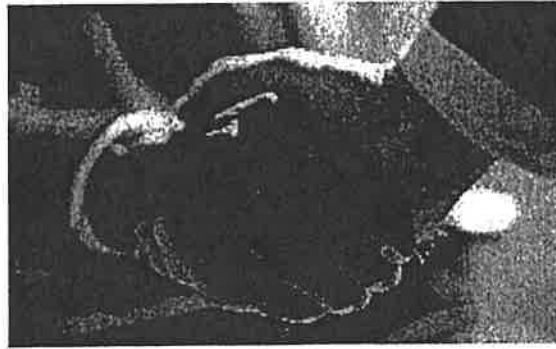
To be used under the conditions of this agreement. Nature of their services and their names and addresses are as follows (Proposer to fill in):

<b>Nature of Service</b>	<b>Name and Address</b>
C. Heating, Ventilating, Air Condition Services, including Chiller	<hr/> <hr/>
D. Electrical, Security, Monitoring	<hr/> <hr/>
E. Exterior Window Cleaning	<hr/> <hr/>
F. Grounds Landscaping	<hr/> <hr/>
G. Sprinkler Maintenance	<hr/> <hr/>
H. Emergency Generator	<hr/> <hr/>
I. Exterminating	<hr/> <hr/>
J. Elevator	<hr/> <hr/>
J. Flood Gates	<hr/> <hr/>
J. Janitorial	<hr/> <hr/>
	<hr/> <hr/>
	<hr/> <hr/>



Please list your company's previous five (5) years experience in the management and maintenance of office buildings, which are a minimum of 23,000 square feet in size. Also, list all references (use additional pages if necessary).

1. \_\_\_\_\_  
\_\_\_\_\_
2. \_\_\_\_\_  
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3. \_\_\_\_\_  
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9. \_\_\_\_\_  
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10. \_\_\_\_\_  
\_\_\_\_\_
11. \_\_\_\_\_  
\_\_\_\_\_
12. \_\_\_\_\_  
\_\_\_\_\_



# City of Wilmington DBE Program and Bidders Requirements

## DBE PROCUREMENT PROGRAM

Responsibilities of the Equal Opportunity/Contract Compliance Office (EO/CCO) are assumed by the City of Wilmington's Small, Minority Business Enterprise Office (SMBEO) in the Mayor's Office of Economic Development. The City of Wilmington has established laws and procedures to increase accessibility of contracting opportunities for small and minority businesses. The EO/CCO authority derives from Chapter 35, Article IV of the Wilmington City Code. This section of the Code addresses Equal Opportunity in Employment and City Contracts.

Mayor's Office of Economic Development/SMBEO  
800 North French Street, 3<sup>rd</sup> Floor, Wilmington, DE 19801  
(302) 576-2121 (Office) • (302) 571-4326 (Fax)  
[www.wilmingtonde.gov](http://www.wilmingtonde.gov)

## DISADVANTAGED BUSINESS PROGRAM

In the performance of this contract, the contractor agrees to provide the information as described herein and to make its best efforts to include one or more types of disadvantaged businesses as subcontractors.

A Disadvantaged Business Enterprise means a business that is at least fifty-one percent (51%) owned and controlled by one or more socially disadvantaged individuals who, in fact, control the management and daily business operations of the business.

"Disadvantaged Individuals" are those who have been actual victims of discriminatory practices or individuals whose ability to compete in the free enterprise system has been impaired due to diminished capital and credit opportunities as compared to others in the same business who are not so disadvantaged.

In determining the degree of diminished credit and capital opportunities, the City may consider, but shall not be limited to, reviewing the assets and net worth of disadvantaged individuals and disadvantaged businesses.

For purposes of determining the disadvantage in competing for City contracts, there shall be a presumption of economic disadvantage if an individual's net worth, exclusive of up to one hundred and fifty thousand dollars (\$150,000.00) of equity in his or her primary residence, is less than five hundred thousand dollars (\$500,000.00). The City may, in the administration of its programs, direct its assistance toward those economically disadvantaged individuals who are among the chronically unemployed and may identify demographic subgroups of disadvantaged individuals identified by race or national origin whenever current, verifiable local statistics confirm the existence of unemployment rates among such individuals that are more than fifty (50) percent above the prevailing overall unemployment rate statewide.

All contractors doing business with the City shall show good faith efforts to obtain minority and other disadvantaged subcontracting businesses' participation. Good faith efforts shall be evidenced by listing each disadvantaged business enterprise (DBEs) contacted, showing the name and address of each, the names of contact persons, telephone numbers, sources used to identify DBEs, methods used to make contact, dates firms were contacted, responses, dates responses were received, type of subcontract, reasons for rejection if the firm is not used, and estimated value of each subcontract, through completion of the City's Form DBE-1.

The federal set-aside program requirements for any applicable federally funded contract are fully applicable to the City of Wilmington, such that contractors will be subject to federal penalties of non-compliance if a contract or any subcontract awarded involves the federal set-aside program and the contractor fails to meet its requirements as to that program.

## GOAL STATEMENT PROVISION FOR DISADVANTAGED BUSINESS PARTICIPATION

In order to expand opportunities and insure fair participation for disadvantaged individuals and businesses in its construction, goods and services and professional service contracts, the City has set purchasing goals for its fiscal year 1991 in each of these three procurement categories. Except to the extent that the Director of the Minority Business Office determines otherwise, such as for utilities, telephone, etc., the City shall endeavor to achieve, and shall require evidence of good faith efforts by bidders and contractors to achieve the goals of contracting with disadvantaged individuals or disadvantaged businesses for the following percentages of the total dollar amount of each contract in these three purchasing categories:

1. A goal of 20% for all construction contracts;
2. A goal of 10% for all professional service contracts; and
3. A goal of 5% for all goods and other contracts.

### Notes:

1. If the contractor customarily performs the work required in any subcontracting category by workers regularly employed by the contractor in his own organization, the contractor does not have to try to subcontract such work to others solely to comply with the DBE requirements. In such cases, however, the contractor shall clearly note this fact on the applicable DBE form(s), and the burden of proof shall be on the contractor to demonstrate the accuracy thereof upon inquiry by the City.
2. Female-owned businesses do **not**, per se, qualify as DBEs.
3. Questions regarding the DBE program and directory should be directed to the City's EEO/Contractor Compliance Office at (302) 576-2121.

## **ADDITIONAL GOOD FAITH EFFORT (CHANGES TO Chapter 35 of the City Code)**

Ordinance No. 09-057, effective December 1, 2009, requires the following DBE changes within the "Good Faith Efforts" in bidding regarding disadvantaged business enterprises (DBE's).

### **Subcontractors Listing**

Identify all subcontractors that the bidder plans to utilize as well as listing the amount of money that will be paid to each of the subcontractors as part of the contract

### **DBE Replacement**

Contractors are further required to make good faith efforts to replace any disadvantaged business enterprise ("DBE") that is terminated or has otherwise failed to complete its work on a contract. In such situations, the general contractor shall be required to notify immediately the City's DBE Office and provide reasonable documentation regarding any DBE's inability or unwillingness to perform the contracted work. The City's DBE Office shall require the general contractor to obtain prior approval for the DBE that will be used as a substitute, and the general contractor must provide copies of new or amended subcontracts along with documentation of the good faith efforts made in acquiring the substitute DBE.

### **DBE Payment**

General contractors shall pay all correct invoices for the completed work of any DBE subcontractor within 10 days of receipt by the prime contractor of payment by the City. Noncompliance with this section shall subject the general contractor to penalties as provided in Section 35-135(e).

The ordinance further provides administrative additional penalties for noncompliance in addition to the penalties already provided for in the Ordinance:

1. Suspension of contract;
2. Withholding of contract funds;
3. Termination of contract based on material breach;
4. Refusal to accept a future bid; and
5. Disqualification from eligibility for providing goods or services to the City for a period not to exceed 2 years.

## DBE FORMS

Contractors must file with the City, as applicable, the City's DBE Forms as follows:

1. **\*DBE-1:** A listing of the subcontractors included in the bid, by which a bidder acknowledges having read the DBE goal provisions in Attachment 1 and states that the bidder will expend a percentage of the dollar amount of the contract for DBE subcontractors, if any.
2. **\*DBE-2:** A listing of the subcontractors and other information to provide evidence of good faith efforts to include DBE's in subcontracts. This form must be completed and submitted with the bid, regardless of the level of DBE participation.
3. **\*DBE-3:** DBE verification form stating the ownership information regarding any business seeking to qualify as a City-certified DBE, if not listed in DBE Directory.
4. **DBE-4:** A DBE contract participation report requiring that the general contractor submit a report regarding DBE contract participation at the time the contract is entered into, when 50% and when 100% of each DBE subcontractor's portion of the construction project has been completed.
5. **\*DBE-5:** A listing of **ALL subcontractors** to be utilized on the contract. This form must be completed and submitted with the bid, regardless of the level of DBE participation.

### **FEDERAL Dollars involved in City Contracts:**

A DBE Utilization form(s), including reference to minority business enterprise participation if a federal program is involved, and an indication as to whether a disadvantaged business enterprise (DBE) status is claimed. These EPA (DBE Forms 6100-3 & 6100-4) forms are required by both the SRF and EPA Grant funding programs.

If you need additional information on the DBE Program or assistance completing the DBE Forms, please contact the office by one of the following methods:

Email: [smbeo@wilmingtonde.gov](mailto:smbeo@wilmingtonde.gov)

Phone: (302) 576-2121

Address: Small, Disadvantage Business Enterprise Office (SMBEO)  
Mayor's Office of Economic Development  
Louis L. Redding Building, 3<sup>rd</sup> Floor  
800 North French Street  
Wilmington, DE 19801  
[www.wilmingtonde.gov](http://www.wilmingtonde.gov)

\*Mandatory to be submitted back with Bid Documents.

## EFFORTS TO OBTAIN DBE SUBCONTRACTORS DBE FORM 1 – DBE FORM 2 EXPLANATION

**[NOTE: DBE FORM-2 MUST BE COMPLETED BY ALL BIDDERS REGARDLESS OF THE LEVEL OF PARTICIPATION OF DBEs IN THE BID.]**

All contractors doing business with the City are required to show good faith efforts to obtain DBE subcontracting businesses' participation. The burden is on the bidder to evidence such good faith efforts by means of the information required on this page. Failure to complete this form and/or failure to make good faith efforts to obtain DBE participation are grounds for rejecting any bid. Further, bidders are expected to make such good faith efforts to obtain DBE participation in connection with each and every subcontract, if any. The City's goals for DBE participation are listed on Attachment 1 to this form. These goals are not set-aside requirements, but they are the overall goals which the City is endeavoring to achieve through the disadvantaged business program. Each person or firm who or which submits a bid for City contracts is expected to demonstrate good faith efforts by actively and aggressively seeking out DBE participation in the contract to the maximum extent, to meet the City's goals, given all relevant circumstances, and shall complete all forms and follow guidelines as required by the Minority Business Office. The following are examples of the kinds of efforts that may be taken but are not deemed to be exclusive or exhaustive and the City's Minority Business Office may consider other factors and types of efforts that may be relevant:

1. Efforts made to select part of the work to be performed by DBEs in order to increase the likelihood of achieving the City's goal for that type of contract. Selection of parts of the work should at least equal the City's goal for DBE participation in that type of contract.
2. Written notification, at least ten (10) days prior to the opening of a bid, soliciting individual DBEs interested in participation in the contract as a subcontractor and for specific items of work.
3. Efforts made to negotiate with DBEs for specific items of work as detailed below and whether initial contacts to solicit DBE participation were followed up to determine with certainty whether DBEs were interested. A description of information provided to DBEs regarding plans and specifications and estimated quantities for parts of the work to be performed. A statement of why additional agreements with DBEs were not reached. Documentation of each DBE contacted but rejected and the reasons for the rejection.
4. Documentation that DBEs are not available or not interested.
5. Advertisements in general circulation media, trade association publications, and DBE media of interest in utilizing DBEs and specific areas of interest.
  - a. Efforts to use effectively the services of organizations that provide assistance in recruitment and placement of DBEs.
  - b. Whether the bidder selected portions of the work to be performed by DBEs in order to increase the likelihood of meeting the contract goals. This includes, where appropriate, breaking out contract work items into economically feasible units to facilitate DBE participation, even when the bidder might otherwise perform these work items with its own forces.

## DBE FORM 3 – DBE FORM 4 – DBE FORM 5 EXPLANATION

### DBE FORM 3

**DBE-3:** DBE verification form stating the ownership information regarding any business seeking to qualify as a City-certified DBE.

- This form must be submitted back with the bid when the contractor is working with a company who they believe to be eligible for the City of Wilmington's DBE Program. The SMBEO Office reserves the right to determine the eligibility and verification of eligibility for the firm listed on DBE Form 3.
- The burden is on the bidder to evidence such good faith efforts by means of providing the contact information for the DBE firm listed on the DBE Form 3. If a firm is determined to be an eligible DBE firm, the total dollar value of the participation by the DBE will be counted toward the contract requirement. The total dollar value of participation by a certified DBE will be based upon the value of work actually performed by the DBE and the actual payments to DBE firms by the Contractor.
- Failure to complete the DBE 3 form and/or failure to make good faith efforts to obtain DBE participation are grounds for rejecting any bid.

### DBE FORM 4

**DBE-4:** DISADVANTAGED BUSINESS ENTERPRISE – CONTRACT PARTICIPATION REPORT

- The Contractor shall provide the DBE Office with an accounting of payments made to Disadvantaged Business Enterprise firms, including material suppliers, contractors at all levels (prime, subcontractor, or second tier subcontractor). This accounting shall be furnished to the DBE Office when the contract is entered into by the general contractor and the subcontractor, when 50% and when 100% of each DBE subcontractor's portion of a project has been completed. Failure to submit this information accordingly may result in the following action or other action as deemed by the City:
  1. Withholding of money due in the next partial pay estimate; or
  2. Contractor may be disqualified from further bidding for a period as designated.

### DBE FORM 5

**DBE-5** SUBCONTRACTORS' REPORT

- The Contractor shall provide the DBE Office with a listing of ALL sub contractors to be entered into contract with this bid. DBE subcontractor'(s) are not to be listed on this form but on form DBE #1 (Ord. 09-057).
- Failure to complete the required Subcontractor's form (DBE Form 5) will be grounds for the disqualification of such bid as being a responsive bid.



**To Be Submitted with Bid**

CONTRACT: \_\_\_\_\_

FORM DBE-1  
(Rev. 10/09)

**Failure to submit this completed form will be cause for rejection of your proposal**

Bidder acknowledges that he has read the D.B.E. goal provisions of the City for this fiscal year and that bidder will expend the dollar amount of the contract for D.B.E. subcontractors through the use of the following disadvantaged business enterprises, subject to the certification by the City, as subcontractors and that Bidder has made good faith efforts\* as evidenced by its listing of disadvantaged businesses that were contacted as detailed herein and on the following pages. (Must be completely filled out.)

**CITY OF WILMINGTON  
DISADVANTAGED BUSINESS ENTERPRISE ("D.B.E.")  
SUBCONTRACTOR LISTING**

D.B.E. Firm Name IRS Numbers	Mailing Address & Contact Number	Type of Service	Dollar Amount of Contract
Total Dollar Amount to be Expended for Disadvantaged Business Enterprises			
Total Amount of Contract			
Percentage of Contract used for D.B.E.			

\_\_\_\_\_  
Name of Authorized Official of Bidder

\_\_\_\_\_  
Title

\_\_\_\_\_  
Company

\*Good faith efforts shall be evidenced by listing each and every disadvantaged business enterprise (DBEs) contacted, showing the name and address of each, the names of contact persons, telephone numbers, sources used to identify DBEs, methods used to make contact, dates firms were contacted, responses, dates responses were received, type of subcontract, reasons for rejection, and estimated value of subcontract.

**To Be Submitted with Bid**

CONTRACT: \_\_\_\_\_

FORM DBE-2  
(Rev. 10/09)

*Failure to submit this completed form will be cause for rejection of your proposal*

DBE Firm Name/Address	Contact Person(s) Email or Phone Number	Dates Contacted Initially and In Follow Up; Methods Used	Type of Subcontractor, plus Estimated Value	Reason for Rejection (If Firm Not Used) (If Bid "To High" Also Indicate Value)
1.			\$	
2.			\$	
3.			\$	

Were advertisements placed in general circulation media, trade association publications, and DBE media interested in DBE participation? If so, state details of the advertisement. If not, state why not.

What efforts were made to use the services of organizations that provide assistance in recruitment and placement of DBEs?

The following are examples of actions that may not be used as justification by the contractor or bidder for failure to meet DBE participation goals:

1. Failure to contract with a DBE solely because the DBE was unable to provide performance and/or payment bonds.
2. Equipment idled by contract with DBE.
3. Rejection of a DBE because of its union or non-union status.

If more DBE firms have been contacted, please list with supplemental form(s) on additional pages.

**To Be Submitted with Bid if DBE is not listed in City DBE Directory**

CONTRACT: \_\_\_\_\_

FORM DBE-3  
(Rev. 10/09)

*Failure to submit this completed form will be cause for rejection of your proposal*

**CITY OF WILMINGTON  
DISADVANTAGED BUSINESS REGISTRATION VERIFICATION FORM**

1.	NAME:		
2.	ADDRESS:		
3.	PHONE:	PRODUCT OR SERVICE LINE:	
4.	TYPE OF FIRM: <input type="checkbox"/> Corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Individual <input type="checkbox"/> Other _____		
5.	EMAIL:		
6.	DATE OF ORIGATION OF FIRM:	EMAIL:	
7.	BUSINESS LICENSES HELD:	City:	State:      Other:
8.	DISADVANTAGED OWNERSHIP OF FIRM:		
	NAME	OWNERSHIP % OF FIRM	DISADVANTAGED BUSINESS
a.			
b.			
c.			
d.			
e.			
f.			
9.	NON-DISADVANTAGED OWNERSHIP OF FIRM:		
	NAME	OWNERSHIP % OF FIRM	
a.			
b.			
c.			
d.			
e.			
f.			
8.	I hereby certify that the information above is true and complete to the best of my knowledge and belief, and that I have been duly authorized to make this certification on behalf of the firm.		

NAME (printed) \_\_\_\_\_

SIGNATURE \_\_\_\_\_

DATE \_\_\_\_\_

TITLE \_\_\_\_\_

FOR OFFICE USE ONLY

DATE RECEIVED: \_\_\_\_\_  
DATE APPROVED: \_\_\_\_\_  
INFORMATION VERIFIED: \_\_\_\_\_

The General Contractor is required to submit this Compliance Report to the Disadvantaged Business Development Officer, City/County Building, 3<sup>rd</sup> Floor, 800 French Street, Wilmington, Delaware 19801, when the contract is entered into by the general contractor and the subcontractor, when 50% and when 100% of each DBE subcontractor's portion of a construction project has been completed.

**DISADVANTAGED BUSINESS ENTERPRISE  
CONTRACT PARTICIPATION REPORT**

1. Contract No. \_\_\_\_\_ Amount of Contract \$ \_\_\_\_\_
2. Name of General Contractor: \_\_\_\_\_
3. Address: \_\_\_\_\_
4. E-Mail Address: \_\_\_\_\_
5. The above-named contractor intends to fulfill its commitment to expend \$ \_\_\_\_\_  
(\_\_\_\_%), of its contract with Disadvantaged Business Enterprises ("DBEs"). The following year-to-date expenditure(s) has been made with a DBE Subcontractor(s):

Name/Address of DBE Subcontractor	Nature of Participation	Dollar Value/ Percent of Participation	Dollar Amount Expended to Date
1.			
2.			
3.			

CONTRACT COMPLETION DATE: \_\_\_\_\_

\_\_\_\_\_  
General Contractor

\_\_\_\_\_  
Name of Authorized Officer

\_\_\_\_\_  
Date

\_\_\_\_\_  
DBE Subcontractor

\_\_\_\_\_  
Signature of Authorized Officer

\_\_\_\_\_  
Date

Office Use Only (Prime)
Payment Received: _____
Amount: _____
Date: _____
Payment Received: _____
Amount: _____
Date: _____

\_\_\_\_\_  
City of Wilmington

\_\_\_\_\_  
Date

\_\_\_\_\_  
Contract Compliance Officer's Name

\_\_\_\_\_  
City of Wilmington

\_\_\_\_\_  
Date

\_\_\_\_\_  
Contract Compliance Officer's Signature





# ASSET MANAGEMENT ALLIANCE

Commercial Property Management

February 9, 2018

City Contract 19001EMPS  
Professional Services for Building Management  
Emergency Operations Center (EOC)  
22 South Heald Street, Wilmington, DE 19801

Asset Management Alliance (AMA) appreciates the opportunity to bid on professional services for building management at the Public Safety Emergency Operations Center, City Contract 19001EMPS. We have assembled a team led by Rich Stevenson, with management oversight by Robert Hopkins, and a skilled maintenance mechanic.

AMA currently provides these services to the Louis L. Redding City/County building and the Wilmington Public Safety facility. We are owned by two companies that have been incorporated in Wilmington, Delaware for over 100 years each, EDiS Company and Bellevue Holding Company. We have vast resources in the facility management, maintenance and construction service arenas. We will meet and exceed the service level requirements per the contract proposal for the EOC.

Our familiarity with the City of Wilmington procurement, budgeting, capital planning and bidding requirements will enable this transition to AMA and the EOC to be seamless. AMA works with the Wilmington Police Department, Wilmington Fire Department, Public Works, County officials and State Departments on critical protocols, i.e. active shooter, emergency call button, fire evacuation and building lock downs.

We have attached information for your review, including 1 original copy in this folder, along with 3 copies, and 2 electronic copies as requested. This information will be delivered to Division of Procurement and Records, 5<sup>th</sup> Floor of the Louis L. Redding City/County building by 4:30 pm on February 13, 2018.

Sincerely,

Robert Hopkins

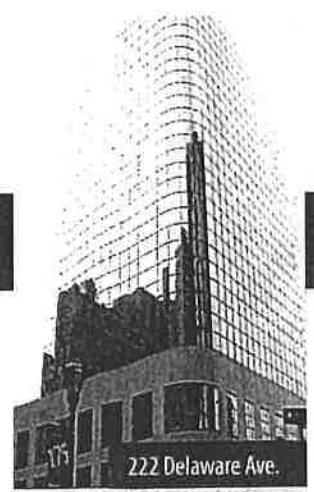
Property Manager

Asset Management Alliance



# ASSET MANAGEMENT ALLIANCE

Commercial Property Management



222 Delaware Ave.

## Government Facilities Maintenance & Management

- 24/7/365 Emergency Service
- Online Work Order Request System
- Customized Maintenance Program
- Specialized Safety Programs
- Highly Skilled Engineers
- Fully Vetted Staff
- Capital Expense Budget Support
- Project Bid Procurement
- Contractor Coordination
- Special Project Management

### Vince Carroccia

*Administrative Services Director  
Louis L. Redding City/County Building*

"Even though this building's infrastructure is aging, it is operating very efficiently. This is partly due to the fact that Asset Management Alliance takes a proactive approach to maintenance, using their experience to identify potential problems and taking action to prevent them. AMA's services go well beyond maintenance, so one of the services that is of great help is their ability to coordinate complicated government budgeting."



Wilmington Public Safety Building



Louis L. Redding City/County Building

## "A partnership that pays off."

Asset Management Alliance (AMA) understands that government facility maintenance and management presents a very particular challenge due to government mandated requirements and regulations that pertain to the safety and efficiency of the day to day operations of a government building.

AMA has expert and thoroughly vetted engineers on staff that can keep the most up-to-date equipment and infrastructures running smoothly. All are experienced, background checked and drug tested. We are experienced in working with and implementing highly specialized safety programs, such as active shooter plans.

Our 3 decades of experience of operating and budgeting makes us a perfect fit for any type of government facility. We have nurtured relationships with the best and most experienced contractors in the area, giving us the ability to pass on the best pricing and quality workmanship around. Our online work-order system, ESC (Electronic Service Control) makes it easy to make work order requests right from a secure computer.

Each facility has a devoted property manager and mechanical engineer that are in tune with the building's particular layout, safety contacts, and mechanical systems. All of this information is properly documented so that any one of our 'on-call' mechanics is familiar with your unique information in order to properly respond to any emergency situation that might arise.

### Robert Cummings

*Wilmington Police Chief  
Wilmington Public Safety Building*

"The highest priority in maintaining the operation of The Public Service Building is to keep it safe and secure for everyone who is on our premises. Just as important is making sure the facility operates without a hitch, since we house the 911 command center, the city jail, and district court—and we are never closed. Asset Management Alliance helps us achieve both objectives by providing excellent high-level maintenance and engineering services dependably, day in and day out, 365 days a year."

**Asset Management Alliance**  
302-655-2100  
www.AssetManagementAlliance.com

**"We care for your building  
as if it were our own."**

# CITY OF WILMINGTON - BUSINESS LICENSE

ACCOUNT NO.      LICENSE NO.      CODE  
017551      1979      5020 MISCELLANEOUS

BUSINESS      ASSET MANAGEMENT ALLIANCE  
909 DELAWARE AVE  
WILMINGTON, DE 19806-4701

FEE PAID  
\$181.00

Expires: 12/31/2018

## 2018

ISSUED BY

*Jeffrey J. Starkey*

ASSET MANAGEMENT ALLIANCE  
ASSET MANAGEMENT ALLIANCE  
222 DELAWARE AVE  
SUITE 109  
WILMINGTON, DE 19801

COMMISSIONER  
DEPARTMENT OF LICENSES & INSPECTIONS

THIS LICENSE MUST BE DISPLAYED IN A PROMINENT PLACE

LICENSE NO. 1992100893 DORBL

STATE OF DELAWARE  
DIVISION OF REVENUE

**VALID**  
01/01/16 - 12/31/18  
NOT TRANSFERABLE

POST CONSPICUOUSLY

DLN: 16 93015 03

BUSINESS CODE 099  
GROUP CODE 007

LICENSED  
ACTIVITY

PROFESSIONAL AND/OR PRSL SRVCS-UNCLASSIFIED  
PROFESSIONAL AND/OR PERSONAL SERVICES

DATE ISSUED: 01/01/16

**\*\*VALIDATED\*\***

## 2018

LICENSE FEE: \$ 225.00

MAILING ADDRESS

### BUSINESS LICENSE

BUSINESS LOCATION

ASSET MANAGEMENT ALLIANCE  
PO BOX 1909  
WILMINGTON DE 19899-1909



ASSET MANAGEMENT ALLIANCE  
PO BOX 1909  
WILMINGTON DE 19899-1909

IS HEREBY LICENSED TO PRACTICE, CONDUCT OR ENGAGE IN THE OCCUPATION  
OR BUSINESS ACTIVITY INDICATED ABOVE IN ACCORDANCE WITH THE LICENSE  
APPLICATION DULY FILED PURSUANT TO TITLE 30, DEL CODE.

PATRICK T. CARTER  
DIRECTOR OF REVENUE





ASSET-M-01

GJOHNSON

# CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

02/08/2018

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

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

<b>PRODUCER</b> Lyons Insurance Agency, Inc. 501 Carr Road, Suite 301 Wilmington, DE 19809	<b>CONTACT NAME:</b> <b>PHONE (A/C, No, Ext):</b> (302) 658-5508 <b>FAX (A/C, No):</b> (302) 658-1253 <b>E-MAIL ADDRESS:</b> lyons@lyonsinsurance.com												
<b>INSURER(S) AFFORDING COVERAGE</b>													
<b>INSURED</b>  Asset Management Alliance, LLC 222 Delaware Avenue Suite 109 Wilmington, DE 19801	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;"><b>INSURER A:</b> Liberty Surplus Ins Corp</td> <td style="width: 20%; text-align: center;"><b>NAIC #</b> 10725</td> </tr> <tr> <td><b>INSURER B:</b> The Hanover Insurance Company</td> <td style="text-align: center;">22292</td> </tr> <tr> <td><b>INSURER C:</b> Hartford Underwriters Insurance Company</td> <td style="text-align: center;">30104</td> </tr> <tr> <td><b>INSURER D:</b></td> <td></td> </tr> <tr> <td><b>INSURER E:</b></td> <td></td> </tr> <tr> <td><b>INSURER F:</b></td> <td></td> </tr> </table>	<b>INSURER A:</b> Liberty Surplus Ins Corp	<b>NAIC #</b> 10725	<b>INSURER B:</b> The Hanover Insurance Company	22292	<b>INSURER C:</b> Hartford Underwriters Insurance Company	30104	<b>INSURER D:</b>		<b>INSURER E:</b>		<b>INSURER F:</b>	
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<b>INSURER D:</b>													
<b>INSURER E:</b>													
<b>INSURER F:</b>													

**COVERAGES****CERTIFICATE NUMBER:****REVISION NUMBER:**

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

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS																				
A	<input checked="" type="checkbox"/> <b>COMMERCIAL GENERAL LIABILITY</b> <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR  GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:			1000270861-01	08/01/2017	08/01/2018	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 50,000 MED EXP (Any one person) \$ PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000 <b>POLICY AGGREGAT</b> \$ 5,000,000																				
	<b>AUTOMOBILE LIABILITY</b> <input checked="" type="checkbox"/> ANY AUTO OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> NON-OWNED AUTOS ONLY			AWQ D330579	08/01/2017	08/01/2018	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$																				
A	<input checked="" type="checkbox"/> <b>UMBRELLA LIAB</b> <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED    RETENTION \$			1000270883-01	08/01/2017	08/01/2018	EACH OCCURRENCE \$ 5,000,000 AGGREGATE \$ 5,000,000 \$																				
C	<b>WORKERS COMPENSATION AND EMPLOYERS' LIABILITY</b> ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH)    Y/N <input type="checkbox"/> If yes, describe under DESCRIPTION OF OPERATIONS below		N/A	6S60UB-8H26455-9-17	08/01/2017	08/01/2018	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 10%;"></td> <td style="width: 10%;">PER STATUTE</td> <td style="width: 10%;">OTH-ER</td> <td style="width: 10%;"></td> <td style="width: 10%;"></td> </tr> <tr> <td>E.L. EACH ACCIDENT</td> <td></td> <td></td> <td>\$</td> <td style="text-align: right;">500,000</td> </tr> <tr> <td>E.L. DISEASE - EA EMPLOYEE</td> <td></td> <td></td> <td>\$</td> <td style="text-align: right;">500,000</td> </tr> <tr> <td>E.L. DISEASE - POLICY LIMIT</td> <td></td> <td></td> <td>\$</td> <td style="text-align: right;">500,000</td> </tr> </table>		PER STATUTE	OTH-ER			E.L. EACH ACCIDENT			\$	500,000	E.L. DISEASE - EA EMPLOYEE			\$	500,000	E.L. DISEASE - POLICY LIMIT			\$	500,000
	PER STATUTE	OTH-ER																									
E.L. EACH ACCIDENT			\$	500,000																							
E.L. DISEASE - EA EMPLOYEE			\$	500,000																							
E.L. DISEASE - POLICY LIMIT			\$	500,000																							

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)  
 City of Wilmington is included as Additional Insured under the General Liability policy where required by written contract.

**CERTIFICATE HOLDER****CANCELLATION**

City of Wilmington  
 Public Safety Emergency Operations Center  
 22 South Heald Street  
 Wilmington, DE 19801

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

AUTHORIZED REPRESENTATIVE

# Robert P. Hopkins

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## Professional Summary

Mr. Hopkins has over thirty years of technical and managerial experience in maintenance and construction in the industrial, commercial, and public sectors of the business.

Since the inception of the Public Works Water Division Building Maintenance Contract in 2003, Mr. Hopkins individually has managed all building maintenance services at 19 different water department facilities and the Brandywine raceway. He has worked closely with Mr. Joseph Dellose, Maintenance Supervisor for the City of Wilmington, as well as his site superintendents at the various water facilities. In addition, Robert Hopkins has been the point of contact for multiple construction contracts awarded by the City of Wilmington Water Department over the last 10+ years with his previous employer.

## Experience

PROJECT COORDINATOR <b>ALLSTATE DESIGN AND CONSTRUCTION</b> ADMINISTRATION & PROJECT MANAGER	1972-1976
<b>PROCESS INDUSTRIES, INC.</b> BUSINESS DEVELOPMENT & ADMINISTRATION	1976-1983
<b>TETRA TECH, INC.</b> VICE PRESIDENT ADMINISTRATION	1983-1990
<b>L.P. OLIVERE, INC.</b> SENIOR VICE PRESIDENT	1990-1994
<b>JOSEPH T. HARDY &amp; SON, INC.</b> PROJECT MANAGER	1994-2016
<b>ASSET MANAGEMENT ALLIANCE</b>	2017-PRESENT

## Education

WILMINGTON COLLEGE, WILMINGTON, DE  
BACHELOR OF SCIENCE IN BUSINESS ADMINISTRATION

WILLIAMSON TRADE SCHOOL, WILMINGTON, DE  
ASSOCIATES OF SCIENCE IN CONSTRUCTION TECHNOLOGY

## Associations

PRESIDENT, DELAWARE CONTRACTORS ASSOCIATION	2004-2005
PRESIDENT, THE COMMITTEE OF 100	1994-1995
GOVERNOR'S COUNCIL ON TRANSPORTATION	1991 - 2012
HABITAT FOR HUMANITY - BOARD OF DIRECTORS	2011 - 2017

# Richard M. Stevenson

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## Professional Summary

Asset Management Alliance proposes to use Mr. Stevenson as a Building Superintendent. Mr. Stevenson has over thirty years of technical and managerial experience handling maintenance requirements for large commercial facilities.

## Experience

### ASSET MANAGEMENT ALLIANCE

1991-PRESENT

Building Superintendent, Wilmington Public Safety Building

Responsible for supervising and overseeing daily operations of 72,000 square foot facility including but not limited to:

- Routine daily maintenance schedules to ensure efficient mechanical operations and adequate building and grounds cleanliness
- First responder to on-site emergencies
- Daily maintenance and troubleshooting for all building equipment
- Developing and implementing preventative maintenance for all essential equipment
- Liaison between management and contractors to ensure first class work is performed and competitive pricing is obtained
- Establish and maintain superior relations with management, staff and contractors
- Maintain files containing written records of maintenance services, equipment inventory, operating manuals, general supply and parts inventory, building fixtures, and updated drawings and plans

### STATE OF DELAWARE

1987-1991

Building Maintenance Mechanic II, Wilmington Delaware

Responsible for maintenance and repairs to insure efficient operation of a 12 story building including but not limited to:

- Supervision of work by other building mechanics
- Electrical, plumbing, HVAC, and lighting repairs by mechanics and contractors
- Operate and monitor life safety devices, generator, sprinkler systems and emergency lighting
- Record keeping of services performed for material and time tracking

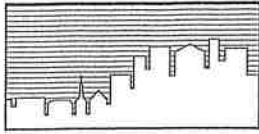
## Education

DELAWARE TECHNICAL COMMUNITY COLLEGE, DOVER, DE  
BUILDING MAINTENANCE MECHANIC UPGRADE

DELCASTLE TECHNICAL SCHOOL, STANTON, DE  
CARPENTRY APPRENTICESHIP

PHILADELPHIA WIRELESS, PHILADELPHIA, PA  
AIR CONDITIONING AND REFRIGERATION COURSE

H.C. CONRAD HIGH SCHOOL, WILMINGTON, DE  
ASSOCIATES OF SCIENCE IN CONSTRUCTION TECHNOLOGY



# ASSET MANAGEMENT ALLIANCE

Commercial Property Management

## Portfolio of Properties Qualifications and Experience

**Abby Medical Center**, One Centurian Drive, Newark DE 19713

- 75,000 Gross Square Feet
- Medical Office Condominium
- Full Service Management and Maintenance since 2006
- **CONTACT: Shane Malek – (302) 999-8342**

**Apex Medical Center**, 537 Stanton-Christiana Road, Newark, DE 19713

- 64,000 Gross Square Feet
- Medical Office Condominium
- Full Service Management and Maintenance since 2006
- **CONTACT: Dr. Peter Panzer – (302) 225-1350**

**Amtrak CNOC**, 15 S. Poplar Street, Wilmington, DE 19801

- 55,000 Gross Square Feet
- Maintenance Program since 2003
- **CONTACT: Diana Price – (302) 683-2015**

**Amtrak**, One High Speed Way, Wilmington, DE 19801

- 30,000 Gross Square Feet
- Maintenance Program since 2005
- **CONTACT: Sheryl Haynes – (302) 429-2458**

**Artisans' Bank Headquarters**, 2961 Centreville Road, Wilmington, DE 19808

- 55,000 Gross Square Feet
- Maintenance Program since 2008
- **CONTACT: Lynn Nickle – (302) 658-6881**

**City of Rehoboth City Hall**, 229 Rehoboth Ave. Rehoboth Beach, DE 19971

- 47,000 Gross Square Feet
- Full service Management and Maintenance, December 2017
- **Contact: Sharon Lynn**

**City of Wilmington Water Division**, Wilmington, DE 19801

- 16 Water Pumping Stations
- Full Service Management and Maintenance Awarded July 2017
- **CONTACT: Joe Dellose**

**Community Solutions, Inc.** 1421 Marsh Road, Wilmington, DE 19802

- 20,000 Square Feet
- Maintenance Program (Time and Material) since 2013
- **CONTACT: Mike Warburton – (860)-286-9632**

**Delaware Center for Contemporary Arts**, 200 S. Madison Street, Wilmington, DE 19801

- 35,000 Square Feet
- Full Service Management and Maintenance Program since 2009
- **CONTACT: Helen Page – (302) 656-6466 x 7107**

**Delaware Offices**, Commercial Properties, Wilmington, DE 19801

- 219 W. 9<sup>th</sup> St., Collège Square, Georgetown Professional Plaza
- Multi-use commercial buildings
- Property Administration and Maintenance Program since 2012
- **CONTACT: David Shepherd, (302) 598-6304**

**Delaware Offices**, Two Commercial Properties, Wyomissing, PA 19610

- 1105 Berkshire Boulevard, 80,000 Square Feet Commercial Office
- 1150 Berkshire Boulevard, 20,000 Square Feet Commercial Office
- **CONTACT: David Shepherd (302) 598-6304**

**Delaware Outpatient Center for Surgery**, Christiana Road, Wilmington, DE 19703

- 15,000 Square Feet
- Professional/Medical Facility
- Maintenance Program since 2010
- **CONTACT: Suzanne Rodenheiser – (302) 738-0300 ext. 1100**

**Highmark, Delaware**, 800 Delaware Avenue, Wilmington, DE 19801

- 170,000 Square Feet
- Full Time Maintenance & Engineering since 2010
- **CONTACT: Kevin McKinney – (302)-421-3143**

**Louis L. Redding City/County Building**, 800 French Street, Wilmington, DE 19801

- 130,000 Square Feet
- Full Service Management & Full Time Maintenance since 2011
- **CONTACT: Vince Carroccia – (302) 576-3081**

**Lindell Square Professional Plaza**, 1601 Milltown Road, Wilmington, DE 19808

- 26 Professional Office Condominiums
- Full Service Management and Maintenance Program since 2007
- **CONTACT: Dr. Jeffrey Emmi, President – (302) 999-8113**

**Lingo Real Estate, Two Professional Sites**

- Lingo Professional Building - 19339 Coastal Highway, Rehoboth, DE 19771
- Gateway Plaza – Retail Stores
- Property Administration and Maintenance Program since 2015
- **CONTACT: Nick Hammonds - 443-286-8744, Doug Motley – 302-226-6645**

**Omega Professional Center, Omega Drive, Newark, DE**

- 11 Buildings with 5 Professional Condominium Councils
- 99,150 Square Feet
- Full Service Management and Common Area Maintenance Program since 2007
- **CONTACT: Dr. Barry Kayne, 302-456-0400**
- **CONTACT: Dr. Alfred Bacon, 302-368-2883**

**Port of Wilmington, One Hausel Road, Wilmington, DE 19801**

- Commercial Offices
- 38,000 Gross Square Feet
- Maintenance Program since 2006
- **CONTACT: Debra Thompson, Facility Manager – (302) 472-7802**

**Public Safety Building, 300 N. Walnut Street, Wilmington, DE 19801**

- Police, Fire and Administrative Government Offices
- 72,000 Gross Square Feet
- Full Service Management and Full Time Maintenance since 1991
- **CONTACT: Lt. Jonathan Hall – (302) 576-3682**

**Riverwalk Center, 110 S. Poplar Street, Wilmington, DE 19801**

- Commercial Offices and Parking Lot
- 44,000 Gross Square Feet
- Full Service Management and Maintenance Program since 1990
- **CONTACT: Brian DiSabatino, EDIS Company – (302) 421-2954**

**VNA/Christiana Care Building, One Reads Way, New Castle, DE 19720**

- Commercial and Medical Facility with Parking Lot
- 64,000 Gross Square Feet
- Full Service Management and Maintenance Program since 1991
- **CONTACT: Joe Gies, Christiana Care – (302) 733-6955**

**Westside Family Healthcare, Eight Commercial Properties, Delaware**

- 1802 W. 4<sup>th</sup> St., 908-B E. 16<sup>th</sup> St., 27 Marrows Rd., 404 Fox Hunt Dr., 306 E. Main St., 1020 Forrest Ave., 1010 Bancroft Pkwy., 300 Water St.
- Commercial and Retail Facilities
- 58,800 Gross Total Square Feet
- Maintenance Program since 2014
- **CONTACT: Chris Fraser, Director Of Operations – (302) 656-8292 ext. 108**

**Wilmington Public Library, 10 E. 10<sup>th</sup> Street, Wilmington, DE 19801**

- Public library and administrative offices
- 60,000 Gross Square Feet
- Maintenance Program with contract bidding management since 2014
- **CONTACT: Larry Manuel, Director – (302)571-7402**

**1401 Foulkstone Medical Pavilion Condominium, 1401 Foulkstone Plaza, Wilmington, DE 19808**

- Medical Office Condominiums
- Full Service Management and Maintenance Program since 2012
- 55,000 Square Feet
- **CONTACT: Joe Gies, (302) 733-6955**

**PROPOSAL FORM**

**DATE:** February 9, 2018

**CONTRACT NO:** 19001EMPS

City of Wilmington Business License Number is 017551

This proposal is submitted with the knowledge that the Department of Finance, Division of Procurement and Records, reserves the right to reject any and all proposals, when in its judgment, it is in the best interest of the City of Wilmington to do so.

We, the undersigned, hereby agree to furnish and deliver, per specifications, the item(s) listed below to the City of Wilmington, Emergency Operations Center, **22 South Heald Street**, Wilmington, Delaware 19801.

Building Management services from one year after signing contract.

Category	Monthly Billing is Annual Total Divided by 12	Annual Total
A. Management Fee	\$ 750.00	\$ 9,000.00
B. Building Superintendent	\$ 3,333.33	\$ 40,000.00
C. Heating Ventilation & Air Conditioning	\$ 312.50	\$ 3,750.00
D. Electrical, Security, Monitoring	\$ 200.00	\$ 2,400.00
E. Exterior Window Cleaning	\$ 37.50	\$ 450.00
F. Grounds Landscaping	\$ 416.67	\$ 5,000.00
G. Sprinkler, Alarm, Extinguishers	\$ 87.50	\$ 1,050.00
H. Emergency Generator	\$ 91.67	\$ 1,100.00
I. Exterminating	\$ 42.50	\$ 510.00
J. Elevator	\$ 8.34	\$ 100.00
K. Flood Gates	\$ 0.00	\$ 0.00
L. Janitorial	\$ 1,729.00	\$ 20,748.00
<b>Total Fixed Costs</b>		<b>\$84,108.00</b>
Reimbursable (Maximum)	\$1,200.00	\$14,400.00
<b>GRAND TOTAL</b>		<b>\$98,508.00</b>

FIRM: Asset Management Alliance  
Corporation, Partnership, Individual

PER: Robert Hopkins  
Name (Type or Printed)

TITLE: Project Manager

ADDRESS: 222 Delaware Ave Suite 109  
Wilmington, DE 19801

PHONE: 302-655-2100

FAX #: 302-655-3531

FEDERAL ID NUMBER: 51-0323626

EMAIL ADDRESS: bob\_hopkins@comcast.net

Signature: 



**SUBCONTRACTORS**

To be used under the conditions of this agreement. Nature of their services and their names and addresses are as follows (Proposer to fill in):

Nature of Service	Name and Address
C. Heating, Ventilating, Air Condition Services, including Chiller	National HVAC 42- A Southgate Blvd. New Castle, DE 19720
D. Electrical, Security, Monitoring	Anchor Electric, 185A Old Churchmans Rd. New Castle, DE 19720
E. Exterior Window Cleaning	City Window PO BOX 53 Wilmington, DE 19899
F. Grounds Landscaping	Green Acres PO BOX 5468 Wilmington, DE 19808
G. Sprinkler Maintenance	Wayman 403 Meco Dr. Wilmington, DE 19804
H. Emergency Generator	Eastern Generator 304 Baltimore Ave. Folcroft, PA 19032
I. Exterminating	P Wilson Exterminating PO BOX 9262 Wilmington, DE 19804
J. Elevator	M.V. Farinola 4023 Kennet Pk St. 219 Wilmington, DE 19807
J. Flood Gates	Asset Management Alliance 222 Delaware Ave Wilmington, DE 19801
J. Janitorial	Shamrock of New England, Inc PO BOX 320107 Fairfield, CT 06825

*To Be Submitted with Bid*

CONTRACT: 19001 EMPS

FORM DBE-1  
(Rev. 10/09)

**Failure to submit this completed form will be cause for rejection of your proposal**

Bidder acknowledges that he has read the D.B.E. goal provisions of the City for this fiscal year and that bidder will expend the dollar amount of the contract for D.B.E. subcontractors through the use of the following disadvantaged business enterprises, subject to the certification by the City, as subcontractors and that Bidder has made good faith efforts\* as evidenced by its listing of disadvantaged businesses that were contacted as detailed herein and on the following pages. (Must be completely filled out.)

**CITY OF WILMINGTON  
DISADVANTAGED BUSINESS ENTERPRISE ("D.B.E.")  
SUBCONTRACTOR LISTING**

D.B.E. Firm Name IRS Numbers	Mailing Address & Contact Number	Type of Service	Dollar Amount of Contract
P Wilson 51-0122399	PO BOX 9262 Wilmington, DE 19809 (302)655-0214	Exterminating	\$510.00
Total Dollar Amount to be Expended for Disadvantaged Business Enterprises	\$510.00		
Total Amount of Contract	\$ 98,508.00		
Percentage of Contract used for D.B.E.	0.51%		

Robert Hopkins Project Manager  
Name of Authorized Official of Bidder Title

Asset Management Alliance  
Company

\*Good faith efforts shall be evidenced by listing each and every disadvantaged business enterprise (DBEs) contacted, showing the name and address of each, the names of contact persons, telephone numbers, sources used to identify DBEs, methods used to make contact, dates firms were contacted, responses, dates responses were received, type of subcontract, reasons for rejection, and estimated value of subcontract.

*To Be Submitted with Bid*

CONTRACT: 19001 EMPS

FORM DBE-2  
(Rev. 10/09)

*Failure to submit this completed form will be cause for rejection of your proposal*

DBE Firm Name/Address	Contact Person(s) Email or Phone Number	Dates Contacted Initially and In Follow Up; Methods Used	Type of Subcontractor, plus Estimated Value	Reason for Rejection (If Firm Not Used) (If Bid "To High" Also Indicate Value)
1. P Wilson Exterminating PO BOX 9262 Wilmington, DE 19809	Philip Wilson 302-655-0214	1/31/2018, 2/1/2018 Emailed specifications Discussed bid meeting	Exterminating \$ 510.00 Annual	Awarded
2. Dust Away Cleaning PO BOX 346 Wilmington, DE 19801	Carrie Dennis - Mayer cmayer@dacleaning.com 302-658-8803	1/31/2018, 2/1/2018 Emailed specifications Discussed bid meeting	Janitorial \$ 28,800.00 Annual	Not Awarded Bid too high
3.			\$	

Were advertisements placed in general circulation media, trade association publications, and DBE media interested in DBE participation? If so, state details of the advertisement. If not, state why not.

DBE website was reviewed for City of Wilmington. Two DBE contractors were contacted for bids. Both contractors work at other Asset Management sites.

What efforts were made to use the services of organizations that provide assistance in recruitment and placement of DBEs?  
Reviewed DBE website and reviewed updated DBE contractor list.

The following are examples of actions that may not be used as justification by the contractor or bidder for failure to meet DBE participation goals:

1. Failure to contract with a DBE solely because the DBE was unable to provide performance and/or payment bonds.
2. Equipment idled by contract with DBE.
3. Rejection of a DBE because of its union or non-union status.

If more DBE firms have been contacted, please list with supplemental form(s) on additional pages.

Mayor's Office of Economic Development – SMBEO/DBE Office 12/2016 Page 8

To Be Submitted with Bid if DBE is not listed in City DBE Directory

CONTRACT: 19001EMPS

FORM DBE-3 (Rev. 10/09)

Failure to submit this completed form will be cause for rejection of your proposal

CITY OF WILMINGTON DISADVANTAGED BUSINESS REGISTRATION VERIFICATION FORM

1.	NAME: Philip Wilson		
2.	ADDRESS: 114 Valley RD Wilmington DE 19804		
3.	PHONE: 302-655-0214	PRODUCT OR SERVICE LINE: Pest Control service	
4.	TYPE OF FIRM: <input type="checkbox"/> Corporation <input type="checkbox"/> Partnership <input checked="" type="checkbox"/> Individual <input type="checkbox"/> Other		
5.	EMAIL: pw184@verizon.net		
6.	DATE OF ORIENTATION OF FIRM: Oct 1969	EMAIL: pw184@verizon.net	
7.	BUSINESS LICENSES HELD:	City: Wilm	State: DE Other: PA
8.	DISADVANTAGED OWNERSHIP OF FIRM: Philip Wilson		
	NAME	OWNERSHIP % OF FIRM	DISADVANTAGED BUSINESS
a.	Philip Wilson	100 %	
b.			
c.			
d.			
e.			
f.			
9.	NON-DISADVANTAGED OWNERSHIP OF FIRM:		
	NAME	OWNERSHIP % OF FIRM	
a.			
b.			
c.			
d.			
e.			
f.			
10.	I hereby certify that the information above is true and complete to the best of my knowledge and belief, and that I have been duly authorized to make this certification on behalf of the firm.		

NAME (printed) Philip Wilson  
DATE 2-7-18

SIGNATURE [Signature]  
TITLE OWNER

FOR OFFICE USE ONLY

DATE RECEIVED: \_\_\_\_\_  
DATE APPROVED: \_\_\_\_\_  
INFORMATION VERIFIED: \_\_\_\_\_

n/a

The General Contractor is required to submit this Compliance Report to the Disadvantaged Business Development Officer, City/County Building, 3<sup>rd</sup> Floor, 800 French Street, Wilmington, Delaware 19801, when the contract is entered into by the general contractor and the subcontractor, when 50% and when 100% of each DBE subcontractor's portion of a construction project has been completed.

**DISADVANTAGED BUSINESS ENTERPRISE  
CONTRACT PARTICIPATION REPORT**

1. Contract No. \_\_\_\_\_ Amount of Contract \$ \_\_\_\_\_
2. Name of General Contractor: \_\_\_\_\_
3. Address: \_\_\_\_\_
4. E-Mail Address: \_\_\_\_\_
5. The above-named contractor intends to fulfill its commitment to expend \$ \_\_\_\_\_ (\_\_\_\_%), of its contract with Disadvantaged Business Enterprises ("DBEs"). The following year-to-date expenditure(s) has been made with a DBE Subcontractor(s):

Name/Address of DBE Subcontractor	Nature of Participation	Dollar Value/ Percent of Participation	Dollar Amount Expended to Date
1.			
2.			
3.			

CONTRACT COMPLETION DATE: \_\_\_\_\_

\_\_\_\_\_  
General Contractor

\_\_\_\_\_  
Name of Authorized Officer

\_\_\_\_\_  
Date

\_\_\_\_\_  
DBE Subcontractor

\_\_\_\_\_  
Signature of Authorized Officer

\_\_\_\_\_  
Date

<b>Office Use Only (Prime)</b> Payment Received: _____ Amount: _____ Date: _____ Payment Received: _____ Amount: _____ Date: _____
--

\_\_\_\_\_  
City of Wilmington  
Contract Compliance Officer's Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
City of Wilmington  
Contract Compliance Officer's Signature

\_\_\_\_\_  
Date

*Failure to submit this completed form will be cause for rejection of your proposal*

**CITY OF WILMINGTON  
SUBCONTRACTOR LISTING  
(Do not include DBE Firms to be utilized)**

Subcontractor Name IRS Numbers	Mailing Address Contact Number or Email	Type of Service	Dollar Amount of Contract
National HVAC 25-1668388	42A Southgate Blvd. New Castle, DE 19720 302-323-1776	HVAC	\$3,750.00
Anchor Electric 20-2733944	185A Old Churchmans Rd. New Castle, DE 19720 302-221-6111	Electrical Monitoring	\$2,400.00
City Window Cleaning 51-0293240	PO BOX 53 Wilmington, DE 19899 302-633-0633	Window Cleaning	\$450.00
Green Acres 20-0753671	PO BOX 5468 Wilmington, DE 19808 302-332-8239	Landscaping	\$5,000.00
Wayman 51-0120707	403 Mecca Dr. Wilmington, DE 19804 302-994-5757	Sprinkler Alarm	\$1,050.00
Eastern Generator 23-2296676	304 Baltimore Ave. Folcroft, PA 19032 800-397-1983	Generator	\$1,100.00
M.V. Farinola 51-0341458	4023 Kennett Pk. #219 Wilmington, DE 19807 302-545-8492	Elevator	\$100.00
Shamrock of New England, Inc. 45-4081039	PO BOX 320107 Fairfield, CT 06825 727-249-6153	Janitorial	\$20,748.00
Total Dollar Amount to Non-Disadvantaged Business Enterprises	\$510.00		
Total Amount of Contract	\$98,508.00		

Bidder acknowledges that he has identified all sub contractors that will be utilized as well as listing the amount of money that will be paid to each of the subcontractors as part of the contract (use additional pages if necessary).

Robert Hopkins

Project Manager

**Name of Authorized Official of Bidder**

**Title**

Asset Management Alliance

2/9/2018

**Company**

**Date**

**NATIONAL HVAC SERVICE**

*Comprehensive Facilities Services*  
*Prepared for: Wilmington Public Safety*  
*22 So. Heald Street*

**Proposal Number: JFC-1206**

**Proposal Date: February 8, 2018**

**BY:**

**FOR:**

**NATIONAL HVAC SERVICE**  
42-A Southgate Blvd  
New Castle De. 19720

*AND*

**Asset Management Alliance**  
222 Delaware Ave.  
Wilmington, De 19801  
Atten: Dave Kasey

*Hereinafter: National HVAC Service*

*Hereinafter: CUSTOMER*

National HVAC Service will provide the described services attached hereto and made a part of this Agreement in accordance with the Terms and Conditions as set forth on the following pages.

**Services will be provided at the following location(s): 22 So. Heald Street Wilmington, DE**

**Agreement Provided:** *Assured Maintenance Agreement*

**Agreement Amount:** **\$3,750.00**


Agreement coverage will commence on July 1, 2018. This Agreement is payable in advance in the amount of \$312.50 per month, beginning on the effective date of July 1, 2018 through June 30, 2019.

National HVAC Service guarantees the price stated in this Proposal for thirty (30) days from the proposal date above.

This proposal is the property of NATIONAL HVAC and is provided for our CUSTOMER'S use only. This proposal will become a binding Agreement only after acceptance by CUSTOMER and approved by an authorized agent of NATIONAL HVAC as evidenced by their signature(s) below. This Agreement sets forth all of the terms and conditions binding upon the parties hereto; and no person has authority to make any claim, representation, promise or condition on behalf of NATIONAL HVAC, which is not expressed herein. This annual Agreement shall continue in effect from year to year unless either party gives written notice to the other intention not to renew thirty (30) days prior to any anniversary date.

**NATIONAL HVAC SERVICE**

**CUSTOMER**

  
\_\_\_\_\_  
Signature (Sales Representative): John F. Chido Jr.

\_\_\_\_\_  
Authorized Representative Signature

Approval Signature:  
02/08/18  
\_\_\_\_\_  
Date

\_\_\_\_\_  
Name & Title (Print/Type)  
\_\_\_\_\_  
Date

Proposal Number: JFC-1206

Dated: February 8, 2018

**Assured Maintenance Agreement Provided by National HVAC Service for:  
Asset Management Alliance**

**Our Assured Maintenance Agreement ("AMA") is designed to provide the Client with an on-going maintenance program. The "AMA" program will be initiated, scheduled, administered, monitored and updated by National.**

**The service activities will be directed and scheduled, on a regular basis, by our comprehensive equipment maintenance scheduling system based on manufacturers' recommendations, equipment location, application, type, run time, and National's own experience. The Customer is Informed of the program's progress and results on a continuing basis via a detailed Service report, presented after each service call for Client's review, approval signature and record.**

**NATIONAL WILL PROVIDE THE FOLLOWING PROFESSIONAL MAINTENANCE SERVICES FOR THE BUILDING ENVIRONMENTAL MECHANICAL SYSTEM (S) COMPRISED OF THE EQUIPMENT LISTED ON SCHEDULE 1 (INVENTORY OF EQUIPMENT):**

**TEST AND INSPECT:** Job labor, travel labor and travel and living expenses required to visually INSPECT and TEST equipment to determine its operating condition and efficiency. Typical activities include:

**-TESTING** for proper operation; motor winding resistance; refrigerant charge; fan RPM; refrigerant oil (acid); water condition; flue gas analysis; safety controls; combustion and draft; crankcase heaters; control system(s), etc.

**-INSPECTING** for worn, failed or doubtful parts; mountings; drive couplings; oil level; rotation; soot; flame composition ion and shape; pilot and igniter; steam, water, oil and/or refrigerant leaks, etc.

**PREVENTIVE MAINTENANCE:** Job labor, travel labor and travel and living expenses required to clean, align, calibrate, tighten, adjust, lubricate and paint equipment. These activities are intended to extend equipment life and assure proper operating condition and efficiency. Typical activities include:

**-CLEANING** coil surfaces; fan impellers and blades; electrical contacts; burner orifices; passages and nozzles; pilot and igniter; cooling tower baffles, basin, sump and float, chiller, condenser and boiler tubes, etc.

**-ALIGNING** belt drives; drive couplings; air fins, etc.

**-CALIBRATING** safety controls; temperature and pressure controls, etc.

**-TIGHTENING** electrical connections; mounting bolts; pipe clamps; refrigerant piping fittings; damper sections, etc.

**-ADJUSTING** belt tension; refrigerant charge; super heat; fan RPM; burner fuel/air ratios; gas pressure; set point of controls and limits; compressor cylinder unloaders; damper close-off; sump floats, etc.

**-LUBRICATING** motors; fan and damper bearings; valve stems; damper linkages; fan vane linkages, etc.

The services above are governed by the terms and conditions of this proposal



Proposal Number: JFC-1206

Dated: February 8, 2018

**Special Services/Provisions for:**

***Asset Management Alliance***

**SCOPE OF AGREEMENT**

This agreement includes all the equipment, controls, included in the enclosed inventory in Schedule 1. **Preventive maintenance to be performed 4 times per year for equipment listed in Schedule 1.**

1. Test and inspect all components.
2. Clean, align, calibrate, lubricate and adjust components as necessary.
3. Report on equipment condition, and recommend any necessary repairs.
4. Check and cycle all equipment.
5. Change belts (Included 1 Time per year).
6. Change filters. (Included)
7. Check Refrigerant.
8. Check wiring.
9. Chemically clean and pressure wash coils.
10. Check and clear all condensation lines.
11. Provide tasking Sheets for each piece of equipment. (Samples attached)

**EMERGENCY SERVICE**

A 2 hour response time is our commitment to be on site for emergencies with Qualified personnel developing in action plan addressing a remedy for Correcting the problem(s).

Normal response time for calls in within 24 hours after receiving the call for service

**SERVICE RATE**

All repair and emergency service will be performed at a time and material rate.

**Contract Rate: \$95.00 per hour Monday through Friday 7:30 to 4:30**

**Overtime, Weekend, and Holiday Rate: \$142.50 per hour.**

We are available 24 hours a day 365 days a year and have personnel on call for emergencies.



Proposal Number: JFC-1206

Dated: February 8, 2018

### **National HVAC Service Terms and Conditions**

1. Customer shall permit National HVAC Service free and timely access to areas and equipment, and allow National HVAC Service to start and stop the equipment as necessary to perform required services. All planned work under this Agreement will be performed during National HVAC Service's normal working hours. Any additional equipment needed to provide service will be the responsibility of the client, unless otherwise stated in this agreement.
2. In case of any failure to perform its obligations under this Agreement, National HVAC Service's liability is limited to repair or replacement at its option, and such repair or replacement shall be Customer's sole remedy. This warranty is conditioned upon proper operation and maintenance by Customer and shall not apply if the failure is caused or contributed to by accident, alteration, abuse or misuse, and shall not extend beyond the term of this Agreement.
3. The annual Agreement price is conditioned upon the system(s) covered being in a maintainable condition. If the initial inspection or initial seasonal start-up indicates repairs are required, a firm quotation will be submitted for Customer's approval. Should Customer not authorize the repairs, National HVAC Service may either remove the unacceptable system(s), component(s), or part(s) from its scope of responsibility and adjust the annual Agreement price accordingly or reserve the right to cancel this Agreement.
4. The annual Agreement price is subject to adjustment on each commencement anniversary to reflect increases in labor, material and other costs.
5. Customer shall be responsible for all taxes applicable to the services and/or materials hereunder, including increased refrigerant taxes and handling charges.
6. Customer will promptly pay Invoices within thirty (30) days of receipt. Should a payment become sixty (60) days or more delinquent, National HVAC Service may stop all work under this Agreement without notice and/or cancel this Agreement, and the entire Agreement amount shall become due and payable immediately upon demand.
7. Any alteration to, or deviation from, this Agreement involving extra work, cost of material or labor will become an extra charge (fixed-price amount to be negotiated or on a time-and-material basis at National HVAC Service's rates then in effect) over the sum stated in this Agreement.
8. National HVAC Service will not be required to move, replace or alter any part of the building structure in the performance of this Agreement.
9. National HVAC Service shall permit only National HVAC Service's personnel or agent to perform the work included in the scope of this Agreement. Should anyone other than National HVAC Service's personnel perform such work, National HVAC Service may, at its option, cancel this Agreement or eliminate the involved item of equipment from inclusion in this Agreement.
10. In the event National HVAC Service must commence legal action in order to recover any amount payable under this Agreement, Customer shall pay National HVAC Service all court costs and attorneys' fees incurred by National HVAC Service.
11. Any legal action against National HVAC Service relating to this Agreement, or the breach thereof, shall be commenced within one (1) year from the date of the work.
12. National HVAC Service shall not be liable for any delay, loss, damage or detention caused by unavailability of machinery, equipment or materials, delay of carriers, strikes, including those by National HVAC Service's employees, lockouts, civil or military authority, priority regulations, insurrection or riot, action of the elements, forces of nature, or by any cause beyond its control.
13. To the fullest extent permitted by law, Customer shall indemnify and hold harmless National HVAC Service, its agents and employees from and against all claims, damages, losses and expenses, including but not limited to attorneys' fees, arising out of or resulting from the performance of work hereunder, provided that such claim, damage, loss or expense is caused in whole or in part by any active or passive act or omission of Customer, anyone directly or indirectly employed by Customer, or anyone for whose acts Customer may be liable, regardless of whether it is caused in part by the negligence of National HVAC Service.
14. Customer shall make available to National HVAC Service's personnel all pertinent Material Safety Data Sheets (MSDS) pursuant to OSHA's Hazard Communication Standard Regulations.
15. National HVAC Service expressly disclaims any and all responsibility and liability for the indoor quality, including but not limited to, mold, bacteria, and microbial contaminants of the customer's facility, including without limitation injury or illness to occupants of the facility or third parties, arising out of or in connection with National HVAC Service's work performance under this Agreement.
16. National HVAC Service's obligation under this proposal and any subsequent contract does not include the identification, abatement or removal of asbestos or any other toxic or hazardous substances, hazardous wastes or hazardous materials. In the event such substances, wastes or materials are encountered, National HVAC Service's sole obligation will be to notify the Owner of their findings. National HVAC Service shall have the right thereafter to suspend its work until such substances, wastes or materials and the resultant hazards are removed. The time for completion of the work shall be extended to the extent caused by the suspension and the contract price equitably adjusted.
17. UNDER NO CIRCUMSTANCES, WHETHER ARISING IN THE CONTRACT, TORT (INCLUDING NEGLIGENCE), EQUITY OR OTHERWISE, WILL NATIONAL HVAC SERVICE BE RESPONSIBLE FOR LOSS OF USE, LOSS OF PROFIT, INCREASED OPERATING OR MAINTENANCE EXPENSES, CLAIMS OF CUSTOMER'S TENANTS OR CLIENTS, OR ANY SPECIAL, INDIRECT OR CONSEQUENTIAL DAMAGES.
18. This Agreement does not include repairs to the system(s), the provisions or installation of components or parts, or service calls requested by the Customer. These services will be considered extra and will be charged at a fixed price amount to be negotiated or on a time-and-material basis at National HVAC Service's rates then in effect.



# ANCHOR ELECTRIC Incorporated

P O Box 12591  
Wilmington, DE 19850

Ph 302.221.6111  
Fx 302.221.6110

February 2, 2018

## Proposal #A-2935

Attention: Asset Management Alliance  
222 Delaware Ave. Suite 109  
Wilmington, De 19801

Reference: Emergency Operations Center Infrared Scanning

Dear Dave,

We are pleased to submit our proposal in accordance with the scope of work listed below for the total sum of **\$1,950.00 (One Thousand, Nine Hundred Fifty Dollars)**

### Scope of Work

- Provide a technician to IR Scan (1) 800amp service transfer switch, (1) 800amp main distribution panel, (3) 200amp branch panels, and (2) exhaust fan safety switches.
- Provide a technician to remove equipment and panel covers, then re-install covers when the IR Scan is complete.
- Provide a technician to prepare the IR Scan report.

### Clarifications and Exclusions

- The scope of work in this proposal is for annual preventive maintenance.
- All work to be performed during our regular hours Monday – Friday, 7:00am – 3:30 pm.
- Anchor Electric, Inc. standard wage rates apply to this proposal.
- Work areas will be accessible to Anchor Electric, Inc employees during all scheduled work times.
- All cost associated with repair of existing National Electrical Code violations is excluded.
- Payment terms will be net 30 days after approved invoice.

We thank you for the opportunity to submit our proposal and look forward to working with you on this project. If you have any questions, or if I can be of further assistance, please do not hesitate to contact me.

Sincerely,

If the proposal is accepted, please sign and return.

Edward R. Clerval

X  
\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date



P.O. BOX 53  
WILMINGTON, DELAWARE 19899  
302-633-0633 • 609-241-1300  
FAX 302-633-0636



E-Proposal

Asset Management  
222 Delaware Avenue, Suite 109  
Wilmington, DE 19801

February 9, 2018  
Attn: Dave Kasey  
Email: Davekasey@assetmanagementalliance.com

Proposal for exterior window cleaning services at 22 S. Heald Street – Emergency Operations Center

**ACCEPT**

Wash windows per specifications  
**\$ 450.00 per cleaning**

The prices quoted above are with the understanding that we are to furnish all labor, material and equipment necessary to perform the work in a first-class manner according to standard practices. This contract is based upon using standard professional window cleaning methods and procedures. Glass will be cleaned to remove all dirt, bird stains, and other foreign material removable with soap water and ammonia if necessary. Regular window cleaning does not include the removal of mineral stains, waterproofing applications, silicone, paint, cement, glazing, caulking or any residue not removed by normal cleaning. We are prepared to start this work as soon as possible after receipt of signed CONTRACT, weather permitting. This proposal may be considered as withdrawn by us if not accepted within 90 days.

CWC reserves the decision to work or not to work regarding weather conditions. Rain generally will not stop the work. Books, papers, plants and etc., on window sills and ledges must be removed & replaced by occupants. Window technicians are not permitted to move or replace furniture other than chairs. Any alterations or deviations from above specifications involving extra costs will be executed only upon written orders. Unless specifically included above, prices do not include cleaning frames or removal of tape, signs, paint, tar, mortar, hard water and chemical stains, or similar foreign materials from the glass.

We are responsible for customer damage and glass broken by our employees, when our office is notified within 24 hours. Cracked or out of order windows will not be washed.

For your protection we carry comprehensive, we carry Comprehensive Contractor Liability, Blanket Broad Form Contractual Liability and Completed Operation Insurance as well as Statutory Workmen's' Compensation Insurance. Certificates of Insurance are available upon request.

Payment terms are net 30 days. Please sign and return to CWC for acceptance and initiation of service.

**ACCEPTANCE – REQUIRED TO SCHEDULE**

The above prices, specifications and conditions are satisfactory and are hereby accepted.

Please clearly note the scopes and options you wish to have provided.

City Window Cleaning, Inc. of Delaware is authorized to do the work as specified.

H. Herbert Hirzel  
President

Name: \_\_\_\_\_

Title \_\_\_\_\_

Signature \_\_\_\_\_

Date: \_\_\_\_\_

**Green Acres Lawn and  
Landscape Corp.**  
WE HAVE THE MEANS FOR ALL YOUR GREENS.

**Emergency Operation Center**  
22 S. Heald St.  
Wilmington, DE 19801

**2018-2020 LANDSCAPE MAINTENANCE SPECIFICATIONS**

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**GROUNDS, SITE MAINTENANCE (INCLUDING ALL PARKING AREA'S)**

1. Vendor shall provide personnel to police the grounds on a regular basis. This shall include clearing any debris, litter, or trash that should be found on or in and around the premises.
2. The grounds shall be policed on Mondays, Wednesdays, and Fridays of each week; however, all entrance areas, inside and outside, will be checked and cleaned daily. This is to include removal of cobwebs around outside of entrances.
3. The vendor shall provide personnel to cut the grass areas on the grounds once a week during the growing season.
4. Vendor shall provide personnel to remove snow and apply salt, sand, etc. from areas of employee and public access to the Emergency Operations Center. Snow removal should be completed prior to the regular occupancy times.
5. Vendor shall provide lawn services as follows:
  - a. **SPRING CLEAN UP- LATE MARCH:**

Clean all bed areas to remove leaves, debris, and any old weed growth. Spring clean- up is to occur prior to mulch application. Some fill might be necessary in these areas.
  - b. **MULCHING:**

Mulch all bed areas once per year, following spring clean- up with a minimum of two-inch depth of hardwood mulch.
  - c. **WEED CONTROL:**

Apply pre- emergent weed control such as Treflan as per labeled directions. Application to be applied as needed, minimum of one time per year, dependent on weather conditions and product residual.

**Green Acres Lawn and  
Landscape Corp.**  
WE HAVE THE MEANS FOR ALL YOUR GREENS.

d. **BED CARE:**

Weed, edge and/ or cultivate bed areas a minimum of every three weeks to maintain a consistently neat, clean bed area.

e. **TRIMMING AND PRUNING:**

Trimming and prune all ornamental trees, shrubs, and ground covers according to standard horticultural practice and timing consistent with specific tree, shrub, and ground cover varieties.

Pruning shall consist of removal of winter kill and damage due to wind and ice, removal of dead crossing branching, rejuvenation of pruning to encourage new branching from base of deciduous shrubs, removal of excessive suckering shoot growth from the base of trees, and removal of weakened insect and disease damage wood.

Care shall be given to maintain natural plant form, flowering wood and buds shall not be removed prior to flowering state of plant growth.

f. **SPRAYING:**

Spray all trees and shrubs as required to control insect and disease damage, a minimum of three times per year. Spray applications would be targeted to control peak populations of insects and disease organisms.

g. **FLOWER INSTALLATION (ALL BEDS BUTTING AND AROUND THE BUILDING):**

Install annual flowers and late Summer.

**Green Acres Lawn and  
Landscape Corp.**  
WE HAVE THE MEANS FOR ALL YOUR GREENS.

**PRICING SCHEDULE:**

Weekly Mowing (26 @ 50)	\$1,300
Spring Cleanup / Mulch Prep.	\$1,320
Mulching	\$600
Trimming & Pruning	\$600
Seasonal Flowers	\$630
Spraying	\$250
<u>Weed Control</u>	<u>\$300</u>
<b>TOTAL</b>	<b>\$5,000</b>

**BILLING OPTIONS**

Please select your preferred billing method:

- Bill services monthly as services are performed.
  - Bill     XX     equal installments for contracted services.
  - Bill as otherwise agreed upon:
-



**Green Acres Lawn and  
Landscape Corp.**  
WE HAVE THE MEANS FOR ALL YOUR GREENS.

**SUBMISSION OF PROPOSAL:**

Green Acres proposes to furnish all labor and materials – complete in accordance with above specifications as necessary to accomplish this landscape maintenance package. All material is guaranteed to be as specified. All work is to be completed in a workmanlike manner in accordance with industry standards. Any alteration or deviation from the above specifications involving extra costs will be executed only upon written orders, and will result in additional charges over and above this contract. All agreements are contingent upon strikes, accidents, or delays beyond our control. The management of Green Acres is to carry fire, tornado, liability and other necessary insurances. Workers employed by Green Acres are fully covered by worker's compensation insurance. Customer shall make Green Acres aware of any special insurance requirements or certifications prior to fully executing any agreement. A Certificate of Insurance will be provided ONLY after a written contract in in effect.

**CHARGES:**

All invoices are due net 30 days, with a service charge of 1.5%/month on past due balances. This represents an annual rate of 18%. In addition to all service charges, the customer shall also pay all costs of collection, including but not limited to attorneys fees and court costs.

**SUBMITTED BY:**

**Green Acres LAWN & LANDSCAPE CORP.**  
P.O. Box 5468  
Wilmington, DE 19808  
(302) 275-7385 phone

DATE: 02/02/18 SUBMITTED BY: 

**ACCEPTANCE OF PROPOSAL:**

The above prices, specifications and conditions are satisfactory and are hereby accepted. You are authorizing to do the work as specified. Payment will be made as outlined above.

DATE: \_\_\_\_\_ ACCEPTED BY: \_\_\_\_\_

TITLE: \_\_\_\_\_ COMPANY: \_\_\_\_\_

ADDRESS: \_\_\_\_\_



# WAYMAN FIRE PROTECTION, INC.

SPRINKLERS \* ALARMS \* INSPECTIONS \* SPECIAL HAZARDS

PHONE 302-994-5757 FAX 302-994-5750

Celebrating 35 Years of Protecting Lives and Property through Fire Prevention

February 9, 2018  
Asset Management Alliance  
222 Delaware Ave.  
Wilmington, DE 19899  
Attn: Dave Kasey

Dear Mr. Kasey,

Wayman Fire Protection, Inc. (WFP) is pleased to provide the quotation for inspection at the below referenced facility.

### *Life Safety Systems Test & Inspection*

The proposed life safety system will be tested and inspected in accordance with the applicable state and national fire codes and standards. Periodic testing and inspecting will reduce the chance of false alarms and improve the reliability of your fire alarm system by discovering deficiencies and shortcomings before an emergency occurs.

### *Equipment Fire Alarm)*

- (1) Fire Alarm Control Panels
- (18) Smoke Detectors
- (23) Audio Visual Devices
- (10) Pull Stations
- (7) Heat Detectors
- (4) Duct Detectors
- (1) Water flow switch

### *Sprinkler Systems*

- (1) Wet Systems
- (1) Control Valve

### *Extinguishers*

- (13) Extinguishers

**Frequency of Services;** WFP will perform the following tests and inspections as indicated:

- Fire Alarm (Annual)
- Sprinkler Systems (Quarterly)
- Extinguishers (Annual)

### *Location of Services*

Emergency Operation Center  
22 S. Heald St  
Wilmington De 19801



# WAYMAN FIRE PROTECTION, INC.

SPRINKLERS \* ALARMS \* INSPECTIONS \* SPECIAL HAZARDS

PHONE 302-994-5757 FAX 302-994-5750

Celebrating 35 Years of Protecting Lives and Property through Fire Prevention

## *Scope of Work*

### Fire Alarm System

1. Fire control panel shall be completely tested to determine if all functions are in proper operational status, and to confirm the overall capability of each module component.
2. 100% Panel Tests on all applicable Panels.
3. 100% Transponder Tests on all applicable Transponders.
4. 100% Annunciator Tests at all command centers.
5. 100% Printer Tests on all applicable Printers.
6. All Smoke Detectors checked for proper operation.
7. Smoke detectors will be visually inspected for cleanliness. When required, cleaning shall be in accordance with manufacturer's recommendations.
8. Restorable heat detectors will be tested
9. All initiating devices shall be tested to confirm proper supervisory interconnecting within the appropriate zone circuits of the fire alarm panel.
10. Non restorable heat detectors shall have the circuits tested by simulating its electrical operation at the wiring connection
11. All Pull Stations checked for proper operation single stage and two stage operations.
12. All Visual and Audible Signals to be activated for proper operation.
13. Each power loss supervisory device shall be tested by disconnecting the main power supply to the equipment, resulting in an audible trouble signal and visual indication.
14. Other fixed type extinguishing systems that are connected to the fire alarm control unit, the owner to coordinate the operation of the output contacts so that Wayman Fire Protection can verify it Initiates the specified system functions at the fire alarm control unit (e.g., alarm, trouble)
15. Emergency monitoring devices will be tested and inspected for appropriate operation(s). (90 Second Response)
16. All power zone leads that terminate in the panel, and auxiliary equipment, shall be tested to determine if all leads are free of any interruptions due to shorts, opens, or grounds.
17. Inspections shall commence on a date convenient to both parties.
18. Above listed items are some of the required annual inspections procedures, complete documentation of the entire Fire Alarm Test and Inspection will be supplied at completion of inspection.

### Fire Sprinkler Systems

1. We shall inspect all systems and risers by performing a drain test and recording the static and residual pressures. This will provide historical data for recording water flow information.
2. We will check and determine if fire sprinkler system is in service and in working and satisfactory condition.
3. Check condition of drain valves, gauges and related components.
4. Inspect all sprinkler control valves for proper position, general condition, accessibility, and test for satisfactory arrangements.
5. Tag alarm valves as required by state law.
6. Inspect sprinkler control valve identification signs and security arrangements.
7. Check all control valves, open and close the system control valves and sectional valves to be sure they are in good operating condition and lubricate when necessary.
8. Check condition of all alarm valves and their related trim.
9. Test water motor alarm gong on all systems by operating inspectors test connection, visual inspection, water flow for evidence of any obstruction.
10. Inspect and test sprinkler alarm system components for satisfactory condition.
11. Check general condition of sprinkler heads for any obstruction or coatings that may hinder satisfactory activation.
12. Check to see if reserve sprinkler heads are in proper supply and assortment.
13. Check for adequate clearance around sprinkler heads to allow for proper water distribution.
14. Check for general condition of sprinkler system piping, hangers, and related equipment.
15. Inspect fire department connection, couplings, caps, threads, clapper, check valves and drains, lubricate as necessary.
16. Supply a complete set of documentation of the Test and Inspection.



# WAYMAN FIRE PROTECTION, INC.

SPRINKLERS \* ALARMS \* INSPECTIONS \* SPECIAL HAZARDS

PHONE 302-994-5757 FAX 302-994-5750

Celebrating 35 Years of Protecting Lives and Property through Fire Prevention

Fire Extinguishers {PRIVATE }

1. We shall perform an annual inspection of your fire extinguishers in accordance with N.F.P.A. No. 10.
2. Inspect extinguisher and mounting hardware for apparent physical damage, corrosion, leakage or missing parts.
3. We shall check the extinguishers to determine if they have been discharged.
4. Inspect lock-pin, seal and tamper indicators.
5. Place new seal "tag" through the lock-pin
6. We shall verify date of hydrostatic testing and/or 6 year maintenance, if due to be retested, you will be notified.
7. Please note that this inspection does not include recharging. Recharging will be provided at an additional cost.
8. Inspect nozzle and hose for deterioration and obstruction.
9. Conduct tests to verify proper condition and reading of pressure gauge.
10. Supply a complete set of documentation of the Test and Inspection.
11. We shall affix a durable tag to each extinguisher with the date of inspection, type of extinguisher serviced and name and license number of service technician.
12. Supply a complete set of documentation of the Test and Inspection.

Commitment

{PRIVATE }

Annual Investment for Test and Inspection of Life Safety Equipment.....	\$1050.00
Fire Marshal Certification Fees.....	<del>\$50.00</del>
Total Annual Investment.....	\$1100.00

This contract is for a **1-year period (January 1, 2018 – December 31, 2018)**. When such period has ended, the contract shall automatically renew unless prior written notification of cancellation has been received. *Excludes: 5yr. hydrostatic testing, internal pipe exams, extinguisher hydrostatic testing, repair work etc. and is limited to the services as outlined on page one.*

**Payment terms are net thirty (30) days, in full, once the inspection is scheduled and confirmed.**

All work shall be performed in accordance with the current standards and by our usual workmen during normal working hours.

Upon completion of the inspection, we shall turn over copies of the inspection reports to your office a copy will be secured in our inspection documents center.

Proposal as submitted shall hold good for thirty (30) days after the proposal date.

Please sign below where indicated and return, via facsimile or mail, to our office. Once we receive the signed proposal our Inspection Department will call to schedule this work.

Thank you for the opportunity to be of service to your company with the code compliance requirements and do not hesitate to contact me if you have any questions.

Sincerely,

*John Smith*

Sales Engineer  
302-420-0774

\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date



# WAYMAN FIRE PROTECTION, INC.

**SPRINKLERS \* ALARMS \* INSPECTIONS \* SPECIAL HAZARDS**

**PHONE 302-994-5757 FAX 302-994-5750**

**Celebrating 35 Years of Protecting Lives and Property through Fire Prevention**

## *The Wayman Advantage*

A major benefit of partnering with Wayman Fire Protection Inc. is the fact that we can provide testing, inspection and service for all of your life safety needs without the hassle of coordinating testing with multiple vendors. Our factory-trained service technicians can support all life safety equipment.

We are certified to service:

- ✓ Fire Alarm & Detection Systems
- ✓ Central Station Monitoring
- ✓ Sprinkler Systems
- ✓ Kitchen Suppression Systems
- ✓ Fire Extinguisher
- ✓ Special Hazards Systems
- ✓ Emergency/Exit Lighting
- ✓ Access Control
- ✓ Sound and Communications
- ✓ Integrated Security Applications
- ✓ Bio-Metrics

Become a Wayman Fire Protection Inc. contracted customer and you become entitled to additional discounts for multiply service items. Please don't hesitate to call for a quick response.

There's no substitution for our quality, knowledge, experience and willingness to exceed your expectations.

Thank you again for the opportunity and let's speak soon.

John Smith  
Sales Engineer  
302-994-5757 ext 580  
J.smith@waymanfireprotection.com



# WAYMAN FIRE PROTECTION, INC.

SPRINKLERS \* ALARMS \* INSPECTIONS \* SPECIAL HAZARDS

PHONE 302-994-5757 FAX 302-994-5750

Celebrating 35 Years of Protecting Lives and Property through Fire Prevention

## GENERAL PROVISIONS

- A. This agreement between the CUSTOMER and Wayman Fire Protection, Inc. (SELLER) is place subject only to the Terms and Conditions set forth hereunder and the reference to any proposal from BUYER including Purchase Orders, which shall become part of this agreement, is only for the purpose of specifying basic information concerning price, the description of the items, quantities, terms of payment, and delivery and then only as such terms are consistent with the terms and conditions herein. Further, notwithstanding any other agreements between the parties, this agreement shall not be deemed or construed to be modified, amended, rescinded, cancelled or waived in whole or in part and in the event of any inconsistencies between the terms and conditions in this agreement or the purchase order, this agreement shall prevail.
- B. No representations of any kind have been made by SELLER to the BUYER except as set forth herein and this document contains the entire Agreement between the parties.
- C. All services under this Agreement will be performed during normal working hours of SELLER'S normal working days (Monday to Friday 7:30AM - 3:30 PM, excluding SELLER'S holidays) unless specifically outlined as a Special Provision to this Agreement.
- D. This agreement does not include software modifications or enhancements of any kind for any programmable device or equipment.
- E. In the event that the system or any equipment or component thereof is altered, modified, changed or moved, this Agreement may be immediately amended to reflect the change in covered equipment or terminated at SELLER'S option.
- F. This Agreement does not apply to software repairs to, or replacement of the equipment subject to this agreement, if such repairs are required by reason of vandalism, flooding, fire, lightning, power failure, installation of incompatible equipment, improper operating procedures, or by any other cause beyond the control of SELLER.
- G. This agreement does not cover consumables or wiring external to the devices.
- H. Applicable Law and Jurisdiction: This agreement shall be deemed entered into in the State of Delaware and the laws of Delaware shall govern its validity, performance and construction. Courts of the State of Delaware have non-exclusive jurisdiction of any claims arising out of this contract.
- I. If a Fire Watch is either recommended or deemed necessary by any person, including any government AHJ, then the procurement and all associated costs of the Fire Watch shall be the sole responsibility of the BUYER and shall in no event be the responsibility of the SELLER.
- J. This agreement assumes that the system and the equipment as specified in the attachments are in complete working order. Any deficiencies found or repairs deemed necessary during the first complete test and inspection by the SELLER are not included, and will be submitted to the BUYER for approval and will be charged separately. This work must be complete prior to the commencement of the maintenance agreement as specified.
- K. If sprinklers flow valves and tamper switch testing is included, the testing will be limited to electrical function tests only.
- L. Since the original equipment manufacturer has ultimate control over the production, modification, or obsolescence of their products, SELLER cannot guarantee that the equipment covered under this agreement will be available at the time of order. In that case SELLER will utilize parts, components, and devices of equal or better quality.
- M. The SELLER, at its discretion, has the right to suspend all or any part of the agreed upon services if the BUYER fails to fulfill its obligations or the BUYER'S financial situation is unacceptable to the SELLER.

## BUYER RESPONSIBILITIES

BUYER agrees to provide free access to the equipment, the necessary equipment to reach inaccessible equipment and peripheral devices, suitable electrical service, and in the event of any emergency or system failure, reasonable safety precautions will be taken to protect life and property during the period of time from when SELLER is first notified of the emergency or failure and until such time as SELLER notifies the BUYER that the system is operational or that the emergency has been cleared. BUYER will provide engineering personnel to assist in any after hour service calls or testing. If the system is covered by the SELLER'S maintenance agreement, BUYER shall not allow anyone other than an authorized SELLER employee to perform maintenance repairs, service or testing of the system equipment. BUYER shall not make any modifications to the system including, but not limited to, additions or deletions of equipment without prior notification to SELLER. The BUYER will promptly notify SELLER of any malfunction or failure in the system(s), which comes to the BUYER'S attention and maintain a record of these incidents at the site. The BUYER shall maintain site conditions in accordance with the equipment manufacturer's specifications and or industry standards for the term of this contract.

## SELLER RESPONSIBILITIES

SELLER will maintain the System in working order in accordance with good workman-like standards. SELLER will provide the services as specified in the attachments. SELLER will perform the contracted tests and inspections on the system in accordance with NFPA and the authorities having jurisdiction. Upon completion of these tests, SELLER shall forward copies of the inspection reports to the BUYER and the local authorities having jurisdiction in accordance with the law. The BUYER may purchase parts or additional services such as Repair, Emergency Repair, or Renovation, at normal published rates. SELLER will provide the BUYER with a Certificate of Insurance evidencing Commercial General Liability Insurance and proof of Worker's Compensation Insurance upon request.



# WAYMAN FIRE PROTECTION, INC.

SPRINKLERS \* ALARMS \* INSPECTIONS \* SPECIAL HAZARDS

PHONE 302-994-5757 FAX 302-994-5750

Celebrating 35 Years of Protecting Lives and Property through Fire Prevention

## PAYMENTS

Credit and Payment terms are Net 30 days. Accelerations of Open Accounts Interest at the maximum legal rate of 1½% per month, whichever is lower, will be charged overdue accounts and on any judgments therefore. Upon the failure to pay in full, the due date of any open invoices to BUYER shall be automatically accelerated, and they shall become immediately due and payable and bear interest at the Rate of the date of acceleration.

Taxes: This agreement does not include any municipal, state or federal, excise, valued added or similar taxes or fees, SELLER will submit to the proper taxing authorities use tax as applicable for each state tax code. Consequently, in addition to the prices specified in this agreement, the amount of any present or future tax that may be imposed shall be by the BUYER, or in lieu thereof, BUYER will provide SELLER with a tax exemption certificate acceptable to the taxing authorities.

## TERM OF AGREEMENT

Except as otherwise herein provided this contract shall remain in full force and effect for the period, as specified on the signature page of this agreement, which will commence from the date of execution by the BUYER and acceptance and execution by an authorized representative of the SELLER and periodically thereafter upon the same terms and conditions as herein contained unless a written cancellation, modification, or amendment notice is given by either of the parties herein to the other party thirty (30) days prior to the termination of the contract period or of any yearly periods subsequent to the initial specified period. SELLER reserves the right to escalate the contract prices annually at the anniversary date of the initial term of the contract and may elect to do so at each subsequent renewal.

## LIMITATION OF LIABILITY

SELLER assumes no liability for delay or failure to perform, or interruption of service due to strikes, riots, floods, fires, power surges, accidents, acts of God or any cause beyond the control of SELLER. SELLER will not be required to supply service to buyer while interruption of service to any such cause shall continue.

SELLER shall have the right to assign this Agreement to any other person, firm or corporation without notice to the BUYER, and shall have the further right to subcontract any services that it may perform. This Agreement is not assignable by the BUYER except upon written consent of the SELLER first being obtained. The BUYER may not assign any rights during this contract or under the relationship created hereby either voluntarily or by operation of law without having first obtained the written consent of the SELLER. The BUYER does hereby for itself and all parties claiming under it release and discharge the SELLER from and against all hazards covered by insurance, it being expressly understood and agreed that no insurance company insurer shall have any rights of subrogation against the SELLER, wherever it is possible for the BUYER to do so.

BUYER agrees to and shall indemnify and hold harmless the SELLER, its employees and agents, for and against all third party claims, lawsuits and losses alleged to be caused by SELLER performance, negligent performance or failure to perform its obligations under this Agreement.

It is understood and agreed by the parties hereto that the SELLER, is not an insurer and that insurance, if any, covering personal injury and property loss or damage on BUYER'S premises shall be obtained by the BUYER; that the SELLER is being paid for repair services of a system designed to reduce certain risks of loss and that the amounts charged by the SELLER are not sufficient to guarantee that no loss will occur: that the SELLER is not assuming responsibility for any losses which may occur even if due to SELLER'S negligent performance or failure to perform any obligation under this AGREEMENT. THE SELLER DOES NOT MAKE ANY REPRESENTATION OR WARRANTY, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS, THAT THE SYSTEM OR SERVICE SUPPLIED MAY NOT BE COMPRISED, OR THAT THE SYSTEM OR SERVICES WILL IN ALL CASES PROVIDE THE PROTECTION FOR WHICH IT IS INTENDED.

SINCE IT IS IMPRACTICAL AND EXTREMELY DIFFICULT TO FIX ACTUAL DAMAGES WHICH MAY RISE DUE TO THE FAULTY OPERATION OR FAILURE OF THE SYSTEM OR SERVICES PROVIDED, IF NOT WITHSTANDING THE ABOVE PROVISIONS, THERE SHOULD ARISE ANY LIABILITY ON THE PART OF THE SELLER, SUCH LIABILITY SHALL BE LIMITED TO AN AMOUNT EQUAL TO THE ANNUAL VALUE OF THIS AGREEMENT. THIS SUM SHALL BE COMPLETE AND EXCLUSIVE. IN THE EVENT THAT THE BUYER WISHES TO INCREASE THE MAXIMUM AMOUNT OF SUCH DAMAGES, BUYER MAY AS A MATTER OF RIGHT, OBTAIN FROM SELLER HIGHER LIMITS BY PAYING AN ADDITIONAL AMOUNT PROPORTIONATE TO THE INCREASE IN DAMAGES.



304 Baltimore Ave., Folcroft, PA 19032  
Ph 610-237-1990 Fax 610-237-1993

# PM CONTRACT

DATE 1/31/2018 NUMBER 0000067879

**BILL TO:**

Asset Management Alliance  
222 Delaware Partners LP  
222 Delaware Ave, Suite 109  
Wilmington DE 19801

**SHIP TO:**

Emergency Operations Center  
22 S. Heald Street  
Wilmington DE 19801

Manufacturer	Model	Serial #	Type	Mfg Code	Warranty	Location	Agreement
GENERAC	10215950100		Generator				

We hereby propose to furnish, in accordance with the specifications below and on the attached pages, all labor and material necessary to perform PREVENTIVE MAINTENANCE on the equipment listed above.

       ONE (1) YEAR OPTION

Preventive maintenance inspections performed four (4) times during one-year period; total of four (4) inspections  
Starting on March 1, 2018; ending on February 28, 2019.  
For the sum of: One Thousand One Hundred And 00/100 Dollars ----- (\$1,100.00)

Please Note: This proposal may be withdrawn by Eastern Generator Sales and Service Inc. if not accepted within sixty (60) days.

Authorized Signature Melanie Morris, PM Coordinator  
mmorris@easterngenerator.com

While periodic service and maintenance should result in maximum availability of generator power, this agreement is not a guarantee that the serviced equipment will operate to a specific standard 100% of the time while under the care of Eastern Generator Sales and Service, Inc. This agreement includes only the items specified; it does not include any expense to repair damage caused by abuse, accident, theft, acts of a third person, forces of nature, alteration of equipment or improper operation. All material is guaranteed to be as specified. All work will be completed in a workman like manner according to standard practices. Any alteration or deviation from above or attached specification involving extra cost will be executed only upon written order; and will be come an extra charge over and above the proposed price. All agreements contingent upon strikes, accidents or circumstances beyond control. Equipment owner to carry fire, tornado and other necessary insurance. All Eastern Generator Sales and Service, Inc. employees are covered by workmen's compensation insurance.

PM CONTRACT EMERGENCY CALL BACK LABOR RATES charged portal to portal, 2 hour minimum, are as follows: \$112.50 per hour weekdays, 8 AM to 4 PM; \$168.75 per hour weekdays, 4 PM to 8 AM and all day Saturday: \$225.00 per hour all day Sunday and Holidays; plus fuel surcharge and material.

ACCEPTANCE OF PROPOSAL The above and attached prices, specifications and conditions are satisfactory and are accepted. Eastern Generator Sales and Service, Inc. is authorized to per-work as pecified. Payment will be made as outlined above.

Signature \_\_\_\_\_  
Name/Title \_\_\_\_\_  
Email Address \_\_\_\_\_  
Date of Acceptance \_\_\_\_\_

All inspections will include the following:

- 1. Inspection of general condition of engine for leaks, belt and hose condition, loose fasteners, brackets, etc.

Initials \_\_\_\_\_ Date \_\_\_\_\_

ALL PRODUCTS AND SERVICES PROVIDED ARE SUBJECT TO TERMS AND CONDITIONS OF SALE ATTACHED





304 Baltimore Ave., Folcroft, PA 19032  
Ph 610-237-1990 Fax 610-237-1993

# PM CONTRACT

DATE

1/31/2018

NUMBER

0000067879

## BILL TO:

Asset Management Alliance  
222 Delaware Partners LP  
222 Delaware Ave, Suite 109  
Wilmington DE 19801

## SHIP TO:

Emergency Operations Center  
22 S. Heald Street  
Wilmington DE 19801

2. Inspection of batteries and battery posts; (clean if necessary), check electrolyte level and load test.
3. Inspect battery charger; check for proper operation and float voltage. Adjust as necessary.
4. Inspect charging alternator for proper operation.
5. Inspect cooling system, i.e. radiator, coolant level, coolant condition, water pump, pressure test, & proper louver operation.
6. Inspect generator starting aids for proper operation, i.e. coolant heaters, crankcase, battery heaters, etc.
7. Inspect condition of exhaust system, i.e. muffler, exhaust flex, rain cap and condensate drain.
8. Inspect air filter; clean if necessary.
9. Inspect oil level; add if necessary.
10. Inspect engine protection devices and pre-alarms for proper operation, i.e. low oil pressure, over speed, over crank and high coolant temperature.
11. Inspect fuel systems, i.e. leaks, day tank operation, fuel levels.
12. Inspect brushes and slip rings, if applicable
13. Inspect unit, while running, for satisfactory operating conditions.
14. Inspect generator output voltage, frequency and metering.
15. Inspect automatic transfer switch for proper operation, i.e. time delays, exercise timer, contacts/connections.
16. Advise proper maintenance procedures to maintenance personnel.
17. Written field service report, stating all services performed and description of any problems found

In addition, one (1) inspection per year will include the following:

1. Oil change.
2. Oil filter change.
3. Fuel filter change, if applicable.
4. Air filter change, if necessary (additional charge for units over 20 kW).
5. Lubricate generator bearing, fan shaft and governor linkage.
6. Engine tune up to include replacing of points, plugs (excluding platinum spark plugs), and condenser; cap, and rotor, as necessary; check and adjust timing as necessary. Diesel units excluded.
7. Take oil sample (liquid cooled units only), for analysis to detect excessive engine wear.
8. Building load test to be done during normal business hours.

PLEASE NOTE: Because it is not necessary annually, the cost to replace the antifreeze is not included in the quoted price. If the inspection and/or testing indicates the need for replacement, it will be done at an additional charge, to owner, above and beyond the proposed price, upon prior approval of owner.

All oil and antifreeze removed from equipment during servicing is properly disposed of, according to EPA regulation.

Weather Delay - Demands for service increase dramatically during severe weather i.e. hurricanes, tornados, thunder storms, snow, ice, flooding, etc... Please be aware that severe weather conditions may cause delays and/or postponement to previously scheduled service and/or maintenance. All service and maintenance appointments that are canceled, by Eastern Generator Sales and Service Inc., during a severe weather event will be rescheduled, at no additional cost to the customer.

Emergency Events - Demands for service increase dramatically during emergency events i.e. national emergency, wide spread power failures, brown outs, rolling blackouts, etc... Please be aware that emergency events may cause delays and/or postponement to

Initials \_\_\_\_\_ Date \_\_\_\_\_

ALL PRODUCTS AND SERVICES PROVIDED ARE SUBJECT TO TERMS AND CONDITIONS OF SALE ATTACHED



304 Baltimore Ave., Folcroft, PA 19032  
Ph 610-237-1990 Fax 610-237-1993

# PM CONTRACT

DATE 1/31/2018 NUMBER 0000067879

**BILL TO:**

Asset Management Alliance  
222 Delaware Partners LP  
222 Delaware Ave, Suite 109  
Wilmington DE 19801

**SHIP TO:**

Emergency Operations Center  
22 S. Heald Street  
Wilmington DE 19801

previously scheduled service and/or maintenance. Also note, that all customers may not experience utility outages during these events. All service and maintenance appointments that are cancelled, by Eastern Generator Sales and Service Inc., during an emergency event will be rescheduled, at no additional cost to the customer.

Customer Responsibilities - Customers are responsible to provide Eastern Generators' service technicians safe and reasonable access to their emergency power equipment including, generator, automatic transfer switch, fuel tanks, battery chargers, etc... Components that become restricted due to overgrowth, animals, pets, flooding, fallen trees, snow, ice, etc... may be deemed unserviceable and/or necessitate additional labor charges. Please provide safe and unhampered access to the equipment being serviced, as follows:

- Clear all overgrowth including weeds, briars, poison ivy etc. Maintain a clear five foot radius around generator, to provide service access as well as allowing proper generator cooling.
- Please secure all pets, friendly or otherwise, as they may cause service delays.
- Clear fallen trees and branches that restrict service access to generator.
- Wild animals, rodents, insects, etc. occasionally seek shelter in generators. This restricts equipment access, creates an unsafe environment for our service technicians, and may result in costly equipment damage. Please contact a pest control expert if these issues arise.
- Clear all snow and ice covering paths, driveways and steps that lead to and around equipment. In addition to the technician's safety and generator service access issues, excessive snow around generators can cause overheating and serious damage. Please call, if you need help identifying areas to be cleared.

Eastern Generator Sales and Service, Inc. strives to provide top quality service to all our customers; to work in a safe, efficient and professional manor. Please help us keep your on-site service costs down by following the above customer responsibilities regarding site access.

If you have any questions, please contact us at 610-237-1990.

# P. Wilson Pest Control Co.

P.O. Box 9262 • Wilmington, DE 19809

302-655-0214 • Fax: 302-655-6403

pwilsonpestcontrolco.com • pw184@verizon.net

DE 184 • PA BU3950 • NJ 91404A

Inspection Date: 2 / 01 / 2018

## Pest Control Service Agreement

<b>Attn: David Kasey</b> Purchaser		Premises	
Name <u>Asset Management Alliance</u>		Name <u>Emergency Operations Center</u>	
Address <u>222 Delaware Ave, Suite 109</u>		Address <u>22 S. Heald Street</u>	
City <u>Wilmington</u>		City <u>Wilmington</u>	
State <u>DE</u>	Zip <u>19801</u>	State <u>DE</u>	Zip <u>19801</u>
Phone/Home <u>(302) 655-2100</u> / FAX <u>(302) 655-3531</u>	(Work)	Phone/Home	(Work)

This agreement is for an initial period of 7/1/18 - 6/30/18

### BASIC COVERAGE - TREATMENT OR INSPECTION FOR

- |  |  |   |   |
|--|--|---|---|
| <input checked="" type="checkbox"/> American Roaches     | <input type="checkbox"/> Smokey Brown Roaches  | <input type="checkbox"/> House Ants     | <input type="checkbox"/> Millipedes     |
| <input checked="" type="checkbox"/> Brown Banded Roaches | <input checked="" type="checkbox"/> Mice       | <input type="checkbox"/> Centipedes     | <input type="checkbox"/> House Crickets |
| <input checked="" type="checkbox"/> German Roaches       | <input checked="" type="checkbox"/> Rats       | <input type="checkbox"/> Solitary Wasps | <input type="checkbox"/> Other _____    |
| <input checked="" type="checkbox"/> Oriental Roaches     | <input checked="" type="checkbox"/> Silverfish | <input type="checkbox"/> Earwigs        | <input type="checkbox"/> _____          |

### EXPANDED COVERAGE

- |  |  |   |
|--|--|---|
| <input checked="" type="checkbox"/> Carpenter Ants | <input type="checkbox"/> Indoor Tick Control   | <input checked="" type="checkbox"/> Other <u>All emergency service will be charged \$75.00 / per service. This includes Termite Inspections. ( 4 - Inspections ) 4 x \$ 75.00 = \$ 300.00</u> |
| <input checked="" type="checkbox"/> Pharaoh Ants   | <input type="checkbox"/> Indoor Flea Control   |   |
| <input checked="" type="checkbox"/> Exterior Ants  | <input type="checkbox"/> Black Widow Spiders   |   |
| <input type="checkbox"/> Clothes Moths             | <input type="checkbox"/> Brown Recluse Spiders |   |

### SPECIAL INSTRUCTIONS

PETS:  YES  NO Types: \_\_\_\_\_

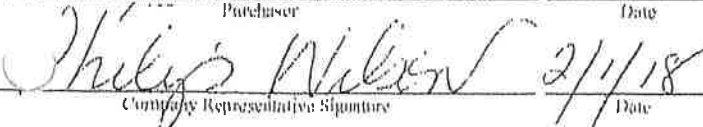
Service for the above pest only.

Crawl Space Interior Access \_\_\_\_\_  
 Crawl Space Exterior Access \_\_\_\_\_  
 Back Yard Access \_\_\_\_\_

SERVICE FREQUENCY	SERVICE / INSPECTION												METHOD OF PAYMENT
<input type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input checked="" type="checkbox"/> Every Other Month <input type="checkbox"/> 3 Times a Year	<small>Check one for month</small> Jun Feb Mar Apr May June July Aug Sep Oct Nov Dec	<input type="checkbox"/> Remit to Service Technician <input type="checkbox"/> Pay From Work Order <input type="checkbox"/> Cash <input type="checkbox"/> Check # _____ <input type="checkbox"/> Credit Card											
	INTERIOR <u>XX</u> <u>XX</u> <u>XX</u> <u>XX</u> <u>XX</u> <u>XX</u> <u>XX</u> <u>XX</u> <u>XX</u> <u>XX</u> <u>XX</u> <u>XX</u>												
	EXTERIOR <u>XX</u> <u>XX</u> <u>XX</u> <u>XX</u> <u>XX</u> <u>XX</u> <u>XX</u> <u>XX</u> <u>XX</u> <u>XX</u> <u>XX</u> <u>XX</u>												

### SERVICE CHARGE

Initial Service Charge	\$
Regular Service Charge	\$ \$ 25.00
Sub-total Annual Amount	\$
Sales Tax	\$
Total Annual Amount	\$ \$ 210.00
Amount Remitted with Agreement	\$ \$ 510.00

Purchaser \_\_\_\_\_ Date \_\_\_\_\_  
  
 Company Representative Signature \_\_\_\_\_ Date \_\_\_\_\_  
 Philip Wilson  
 Company Representative (Print name)

**M V FARINOLA, INC.**  
4023 Kennett Pike Suite 219  
Wilmington, DE 19807

**DE-ELEVATOR/ESCALATOR  
CODE INSPECTIONS**

To Asset Management Alliance

222 Delaware Ave  
Wilmington, DE 19801

Dave Kasey  
Owner / Representative

Property Manager  
Title

For Office Building

22 South Heald Street  
Wilmington, DE 19801

Michael V Farinola  
M V FARINOLA, INC.

Date 02/07/18

M V Farinola, Inc. proposes to furnish inspection services for the following equipment ("units") in accordance with the applicable ASME 17.1-2010 Inspections and Tests.

**One (1) Dumbwaiter**

**THIS PROPOSAL**, including the provisions contained on the pages following, when accepted by you below and approved by our authorized representative, shall constitute the exclusive contract between us for the services to be provided hereunder, and all prior representations or agreements not incorporated herein shall be superseded. Any purchase orders issued by you in connection with the services to be provided hereunder shall be deemed to be issued for your administrative or billing identification purposes only, and the parties hereto intend that the terms and conditions contained herein shall exclusively govern the services to be provided hereunder. This Contract may not be changed, modified, revised or amended unless in writing signed by you and an authorized representative of M V Farinola, Inc.

**THIS QUOTATION** is valid for ninety (90) days from the date of the proposal.

**CUSTOMER** accepted in duplicate on X

By: X Title: X

Principal or Owner

Agent for the Principal or Owner: \_\_\_\_\_  
(Name of Principal or Owner)

**APPROVED FOR M V FARINOLA, INC.** Michael V Farinola  
(Authorized Representative)

Title: President Date: X 02/07/18

Under this Contract we will inspect and if required, provide test witness certification of the Units on the following terms and conditions:

**INSPECTIONS**

We will periodically and routinely inspect the Units in accordance with ASME A17.1 Codes using QEI licensed personnel, and file all reports with the appropriate enforcing agency. This includes inspection of:

- Machines, hoistway enclosure.
- Conductor cables, hoistway and machine room wiring.
- Motors, motor generators, SCR drives.
- Pumps, pump motors, operating valves, valve motors, plunger, exposed piping, hydraulic tanks.
- Controllers, selectors and dispatching equipment, relays, solid state components, computer and microcomputer devices, and mechanical and electrical driving equipment, lamps, signals, and position indicating equipment.
- Governors, deflectors or secondary sheaves, car and counterweight buffers, car and counterweight guide rails, top and bottom limit switches, governor tension sheave assemblies, compensating sheave assemblies, counterweight and counterweight guide shoes including rollers or gibs.
- Hoistway door interlocks and hangers, bottom door guides and auxiliary door closing devices.
- Door operators, car door hangers, car door contacts, door protective devices, car safety mechanisms, platforms, platform floorings, car guide shoes, including gibs or rollers.
- Escalator handrails, handrail brush guards, steps, step treads, step wheels, comb plates, and floor plates.
- Escalator upper drives, upper newel and lower newel.
- Hoist ropes.

In addition to the foregoing parts, we may, but shall not be required to, inspect certain additional parts of the Units.

**SAFETY AND TEST WITNESSING (REQUIRED)**

We will periodically provide test certification (witnessing) of the Annual no load, hydraulic relief valve test and, if required, the five year full load safety test (performed by others). We will file the required certification forms, on your behalf, with the appropriate enforcing agency. Any failures of these tests will be brought to your immediate attention for appropriate resolution and a re-test scheduled. All test witnessing (initial or rescheduled) shall be billed at our agreed rate.

**CLARIFICATIONS**

It is agreed that the Units, and any and all parts thereof, shall at all times remain under your exclusive possession and control, in your capacity as owner, lessee or agent of the owner or lessee, and that you at all times will remain responsible exclusively for observing all requirements imposed with respect to the Units by applicable federal, state or local laws, ordinances or regulations.

You agree to provide us unrestricted ready access to all areas of the building in which any part of the Units are located and to keep all machine rooms and pit areas free from water, stored materials and excessive debris. You agree to provide a safe workplace for our personnel, and to remove any hazardous materials in accordance with applicable laws and regulations. In addition, you hereby agree to indemnify, defend and hold us harmless from and against any and all costs, expenses, claims, injuries, suits and all other liabilities, including attorney's fees, relating to or otherwise arising in connection with your breach or violation of health, work, safety, environmental and/or other laws, rules, regulations and ordinances.

If any Unit is malfunctioning or in a dangerous condition, you should immediately remove the Unit from service and take all necessary precautions to prevent access or use.

You agree to maintain any and all instructions or warnings to passengers in connection with the use of any Units.

**TERMS**

The term of this Contract will be for three (3) year beginning on the Commencement Date.

All inspections will be performed only during our regular working hours of our regular working days, unless indicated otherwise in writing.

If overtime inspection services are later requested by you, you will be charged extra only for the overtime bonus hours at our regular hourly billing rates.

We shall not be liable for any loss, damage or delay due to any cause beyond our reasonable control including, but not limited to, acts of government, labor disputes, fire, explosion, theft, floods, water, weather, earthquake, riot, civil commotion, war, vandalism, misuse, abuse, malicious mischief or acts of God.

UNDER NO CIRCUMSTANCES SHALL WE BE LIABLE FOR ANY INDIRECT, SPECIAL OR CONSEQUENTIAL DAMAGES OF ANY KIND INCLUDING, BUT NOT LIMITED TO, FINES OR PENALTIES, LOSS OF PROFITS, LOSS OF RENTS, LOSS OF GOOD WILL, LOSS OF BUSINESS OPPORTUNITY, ADDITIONAL FINANCING COSTS, OR LOSS OF USE OF ANY EQUIPMENT OR PROPERTY, WHETHER IN CONTRACT, TORT, INCLUDING NEGLIGENCE, WARRANTY OR OTHERWISE.

Our liability with respect to any of the services we are providing hereunder, whether arising under a theory of contract or tort (including negligence), or by reason of warranty or otherwise, shall not exceed the sum which you have paid for the services which we have rendered hereunder. Your right to recover the cost of the services which we have performed shall be your sole and exclusive remedy hereunder.

**CONTRACT PRICE**

The Contract Price shall be Eighty-Five Dollars (**\$ 85.00**) per Unit for each inspection plus travel fee of **\$15**. Payments shall be made on a **semi-annual** basis due on the day of receipt of invoice, beginning on the Commencement Date.

The Commencement Date shall be February 7, 2018

You will also pay, in addition to the Contract Price, any tax (including, but not limited to, sales, use or excise tax) imposed upon us, our suppliers or you by any existing or future law, statute, court decision, rule or regulation in connection with the services to be provided hereunder.

You further agree to pay a charge calculated from the date of the invoice at the rate of 1 1/2% per month, or the highest legally permitted rate, whichever is less, on any balance past due for more than 30 days, and for all legal costs (including but not limited to attorney's fees) incurred by us to collect overdue amounts.

**PRICE ADJUSTMENT**

The Contract Price shall be adjusted as provided herein to reflect changes by the enforcing jurisdiction to the scope of the inspection or testing requirements within its jurisdiction. Each price adjustment shall be effective as soon as practicable after any changes in the Authority having jurisdiction requirements are adopted.

***SPECIAL PROVISIONS***

1. Pricing held firm for 3 years



# Asset Management Alliance

February 7, 2018

*Prepared by: Carl Shanahan & Nelson Lopez*

February 8, 2018

Ms. Sarah Ruane  
Asset Management Alliance  
222 Delaware Avenue  
Wilmington, DE 19801

RE: EOC, Wilmington DE

Dear Sarah,

Shamrock appreciates this opportunity to present our cleaning proposal for Emergency Operations Center in Wilmington, Delaware. Enclosed is a comprehensive program designed to meet your housekeeping service needs, and further, to establish a partnership with your firm, which seeks to capitalize on each partner's ability to help the other attain its goals.

All of us at Shamrock understand that meeting Asset Management Alliance's expectations means success for both our companies. I assure you that there is no contractor offering a finer combination of industry know-how, technical competence and staff and client support than that presented by Shamrock.

We believe firmly that the program we are proposing today will meet Asset Management Alliance's housekeeping needs. We have bid the project according to your specifications and we fully intend to work closely with you to put to rest any issues that have presented serious and/or nagging problems for you or your tenants.

A key point to remember is that this proposal is just that – a proposal. It is capable of being revised or adjusted as needed in order to accommodate any changes in staffing and wages. While we believe our proposal represents an excellent value for Asset Management Alliance, we know that during your process you may see or hear another suggestion that you would like us to incorporate. We will gladly revise this proposal at your direction and provide you fast turnaround on the results.

I look forward to your acceptance of this proposal; so that we may have the opportunity to demonstrate why Shamrock has been the leading choice of so many property and facilities managers for their buildings' care for over 45 years. Should you have any questions about this proposal, please don't hesitate to contact me at [cshanahan@shamrockclean.com](mailto:cshanahan@shamrockclean.com) or 727-249-6153.

Thank you for this opportunity and for your consideration.

Sincerely,



Carl Shanahan.  
President

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## PHILOSOPHY

At Shamrock, we care about the people we work for and the people who work for us.

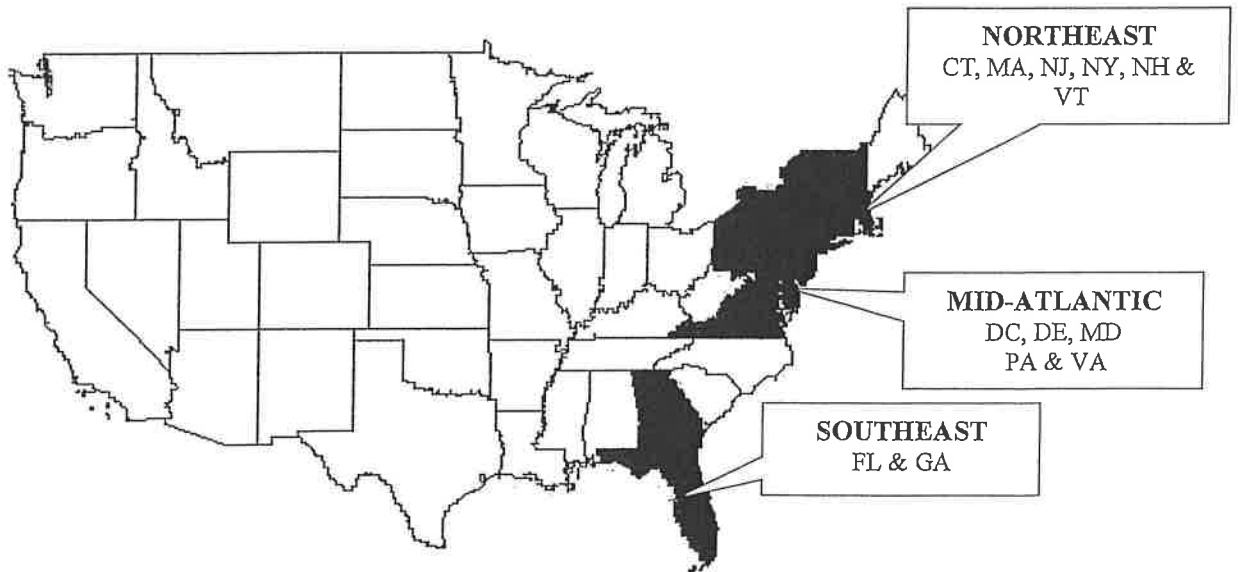
Shamrock employees are truly committed to excellence of service. Today there are Shamrock service operators working somewhere every hour of the day, every day of the year. There is one single thread running through the Shamrock organization and that is **CLIENT SERVICE**.

## GENERAL INFORMATION

Shamrock is a modern, full-service janitorial and maintenance company. Our goal is to provide the finest possible service to building owners and managers at a competitive price. We service selected companies ranging from the Fortune 500 to s, local businesses. We are a multi-regional company centrally headquartered in central Florida with major service concentrations in the following areas.

- ✿ Our mission is to give Shamrock customers the highest quality and most cost effective service available.
- ✿ Our goal is to care for Shamrock people, both clients and co-workers.

Our key management personnel are located throughout the entire market area. Our flexible operating plan gives us the ability to provide a complete service plan at any appropriate site anywhere within our operating range.





Shamrock has been offering quality service since the late 1960's. The growth and success that have distinguished Shamrock are the result of our liking this industry, liking what we do and working hard to do it well.

At Shamrock we are committed to serving our customers well. We do our best to provide reliable service and consistent quality. We believe we can provide ASSET MANAGEMENT ALLIANCE with the best value for your dollar. Our philosophy is working, with over forty million square feet of client space being serviced by 2000 Shamrock employees every day.

## **MISSION STATEMENT**

Shamrock believes that through well trained and motivated employees it will continue to develop as a leader in the cleaning and maintenance industry in local, regional and national markets.

Shamrock as a service company will continue to develop and refine systems to provide a clean, safe and healthy working environment for our co-workers and our client's co-workers.

Shamrock continues to develop and improve all core services along with developing value added services for our clients in a partnership atmosphere.

## **SITE ORGANIZATION AND SUPPORT**

Shamrock operates in a wide geographic territory with key management personnel located throughout our entire market area. Our flexible management and employee policy enables us to provide personally supervised service to any site. When we assume a contract, we build the staff from the local area to the extent possible.

All major markets serviced by Shamrock are managed by General Managers, with Regional Operations Managers who direct the operations of a number of sites and Account Managers who direct large single site operations. Each is staffed with carefully selected Supervisors, Group Leaders, Service Specialists and Service Operators.

The success of a cleaning contractor is, to a great degree, dependent on the quality of its Corporate, Regional and Area Management and most importantly, its on-site supervision. We believe that the supervision administered at the site level by Shamrock, together with the corporate support provided by our personnel, will assure a well-run service program and a successful association between Shamrock and ASSET MANAGEMENT ALLIANCE.



## QUALITY CONTROL




At Shamrock we believe our attention to training enhances quality control. High quality is best achieved when planning, training and close supervision all focus on the performance of every task. Our supervisors are a key ingredient of our high quality service.

Shamrock believes a responsible contractor monitors and corrects his own performance without direction from the customer. Even though we take every step to prevent problems from occurring, mistakes sometimes happen. When they do, we correct them immediately. And, we put mechanisms in place to assure we won't make the same mistake again. We are also prepared to provide emergency service at any time in response to problems that arise out of other circumstances.

We constantly monitor the quality of our work by conducting frequent inspections. We invite our customers to join us in these inspections. We know that quality must be commensurate with our customer's expectations. That's why we encourage our customers to jointly critique our performance with us at the job site.

We see the maintenance of your facility as a partnership. While we do the work, you help us by giving us your ideas. With maximum communication, we feel that we can do the best job to meet your requirements. By entering into this partnership, you will be helping Shamrock to help you.

Careful planning, effective training and close supervision are all basic to consistent quality. To achieve this, we have established the following schedule of formal inspection for various levels of supervision and management:

 Account Supervisor	Daily
 Regional Manager	Monthly
 General Manager	Quarterly

Regular inspections are made using Quality Control Clean Inspection Checklists. The results are distributed to subordinates and are always available for review by our clients. We log the results and develop a graphical printout of the current measurements as they compare with the last three series of inspections. The charts are printed out and provided not only to the client when requested, but are also made available for the entire staff to review. These scores become the basis for the staff's performance appraisals and also provide incentive for continual improvement.

Our program is extremely flexible for each property where we implement its use. Because the documents are produced by our local staff, we can customize the areas we measure and can apply the necessary focus where our customer feels it most appropriate.



## TRAINING

Shamrock's management understands buildings and knows what is important to building owners. We can empathize with their problems. We want to help solve problems, not add to them. We want to be part of the solution, not part of the problem.

Shamrock also understands the reality of our industry. We know that our people need information and skills in order to do their jobs effectively. That's why effective training is a basic aspect of Shamrock operations.

Well before they reach the contract site, managers and supervisors are brought on board and put to work at existing Shamrock sites to receive orientation, technical and administrative training. Where possible, they receive additional information through seminars, workshops, videos, literature and industry sponsored education programs.

Service Operators and Project Specialists are trained by additional management teams during contract start-up phases and by our designated **Training First Partner** during on-going operations. Close supervision and on-the-job training continue throughout the course of employment.

Shamrock believes that effective staff training is critical to the success of each contract. For management and supervisory personnel this is accomplished through company organized seminars held on a regularly scheduled basis, seminars conducted by various industry and management groups and where applicable, continuing education courses at accredited colleges and universities.

Services Operators and Project Specialists begin training with company orientation and basic job skill training during a scheduled instruction period. Continuing education is presented on a scheduled basis through company information and technical seminars. There are formal seminars and often include outside resource instruction as well as company personnel.

### ***Training First Partners***

Shamrock has recognized that the most critical time in a new employee's career is the first few days on the job. Their likelihood of success is directly proportionate to their satisfaction with the way they are introduced to their new job and to the extent they are familiarized with their job duties and obligations. To that end, we have created our **Training First Partner** program. Account Managers do not have the time to devote to fully train each new employee. We believe that new cleaners learn best from a peer and in a one-on-one environment. Each new employee will be paired with a **Training First Partner** and for several nights on the job, they will work together to ensure that the new cleaner is properly shown all aspects of the job. The **Training First Partner** is empowered to decide when the new recruit is ready to work on his/her own. The **Training First Partner** is carefully selected by the Account Manager for demonstrating superior skills and attitude, and receives recognition, distinction and financial reward for their efforts.



## TRAINING PROGRAM ALL LEVELS:

### Statement:

Shamrock's reputation in the service industry has developed since the late 1960's through the collective expertise of many people doing a variety of tasks. Training, whether a financial seminar for the CFO, a sensitivity seminar for Supervision or on-the-job training for a recently hired Service Operator, has and continues to be an integral part of the reason for Shamrock's success. Everyone at Shamrock understands that competency and success go hand in hand.

### Service Operator/Project Specialist/Crew leader:

#### **ORIENTATION – Beginning of First Work Shift** (provided by Account Manager)

- ✿ Introduction to Shamrock and to the service industry
- ✿ ASSET MANAGEMENT ALLIANCE orientation and familiarization
- ✿ Shamrock personnel policy
- ✿ Safety rules and incentive programs
- ✿ OSHA hazcom, PPE and Blood borne pathogens

#### **ON-THE-JOB TRAINING – Up to 4 full shifts** (provided by *Training First Partner*)

- ✿ Overview of job assignment
- ✿ Equipment familiarization
- ✿ Product familiarization
- ✿ Safety rules and applications
- ✿ Methods training
- ✿ Job assignment participation with full supervisory guidance
- ✿ Inspection system explanation
- ✿ Advance needs assessment

#### **PERIODIC REFRESHER TRAINING – As Required** (Provided by *Training First Partner*)

- ✿ Review of job assignment
- ✿ Advanced equipment training
- ✿ Remedial methods training as needed
- ✿ Continued advanced needs assessment
- ✿ On-going assignment inspection with supervisor review





## ON-GOING TRAINING

Shamrock management understands that equipment, products and procedures change during the course of time, therefore, an effective method of communication and training is required if employees are to remain current. Shamrock accomplishes this with as-needed on-the-job training, periodic safety meetings, periodic situation meeting and with printed notices and posters.

### Shift Supervisors/Account Supervisors/Assistant Supervisors:

- ✿ Continued training
- ✿ Review safety, security and quality control – monthly
- ✿ Review cleaning techniques – quarterly
- ✿ Review supervisory skills – semi-annually
- ✿ Shamrock skill development workshops – semi-annually

### Account Managers

- ✿ Continued training
- ✿ Review safety, security and quality control – monthly
- ✿ Review managing people techniques – semi-annually
- ✿ Shamrock skill development workshops – semi-annually
- ✿ Attend BSCAI supervisor seminars – annually

### Regional Operations Managers

- ✿ Continued training
- ✿ Review safety, security and quality control – quarterly
- ✿ Shamrock skill development workshops – semi-annually
- ✿ Attend BSCAI supervisor seminars – semi-annually
- ✿ Participate in BSCAI seminars



## **NEW ACCOUNT ORIENTATION**

### **I. INTRODUCTIONS**

- A. Supervisors
- B. Crew Leaders
- C. Support Management Team
- D. *Training First Partners*

### **II. LOCATIONS AND DESCRIPTIONS**

- A. Sign-in areas
- B. Building locations
- C. Floor plans
- D. Storage closets

### **III. JOB ASSIGNMENTS**

- A. Explain assignments, covering probable changes and special requirements
- B. Distribute assignments sheets
- C. Explain periodic schedules

### **IV. CHEMICAL SUPPLIES AND EQUIPMENT**

- A. Care and use of equipment
- B. Chemical awareness and proper usage
- C. Safety rules and incentive programs

### **V. TRAINING**

- A. *Training First Partner* program description
- B. General cleaning
- C. Restoration
- D. Floor and carpet care

### **VI. MISCELLANEOUS**

- A. Shamrock policies
- B. Site rules and regulations
- C. Teamwork
- D. Introduction to *Training First Partner*



## TRANSITIONAL PLAN

Shamrock's management understands that the task of providing services for facilities, both large and small, is complex and requires planning and communication.

Frequent communication both prior to start and on an on-going basis is necessary; therefore, Shamrock has developed a three (3) phase plan:

- ♣ Pre-start phase
- ♣ Start-up phase
- ♣ On-going phase

Each of these phases has its own plan of action and is accomplished through the efforts of not only Shamrock, but also a facilities focus team comprised of Shamrock and ASSET MANAGEMENT ALLIANCE with the specific purpose of making sure that Shamrock provides the level of service expected, not only initially, but on an on-going basis.

### *Pre-Start Phase*

<b>Responsibility:</b>	<b>30 days prior</b>	<b>28 days prior</b>
ASSET MANAGEMENT ALLIANCE	Sign contract Site tour schedule Selection of Focus Team Member	
General Manager	Order Certificate of Insurance Selection of Focus Team Selection of Management start-up team	
Regional Manager	Begin recruitment of Account Supervisor Assess recruitment needs	Meet client Focus Team Member Become familiar with facility Coordinate local management team Support team roles Order Specialty Equipment

<b>Responsibility:</b>	<b>21 days prior</b>	<b>14 days prior</b>
General Manager	Review and prioritize periodic and project tasks Coordinate Development of Operations Manual	Interview potential supervisors Review safety & security booklets
Regional Manager	Selection of Management/Supervisory staff Job assignment program Begin recruitment of cleaning labor	Order supplies Order light equipment Continue recruitment of labor



<b>Responsibility:</b>	<b>7 days prior</b>	<b>2 days prior</b>
General Manager	Review Hiring Schedule Establish dry run dates Review policy & procedures Finalize management team roles	Review orientation program Review job assignments
Regional Manager	Completion of labor recruitment and Group Leaders Arrange for delivery of equipment and supplies	Finalize start up roles Deliver MSDS book to site
Account Manager	Meet client Focus Team Member Become familiar with facility Assemble new-hire packets and distribute to new employees Assist Regional Manager w/site hiring Plan/coordinate Employee badges Review job assignments	Review hired employees Establish need list Receive supplies/equipment

<b>Responsibility:</b>	<b>Day before start-up</b>	<b>Start Date</b>
General Manager	Orientation meeting at site with all employees Finalize any last minute needs of client	Assist in start-up
Regional Manager	Coordinate final collection of all pre-hire paperwork Organize dry run & orientation Dispense management team roles Receive final delivery of equipment and supplies	Run start-up
Account Manager	Assist Regional Manager at site Employee badges Job assignment Deliver supplies & equipment Collect all pre-hire paperwork	Assist in start-up



## Start-Up Phase

Responsibility:	Day after start-up	3rd Day
Focus Team 1 Individual each from ASSET MANAGEMENT ALLIANCE Management 2 Individuals from Shamrock	Review meeting to evaluate previous day's performance	Review meeting to assess initial performance
General Manager	Review start-up and management team roles Evaluate performance	Perform detailed inspection of facilities Begin evaluation of Account Supervisor's ability to run job on own
Regional Manager	Review assignment accuracy and adjust as necessary Redirect labor to needed areas Assess additional equipment and supply needs	Assist Account Supervisor in assuming full responsibility for account Assess additional training needs of staff Adjust job schedules as needed Continue assessment of equipment and supplies
Account Manager	Assist Regional Manager in reviewing previous day's performance and redirection of labor	Assist in evaluation of and implementation of additional training for staff

## On-Going Phase

Responsibility:	7th Day through 14th Day	14 <sup>th</sup> Day through 28th Day
Focus Team 1 Individual each from ASSET MANAGEMENT ALLIANCE Management 2 Individuals from Shamrock	Conduct facility inspection Evaluate progress Assess performance of Account Supervisor	Review facility inspection results
General Manager	Review inspection and make corrections Placement at building Coordinate safety & security booklets	Evaluation of staff efficacy Full review of Account Supervisor's performance Review inspection results
Regional Manager	Conduct site inspections Establish reporting procedures for Account Supervisor Train Account Supervisor on inspection procedures Assist Account Supervisor with staff evaluations Coordinate any equipment replacements	Assist Account Supervisor with full account assumption Full review of Account Supervisor's performance Evaluate Group Leaders' performance Assist Account Supervisor in selecting <i>Training First Partners</i> .
Account Manager	Assume full responsibility for site operations Assume responsibility for site inspections Review job assignments for additional editing Begin first periodic work routines	Evaluate Group Leaders' performance Continue staff evaluation and retraining Identify candidates for designation as <i>Training First Partners</i> .



## **SAFETY**

Shamrock understands and appreciates the importance of the work environment. Our goal is to provide a healthy environment for employees, customers and the general public. All Shamrock employees are responsible for conducting their work safely and in accordance with both Shamrock and ASSET MANAGEMENT ALLIANCE safety policy.

Our safety program is implemented by diligent contract site management and supervision. The Regional Operation Manager and Account Manager inspect the site monthly and send a record of each inspection to the Corporate Safety Director. All Employees are required to attend quarterly safety review meetings.

Employee safety training begins when each employee is hired. New personnel are instructed in corporate and contract site safety requirements. In addition, all Regional, Area and Account Managers as well Supervisors are instructed in how to conduct employee safety training, conduct safety inspections, run safety meeting and fill out accident reports. Area Managers and Site Supervisors are constantly providing on-the-job training in safety.

At Shamrock we are committed to the safety practices and procedures established by the Occupation Safety and Health Act of 1970, and by the state safety and health statutes. Our goal is to provide a healthy environment for employees, customers and the general public.

All employees are expected to conduct their work safely and in accordance with the corporate safety policy. The entire organization is responsible for the continuing development and implementation of the corporate safety policy. It is the particular responsibility of the Corporate Safety Director to insure that this goal is met with diligence and consistency.

## **SECURITY**

Shamrock takes extraordinary steps to protect and maintain security at your facility. We work closely with our customer's security personnel to ensure absolute compliance with their requirements. Your rules are our rules.

Minimum security regulations enforced at every Shamrock site require that all Shamrock employees receive identification badges when signing in and surrender them when signing out; wear their identification badges in plain view while in the building; remain only in assigned areas; return all keys at the end of their shifts; and leave the site immediately after signing out. Flagrant violations of any security regulations or any additional measures as specified by Shamrock will result in immediate termination.



## **EMPLOYEE RECRUITMENT, RETENTION AND BENEFITS**

The retention of employees begins during the hiring process and continues through assignment descriptions, training, constructive performance reviews and two-way communication.

At Shamrock we treat our employees as well as we treat our customers. We strive to maintain full staffing by paying appropriate wages, providing incentives and offering opportunities for regular wage increases.

We want Shamrock employees to feel they are appreciated, have worth and are part of a team. To this end we are offering all our employees the opportunity to increase their income by meeting stringent requirements on attendance and quality performance. Each and every employee will be evaluated on the first, fourth and twelfth monthly anniversaries, using objective measurement criteria. We know that employees better appreciate their employment when they feel their employer equally appreciates their good work. Satisfied employees perform better and stay on their job longer. This simple fact is often overlooked in the contracting industry and Shamrock is seeking to live by it.

The building service industry has long struggled with keeping their employees motivated to meet the client's quality expectations. At Shamrock, we believe that line level employees are best motivated by providing them with reasonable work schedules, competitive compensation and the tools and training to perform their jobs efficiently.

However, the key people to motivate are the Supervisors and Crew Leaders who can directly control the organization and efforts of the cleaning staff. These individuals have the ability to maintain the facility at its highest level by properly adjusting methods and manpower where results are most needed. Shamrock's programs are designed to keep these individuals motivated by offering financial incentives to our supervisory staff for maintaining our quality standards and keeping customer satisfaction at its expected level.

The Employee Benefits Program provided by Shamrock is among the best in the industry. The program is designed to supplement the employee's income, to provide quality of life enhancements and to encourage employee loyalty. There are eligibility requirements to participate in the benefits plan. Items within the benefits program, such as holiday schedule, vacation plan, etc. can be modified to meet the specific needs of a particular client.

### **PAID HOLIDAYS**

- ✿ Eligible employees will receive eight paid Holidays after 90 days of employment.

### **GROUP HEALTH INSURANCE**

- ✿ Eligible full time employees may obtain medical, dental and life insurance after 30 days of employment (subject to qualifying and pre-existing conditions and contract terms)



## **PARTNERING INITIATIVE**

Shamrock, like ASSET MANAGEMENT ALLIANCE, is constantly seeking ways to encourage increased productivity in the work force and efficient utilization of resources; not just to remain competitive, but to improve the return on investment.

Shamrock believes that productivity starts prior to the start date and provides a comprehensive transition plan to insure productivity through a "focus group" comprised of representatives from ASSET MANAGEMENT ALLIANCE and from Shamrock. This focus group meets regularly, seeking means to enhance the program's value for both parties through communication and coordination.

Areas for review include:

- ✿ Specifications
- ✿ Equipment requirements
- ✿ Products (cleaning supplies, etc.)
- ✿ Safety/security policies
- ✿ Employee incentives
- ✿ Contractor incentives
- ✿ Management and service operator assignment review

We embrace a "Partnering" initiative plan and look forward to being part of the team.

## **SPECIAL SERVICES**

Shamrock provides the following services at additional cost to the customer on a per-time basis. The cost to the customer for each service has been appreciably reduced in accordance with our policy of providing preferential treatment to Shamrock customers.

- ✿ Carpet care programs
- ✿ Ceiling tile cleaning
- ✿ Hard floor maintenance programs
- ✿ Window cleaning
- ✿ Light relamping
- ✿ Upholstery cleaning program
- ✿ Wall Washing
- ✿ Pressure washing
- ✿ Light washing
- ✿ Light maintenance
- ✿ Construction cleaning
- ✿ Extra day personnel





Shamrock's commitment to its clients includes emergency response to facility needs on a twenty-four hour per day basis to help them recover from special or catastrophic events. Our staff will be assigned pagers/telephone and we will establish a call list for Asset Management Alliance facilities personnel, which will include the phone numbers for all supervision and management, up to, and including, the General Manager.

## **Shamrock VALUE**

Cleaning commercial and industrial facilities is an intensely competitive business. We know because we've been competing in this business for over forty-five years. We know what our competitors offer. What we offer is exceptional value for each dollar that is spent.

We offer you the highest quality service at whatever level of service you decide you need at a fair cost. We don't promise you the lowest price, but we do promise you value.

Shamrock has analyzed your facility down to the last square foot. We have studied your facility, your use patterns and your budget. Every facility is unique and has its own unique cleaning requirements. We didn't guess at what you need. Our Workload Analysis shows, in great detail, what kinds of tasks are needed for each area of your facility, how frequently each of those tasks will be performed and what the cost of these services will be for you and us. We have shown you every step in the process, from engineering the facility to determining our staff workload to establish the price. We believe it is our job to help you understand the program we develop. We believe that when you understand our program, you will know what to expect and what it is worth to keep your facility clean. Our analysis and your judgment end up matching the level of service you order for your budget.

The important thing to remember about this process is that whatever the level of service you choose, the quality of that service will be the best available. This means you will be using the most cost-efficient cleaning program your money can buy.

But Shamrock value goes beyond cost efficiency. The core value of Shamrock services is in the care we lavish on your facility, your furniture, your equipment, your security and above all, on the safety and well-being of your people.



## A SELECTION OF OUR CLIENTS

American Strategic Insurance – St. Petersburg, FL  
Archbishop Carroll High School – Washington, DC  
ASSET MANAGEMENT ALLIANCE – Wilmington, DE  
BASF Catalysts – Union, NJ  
C. R. Bard – Murray Hill, NJ  
Concurrent Technologies Corporation – Largo, FL  
Church & Dwight – Princeton, NJ  
Clayton Services Inc. – Shelton, CT & Tampa, FL  
Cypress Point – Clearwater, FL  
Dun & Bradstreet – Parsippany, NJ  
FASEB – Bethesda, MD  
Fidelity Investments – Wilmington, DE  
Fuji Medical Systems, USA – Fairfield, CT  
HealthSouth – Fairfield, CT  
Hyde Park Village – Tampa, FL  
L-3 Communications – St. Petersburg, FL  
Evergreen Packaging – Plant City, FL  
Kaiserman Company, Inc. – Philadelphia, PA  
Lynn Community Health Center – Lynn, MA  
Madison Marquette – Tampa, FL  
Mattingly Baseball – Shelton, CT  
National Forensic Science Technology Center – Largo, FL  
Nielsen Monitor Plus – Shelton, CT  
Otis Elevator – Shelton, CT  
Paragon – Montvale, NJ  
R. D. Scinto – Shelton, CT  
RREEF – Atlanta, GA  
Schick – Milford, CT  
Sonus Network – Westford, MA  
The Trane Company – Shelton, CT  
Town of Weston – Weston, CT  
Transitions Optical – Pinellas Park, FL  
Wachovia Bank – Shelton, CT  
Weston Public Schools – Weston, CT  
Wilmington Christian School – Hockessin, DE



## REFERENCES

PETTINARO MANAGEMENT – Wilmington, DE  
Mr. Paul Voss  
302-999-0708  
[pvoss@pettinaro.com](mailto:pvoss@pettinaro.com)

ASSET MANAGEMENT ALLIANCE – Wilmington, DE  
Mr. Dave Kasey  
302-655-2100  
[davekasey@assetmanagementalliance.com](mailto:davekasey@assetmanagementalliance.com)

KAISERMAN COMPANY – Philadelphia, PA  
Mrs. Carolyn Pfeiffer  
215-625-0300  
[cpfeiffer@kaiserman.com](mailto:cpfeiffer@kaiserman.com)



## **PRICING**

Standard pricing *includes* all labor, supervision and equipment to perform all work required. Dispensed sanitary supplies such as toilet tissue, paper towels, liquid hand soap, feminine sanitary products, trash collection bags will be provided Shamrock.

All Shamrock employees will wear an approved uniform, which clearly designate them as members of the housekeeping staff.

Invoices will be submitted monthly on or about the first day of the month of service, with payment in full by ASSET MANAGEMENT ALLIANCE to occur within thirty (30) days.

Pricing for all services described below, Specifications, in accordance with this proposal, shall be as follows:

**\$1,729 per month**



## Cleaning Specifications

### 1. General

The PSEOC is to be cleaned in a first-class manner. General specifications must be adhered to.

### 2. Cost

The cost for this part of the contract is to be developed on a per square foot basis for cleaning all areas including corridors, rest rooms, elevators, lobbies, and all other building space that normally needs janitorial services. Cleanable square footage is defined as all tenant and public space measured from inside wall, including floor space taken by furniture, internal walls, columns, etc. All cleaning supplies, plastic trash bags, paper towels, toilet paper, soap, sanitary napkins, deodorant blocks, etc. will be furnished by the contractor without any additional charges to the City of Wilmington.

### 3. Work Hours

Janitorial services, as outlined herein, shall be provided five days a week, Monday through Friday (minimum). Changes to this schedule must be approved in advance by the Director of Emergency Operations or his/her designee.

### 4. Administration

The City of Wilmington reserves the right to reject the cleaning contract, prior to selection by the contractor and at any time during the duration of this agreement. The same rules shall be applicable for any replacement of such contractor. The Building Superintendent will meet with the janitorial contractor prior to the start of work under this agreement to review the contract and expectations. Notification shall be given to the City prior to any changes in cleaning contractor.



## 5. Inspection and Review

Monthly reviews will be made with the Building Superintendent to determine that all required services outlined herein are being provided. The inspections shall be at the discretion of the appropriate City personnel. In addition to the monthly review with the contractor, the Building Superintendent will make daily tours of the building observing general maintenance. A daily log will be maintained of all cleaning requests and/or complaints. This log will be reviewed daily by the Building Superintendent. Major discrepancies between contract provisions and contractor's performance that cannot be settled by the Building Superintendent and the Janitorial Project Manager shall be taken up by the appropriate City officials with management personnel of the cleaning contractor. The Building Management Contractor agrees to provide a monthly report to the Director of Emergency Management listing the dates of all monthly, bi-monthly, and quarterly janitorial services. It should be noted that the frequencies shown in these specifications are designed to provide a satisfactory degree of cleanliness under normal conditions. In the case of inclement weather or other unforeseen circumstances, it may become necessary to change the frequency of cleaning in some areas to maintain satisfactory cleaning standards.

### Daily

- a. Empty wastebaskets, wash as needed, replace liners.
- b. Dust mop all resilient floors with treated dust mop.
- c. Vacuum all carpeting daily; use crevice tool for all hard to clean objects and areas.
- d. Wet mop entire lobby floor; vacuum entrance lobbies on floors.
- e. Clean and wipe countertops, stoves, walls, and appliances in the kitchen area.
- f. Clean all glass doors.
- g. Clean and sanitize all drinking fountains.
- h. Thoroughly clean all male and female locker areas and rest room fixtures, sinks, hoppers, and urinals with germicidal disinfectant (Tergisyl or approved equal). Chrome shall be polished and doors, dispensers, window sills, ledges, and mirrors shall be cleaned. Rest rooms, and all locker room floors, shall be mopped with germicidal disinfectant (Tergisyl or approved equal).
- i. Replace all rest room supplies; i.e., hand towels, toilet tissue, toilet seat covers, sanitary supplies, deodorant blocks in both



- men's and women's rest rooms, and hand soap as needed. In addition, spray air fresheners and deodorizers will be applied by the janitorial attendant as needed.
- j. Sweep stairwells and landings.
  - k. Remove trash and all obvious debris; i.e., trash around vending machines. also clean microwave oven(s).

### Weekly

- a. Dust all furniture, window sills, filing cabinets, wall hangings, etc., with treated cloths.
- b. Spot clean crevices between carpet and wall wherever necessary, such as around power poles and electrical outlets.
- c. Remove all marks and smudges from doors, door jambs, light fixtures, ceilings, and walls.
- d. Thoroughly clean all male and female locker areas to include all fixtures, floors, and walls with germicidal disinfectant. Dust the tops of all locker areas.

### Monthly

- a. Remove cobwebs from ceilings, shelving, etc.
- b. Wash rest room stall doors and stall walls with germicidal disinfectant (Tergisyl or approved equal). Wash kitchen walls on the first floor.
- c. Dust all blinds.
- d. Scrub rest room floors and all locker rooms.
- e. Remove all insects trapped in fluorescent lights in corridors, lobbies, all office areas, and executive suites.
- f. Clean all interior glass surfaces including glass door inserts, walls and interior windows throughout the building.

### Quarterly

- a. Clean light diffusers. Clean ceiling tiles around air vents as needed.
- b. Vacuum drapes.
- c. Vacuum upholstered furniture.
- d. Strip, re wax, and buff all non-carpeted floors.
- e. Wash rest room walls with germicidal disinfectant (Tergisyl or approved equal).
- f. Mop stairways and landings. Wash walls and doors as needed.



## Yearly

- a. All carpeted areas of the PSEOC will be cleaned and shampooed at least once a year

## Added Conditions for Janitorial Personnel

- a. All personnel shall have picture identification cards or badges provided by the Building Superintendent or City of Wilmington.
- b. All heavy cleaning (e.g., floor mopping, etc.) shall be performed on a five- day week, Monday through Friday.
- c. One person is to work as a day worker five days a week, Monday through Friday.
- d. The Wilmington Office of Emergency Management has the right to demand removal from its premises, any employee of the contractor for whatever reason may be deemed sufficient.
- e. Damage and/or pilferage by employees of the contractor shall be the contractor's responsibility, and the owner's loss will be reimbursed.
- f. The contractor shall, at his expense, correct unsatisfactory work as directed.
- g. The contractor shall take every precaution for the safety of employees and tenants.
- h. All custodians are to enter and/or leave the building as directed.
- i. Any custodian leaving the building with bags, boxes, etc., where the contents are not visible to City personnel, will not be able to leave until the supervisor, in the presence of a designated City of Wilmington employee, surveys the contents.
- j. Custodians shall not eat in any office area.
- k. The custodial sign-in sheet will indicate where the custodian is assigned. Any changes during the shift must be communicated to the City.
- l. **All telephones in the building are off-limits.** In the event of an emergency, the telephone at the information desk may be used. This is for local calls only, no long distance calls.
- m. Custodians are responsible for turning off any light switches that are accessible to them when they clean an area.



# City of Wilmington



**MICHAEL S. PURZYCKI**  
Mayor

TO: Phil Ceresini  
Procurement

FROM: George Giles *EG*  
Director Emergency Management

Margie Williams *MW*  
Office of Emergency Management

Michael Donohue *MD*  
Chief, Wilmington Fire Department

RE: 19001EMPS Contract

DATE: February 21, 2018

Phil, after carefully reviewing the Building Maintenance Contract #1900EMPS, for 22 South Heald St. with you today, we have made our decision. Taken both contract proposals into consideration we have chosen Asset Management for the contract.

This is based on the evaluations that were done in which ranked Asset Management above Advantage Building Management.

Scores were as follows:

Asset Management	287
Advantage Management	266

## CERTIFICATE OF AWARD OF CONTRACT

I hereby certify that Contract No. 19001EMPS is on this 21<sup>ST</sup> of February 2018 awarded to Asset Management in the amount of \$98,508.00 as per Proposal dated 2/9/2018 and that this award is made in compliance with Wilm. Code (Charter), Section 8-200, to wit:

1. Plans and specifications for the work, supplies, or materials were filed with the Department of Finance, Division of Procurement and Records for public inspection on 1/18/18 & 1/23/18.
2. The advertisement calling for sealed bids on this contract was published in the News Journal on 1/18/18 & 1/23/18 stated that bids would be submitted at 4:30 p.m. on 2/13/2018
3. All proposals were received in the office of The Department of Finance, Division of Procurement and Records at 4:30pm on 2/13/18. Department not represented desiring to make the purchase.

Proposals were submitted by the following contractors in the following amounts:

<b>Contractor</b>	<b>Address</b>	<b>Date of Bid</b>	<b>Amount</b>
Asset Management	Wilm., DE	2/13/18	\$98,508.00
Advantage Management	West Chester, PA	2/13/18	\$102,925.47

5. City License Number \_\_\_\_\_

6. Upon recommendation of Director of Emergency Management and after due consideration, I determined that the contractor to whom this award is made was the lowest responsible bidder. In support of this determination I have received the following written recommendations, which are on file at my office:

<u>Author</u>	<u>Employment Position</u>	<u>Date</u>
George Giles	Director of Emergency Management	2/21/2018

  
\_\_\_\_\_  
Department of Finance, Division of Procurement

# Delaware

Page 1

The First State

I, JEFFREY W. BULLOCK, SECRETARY OF STATE OF THE STATE OF DELAWARE, DO HEREBY CERTIFY "ASSET MANAGEMENT ALLIANCE LLC" IS DULY FORMED UNDER THE LAWS OF THE STATE OF DELAWARE AND IS IN GOOD STANDING AND HAS A LEGAL EXISTENCE SO FAR AS THE RECORDS OF THIS OFFICE SHOW, AS OF THE FIFTEENTH DAY OF MARCH, A.D. 2018.

AND I DO HEREBY FURTHER CERTIFY THAT THE SAID "ASSET MANAGEMENT ALLIANCE LLC" WAS FORMED ON THE NINTH DAY OF AUGUST, A.D. 2010.

AND I DO HEREBY FURTHER CERTIFY THAT THE ANNUAL TAXES HAVE BEEN PAID TO DATE.



  
Jeffrey W. Bullock, Secretary of State

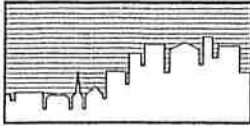
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SR# 20181939949

You may verify this certificate online at [corp.delaware.gov/authver.shtml](http://corp.delaware.gov/authver.shtml)

Authentication: 202331666

Date: 03-15-18



# ASSET MANAGEMENT ALLIANCE

Commercial Property Management

April 2, 2018

Mr. Philip Ceresini  
Purchasing Agent  
City of Wilmington  
Louis L. Redding City/County Building  
800 N. French Street, 5th Floor  
Wilmington, DE 19801

RE: City Contract 19001EMPS "Building Management Services at the Emergency Operations Center"

Dear: Mr. Ceresini,

Please be informed that Mr. Robert Hopkins is authorized to act on behalf of Asset Management Alliance in regards to city contract 19001EMPS. This authorization includes signing for acceptance of contracts or proposals on behalf of Asset Management Alliance.

Please contact me if you have any questions.

Sincerely,

Signature:

Printed Name:

Principal of Asset Management Alliance

----- CONTRACT-----

THIS AGREEMENT, made the \_\_\_\_\_ day of \_\_\_\_\_ in the year Two Thousand Eighteen by and between the City of Wilmington, a municipal corporation of the State of Delaware, acting through the agency of the Department of Finance, Division of Procurement and Records, party of the first part (hereinafter designated the Owner), and **Asset Management Alliance**, party of the second part (hereinafter designated the Contractors)

WITNESSETH, that the Contractor, in consideration of agreements herein made by the Owner, agrees with the Owner as follows:

Article: 1. The Contractor shall and will furnish and deliver per specifications, on Professional Service contract 19001EMPS “**Building Management Services at the Emergency Operation Center (EOC)**” for the Department of Fire in accordance with Advertisement for Bids by the Department of Finance, Division of Procurement and Records date 1/18/2018 & 1/23/2018 and specifications identified as Contract No. 19001EMPS and by the signatures of the parties hereto, are, together with the said Advertisement for Bids, Instructions to Bidders, Forms of Proposal, and/or other documents pertinent thereto, hereby acknowledge and incorporated into these presents and are to be taken as a part of this Contract.

Article: 2. It is understood and agreed by and between the parties hereto that the amount of this Professional Service Agreement is the amount of Ninety Eight Thousand Five Hundred Eight --- 00/100 -----Dollars (\$98,508.00) as per Proposal dated 2/9/2018 to the Department of Finance, Division of Procurement and Records. The term of this contract shall be one (1) year commencing on July 1, 2018. The term of this contract may be amended to one (1) year with three (3) renewal periods of one (1) year each/extension shall be at the sole discretion of the City of Wilmington.

Article: 3. In the performance of this Contract, the Contractor shall not discriminate or permit discrimination against any person because of his race, color, religion or his national origin.

Article: 4. This Agreement shall bind the heirs, executors, administrators, successors and assigns to the respective parties hereto.

In witness whereof the party of the first part has, by recommendation of the **Director of Emergency Management**, and caused the hand of **Michael S. Purzycki**, Mayor, and the corporate seal of the City of Wilmington, attested by the City Clerk, to be hereunto affixed; and the party of the second part has caused the hand of its' President, (or his authorized representative) and its' corporate seal, attested by the Secretary or assistant Secretary, to be hereunto affixed.

Dated the day and year first above written in the City of Wilmington, County of New Castle, State of Delaware.

Signed, Sealed and delivered  
in the presence of:

**THE CITY OF WILMINGTON**

\_\_\_\_\_  
Witness

By: \_\_\_\_\_  
Michael S. Purzycki, Mayor

ATTEST:

\_\_\_\_\_  
City Clerk

**Asset Management Alliance**

Rachael Odle  
Witness

By: \_\_\_\_\_  
President (Seal)

ATTEST:

Sarah Ruane  
Secretary