



Cover Sheet for Request for Proposal
RFP #2025-13 Clean and Safe Service Provider

If you are submitting a Response to a Request for Proposal, please utilize our [online portal](#).

CITY OF RENO
Procurement Division
P.O. Box 1900
Reno, NV 89505
(775) 326-6658
(775) 334-2409 fax
woodm@reno.gov



Date: February 3, 2025

Request for Proposal No.
2025-13
THIS IS NOT AN ORDER

INVITATION AND ADVERTISED REQUEST FOR PROPOSAL

RFPs will be received until 4:00 pm via our [online portal](#) on February 13, 2025. Said RFPs shall be opened no earlier than 4:05 pm 02/13/2025.


Marcie Wood, Management Analyst - Procurement

The City of Reno is currently accepting electronic proposals for a **Clean and Safe Service Provider**. It is the express intent of this RFP solicitation to award to the lowest responsive, responsible Proposer(s) to provide services/ equipment to the City of Reno. If the Proposer proposes to provide services/equipment other than specified so as to make it conform to performance standards, a complete and detailed description must be included as part of the RFP showing each proposed modification. All deviations from the specified scope of services must be completely described. Attach more sheets and label appropriately if needed. The City of Reno shall determine if any information submitted shall be deemed necessary to the successful completion of the project within "NO SUBSTITUTIONS" category.

This solicitation is made in compliance with Nevada Revised Statute §332. Any appeal and or protest shall be in conformance with §332.068 and the protest requirements stated in this RFP.

Questions regarding the Request for Proposal shall be submitted via the [online portal](#) under the Questions Tab.

Per the attached Terms, Conditions, and Requirements

Firm Name Qual-Econ LLC
Address 1015 Telegraph St., Ste C
City Reno
State NV Zip 89502
Telephone 775-350-3560
Fax 775-358-3656
E-Mail jshinar@qualeconusa.com

In compliance with this Request for Proposal and subject to all Terms and Conditions thereof, the undersigned offers and agrees, if Proposal is accepted, to furnish any or all of the items or services listed herein at the fees and terms stated. I also acknowledge receipt of 23 pages of this Request for Proposal.

Signature Jason Shinar
Print Name Jason Shinar
Print Title President

Digitally signed by Jason Shinar
Date: 2025.02.13 14:29:36
-08'00'

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REQUEST FOR PROPOSAL PROCESS AND RULES

1. Request for Proposal Schedule

Schedule of Events	Date
RFP Released	02/03/2025
Last Day to Submit Questions	02/07/2025 3:00 pm
All Addendums to be Posted to reno.gov by	02/10/2025 5:00 pm
Proposals Due to City of Reno	02/13/2025 4:00 pm
Proposed Award Date by City Council	03/12/2025
Implementation	TBD

The City of Reno reserves the right to modify this schedule at the City's discretion. Notification of changes in the Request for Proposal, due date, and deadline for questions will be posted on the City website at reno.gov and our [online portal](#) or as otherwise stated herein. Changes in any other anticipated dates will not be released unless deemed necessary at the sole discretion of the City.

Description of Scheduled Events

Deadline For Questions – The deadline for any questions concerning the Request for Proposal is 02/07/2025 at 3:00 pm local time. Any questions submitted after the deadline will not be responded to.

All Addendums to be Posted by – All addendums to the Request for Proposal shall be posted to the City's website at reno.gov and our [online portal](#) no later than 5:00 pm local time on 02/10/2025. All proposals submitted for this Request for Proposal **must** have all addendums attached and acknowledged. Any proposal that does not include the addendums will be rejected.

Proposal Due to City – The due date for the Request for Proposal response is 02/13/2025 at 4:00 pm local time. All proposals received after the date and time set for receipt shall be disqualified from consideration and thus deemed rejected.

2. Questions/ Clarifications

Questions regarding the Request for Proposal shall be submitted via the [online portal](#) under the Questions Tab. Questions should be submitted in accordance with the Request for Proposal Schedule. If any questions or responses require revision to this solicitation as originally published, such revisions will be by formal addendum only. If the solicitation includes a contact person for technical information, any oral or written representations

made by this, or any person shall not be relied upon unless subsequently ratified by a written addendum to this solicitation issued by the City. To determine whether any representations made require an addendum be issued, please contact Marcie Wood, Management Analyst - Procurement, at (775) 326-6658.

It is the City's intent to allow submitters sufficient time to submit questions and seek clarification on the RFP.

All responses to inquiries will be electronic and will be provided to all prospective submitters who have downloaded the RFP from our [online portal](#) based on the Proposal Schedule to ensure that the answers can be sent and received by the prospective submitters for their consideration prior to the date submissions are due.

3. Addendums

All addendums to this Request for Proposal shall be issued by the City of Reno in writing. Material changes affecting the material or the Proposer's cost estimate shall have no standing with the City of Reno if not sanctioned by written addendum.

4. Exceptions

A Proposer who believes RFP specifications are unnecessarily restrictive or limit competition may submit such on the Exceptions page of this RFP documents. All Exceptions will be considered in the RFP evaluation.

The City of Reno will promptly respond in writing to each written objection and where appropriate, issue all revisions, substitutions, or clarifications via addenda. Objections of technical or contractual requirements shall include the reason for the objections, supported by documented factual information and any proposed changes to the requirements.

5. Request for Proposal Receipt

The RFP proposal must be received via our [online portal](#) no later than 4:00 pm, 02/13/2025.

Late RFPs shall be disqualified from consideration.

6. Preparation of RFP

Proposer shall examine all specifications, specific instructions, and terms and conditions of the Request for Proposal. Failure to do so will be at Proposer's risk.

Any addenda issued shall forthwith become an integral part of the RFP. Proposer shall be required to acknowledge receipt of the same by signing and returning the addenda with the original RFP document.

Proposer shall furnish the required information typed or written in ink.

The person signing the RFP must initial erasures or other changes in ink.

In the space provided, a duly authorized representative of the RFP firm shall sign the RFP document.

Proposer shall proofread RFP carefully for errors.

Prices quoted shall be F.O.B. destination within the Reno/Sparks general area and shall be inclusive of all costs and exclusive of Federal and State taxes.

In the event of a difference between a unit price and the extended price, the unit price shall govern.

Technical specifications contained herein shall be considered “optimum”. However, a Proposer deviating from the specifications must specify in the exception section any and all exceptions. Failure to note exceptions shall be interpreted to convey that the Proposer shall propose to perform in the manner described and/or specified in this RFP solicitation. Alternate RFP proposals shall be considered provided said alternate (s) are fully described and accompanied by brochures, literature specifications or a combination thereof. The City’s decision with respect to equivalents shall be final.

7. Submission of Request for Proposal

Proposer shall sign and return the ENTIRE RFP DOCUMENT.

This RFP proposal must be received via our [online portal](#) no later than 4:00 pm, 02/13/2025.

The City will only accept submissions via our [online portal](#).

Prices offered shall **only** be considered if they are provided in the appropriate space(s) on the RFP schedule. For consideration, any additions or deductions to the RFP prices offered must be shown under the exception section of the RFP. Extraneous numbers, prices, comments, etc. appearing elsewhere on their RFP shall be deemed to have no effect on the prices offered in the designated locations.

The City of Reno shall provide a copy of the RFP results to those Proposers requesting such.

8. Late RFP

A RFP received after the receiving time specified shall be rejected.

9. Withdrawal of RFP

A RFP may be withdrawn by written notice, provided such a notice is received prior to the date and time set for the RFP opening.

10. Joinder Provision

In accordance with the provisions of NRS §332.195, certain other public entities may participate in this joinder procedure for agreements unless otherwise stipulated under the exceptions section of this RFP. Other local governmental agencies may join in a resultant award from this Request for Proposal with the permission of the successful Proposer and the City of Reno.

Any joinder entity shall have all the rights as stipulated for the required services in accordance with the procedures of the Accounting and Procurement Departments of the public entities involved.

Within the scope of this Request for Proposal, the City of Reno shall be held harmless in any and all transactions between the Proposer and the other participating governmental entities.

The Proposer shall acknowledge the joinder process and shall acknowledge the City of Reno as the situs of the RFP procedure.

11. Quantities to be Serviced

There shall be no guarantee as to the actual amount of material that is to be delivered during the period of time that this Request for Proposal is in effect.

12. Specifications

Please see the Scope and Requirements Sheet, Attachment A.

13. Specification Restrictions

The herein contained technical information shall in no manner be construed as restrictive as to the manufacturer, process or point of origin. References appearing restrictive shall be deemed inadvertent or employed as a descriptive device to delineate as to the quality, or configuration.

Offers made as an alternate to those specified shall be given consideration in the RFP evaluation process PROVIDED said alternatives shall be fully described using brochures, specifications, literature, or any combination thereof, accompanying and deemed an integral portion of the Proposer's response.

The City of Reno shall solely determine the acceptability of all offerings.

14. Exceptions to Specifications

Utilizing space provided on the RFP Schedule, Proposers shall note any and all exceptions to the specifications and/or terms and conditions contained herein. Submittal of a specification sheet alone shall not be considered sufficient notification of exceptions.

Failure to note exceptions on the RFP Schedule shall be interpreted that the Proposer will

perform in the manner described and /or specified in this Request for Proposal.

The City of Reno reserves the right to accept or reject any and all alternatives or exceptions offered, based solely on the value of said alternatives or exceptions to the City of Reno.

15. References

In the space provided in this RFP, Proposers shall provide verifiable references for a **Clean and Safe Service Provider RFP # 2025-13** as specified in this Request for Proposal.

For the references listed, please give the following information:

Name of entity

Name, phone number and contact person within the above listed organization

Type of product/service provided

Failure to provide references may result in rejection of the Proposer's response

16. Guarantee/Warranty

The successful Proposer shall agree to replace and or redo, at no cost to the City of Reno, any products or services purchased as a result of award of this Request for Proposal, if that product/service is deemed unacceptable for any reason resulting from deviations from the specifications contained herein, or as a result of improper procedures, and/or improper handling by the successful Proposer.

In the space provided on the RFP Schedule, Proposer shall provide the nature and limitations of the guarantee/warranty that shall apply to **Clean and Safe Service Provider RFP # 2025-13**.

17. Tax Exemption

The City of Reno is a tax exempt public entity and is not generally subject to federal excise, state, or local taxes. The City is specifically limited in its payment of sales tax per NRS §372.325. No additional taxes may be added or "passed through" as a result of any agreement.

18. Pricing

Proposers shall provide prices for a **Clean and Safe Service Provider RFP # 2025-13**.

Pricing shall be inclusive of ALL COSTS such as per diem, travel time, hotel costs and all other expenses relating to the products/service purchased

Prices shall be exclusive of all Federal and State of Nevada sales, use and/or excise taxes.

19. Discount and Payment Terms

Prompt payment discounts and payment terms shall not be considered in recommending

the RFP award if less than twenty (20) days.

The City of Reno normal payment terms are “Net 30 days”. If the Proposer wishes to take exception with the terms as stated, an exception must be stated in the Exception Section of the Request for Proposal.

The beginning of the discount and/or payable period will be computed from the date of satisfactory completion of services, and/or the date of receipt of a correct invoice by the City of Reno accounts payable department, whichever is later. Payment is deemed made as of the date on the City of Reno warrant.

20. Billing

The successful Proposer shall invoice the City of Reno and reflect the purchase order number, be itemized and show the name of the authorized individual who placed the order. Original or copy with authorized signature is required.

All original billings should be addressed to:

City of Reno
P.O. Box 1900
Reno, NV 89505
Attention: Accounts Payable

A copy of the billing should also be sent to the ordering department.

21. RFP Evaluation

RFPs shall be evaluated with considerations being price, responses to questions posed within the RFP document related to process, references and on the basis of conformance to specifications, terms and conditions of the Request for Proposal as stated herein. Additionally, further details relating to the selection of a vendor is in Attachment A.

22. Cancellation

The City of Reno reserves the right to cancel a resultant Agreement upon thirty (30) days written notice.

Cancellation may occur in the event the type, quality and/or work is unsatisfactory to the City of Reno.

In the event successful Proposer does not perform in an acceptable and/or satisfactory manner or is in default for whatever reason, the City of Reno reserves the right to cancel the resultant agreement and to assess cover charges for any difference between the original RFP price and the cost to procure said product/service from an alternate source.

In the event that successful Proposer shall default or is terminated for default, they shall not be considered a responsible Proposer for a **Clean and Safe Service Provider RFP # 2025-13** and shall be recommended to the Reno City Council, for debarment from doing

business with the City of Reno for at least one (1) year after the termination of the term of the defaulted agreement.

23. Termination

The resultant contract may also be terminated upon thirty (30) days written notice by the City of Reno without cause.

24. Assignment

No Assignment of any agreement resulting from this award of this RFP shall be allowed, including the right to receive payment, without the express written permission of the City of Reno.

This Section Left Intentionally Blank

REFERENCES

In the space provided below, Proposers shall provide the name, address, telephone number and contact person of the customers for whom they have performed for as described in this Request for Proposal. References cannot be a current or former City of Reno employee or a division of the City of Reno.

Name, Address, Phone #, Contact Person

1.

Apryl Ramage; Contract Services Supervisor for Washoe County

ARamage@washoecounty.gov

775-328-2053; 775-771-6985

2.

Mark Schlador; Facilities and Fleet Manager for RTC Washoe

MSchlador@rtcwashoe.com

775-685-6504; 775-332-2161

City of Reno Business License Number and Expiration date _____

R159042A 1/31/2026

Reno Municipal Code, Section 4.04.020 requires that any business operating within the City of Reno is required to possess a valid City of Reno business license. Be advised that upon award of a contract/agreement to perform services for the City of Reno, a current business license must be in your possession before commencing business.

Minority Status: Has this firm been certified as a minority, women-owned or disadvantaged business enterprise by any governmental agency? ☒ Yes ☐ No if yes, please specify government agency: US Small Business Administration

Date of certification: 9/6/2023

The above is for information only. The City of Reno encourages minority business participation; however, no preference shall be given.

Notice to disabled persons: The City of Reno will make reasonable accommodations for disabled persons who wish to submit RFPs or attend a RFP opening by contacting Marcie Wood prior to the RFP opening date.

Debarment and/or Suspension: As required by Executive Order 125.49, Debarment & Suspension, and implemented at 34CFR Part 85, the Proposer certifies that it and its principals are not presently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from transactions with any Federal Department or Agency.

NONDISCRIMINATION. In connection with the performance of work under this Contract, the Contractor shall not discriminate against any employee or applicant for employment because of age, race, creed, religion, color, veteran status, sex, sexual orientation (means having or being perceived as having an orientation for heterosexuality, homosexuality, or bi-sexuality), gender identity or gender expression (means a gender-related identity, appearance, expression, or behavior of a person regardless of the person's assigned sex at birth), physical condition, disability, national origin, or any other protected class status applicable under federal, state or local law, rule or regulation. Race includes traits associated with race, including, without limitation, hair texture and protective hairstyles.

Pursuant to NRS §332.065, this RFP requires that a written certification be included certifying that the proposing company is not currently engaged in and agrees for the duration of any contract entered into with the City of Reno to not engage in, a boycott of Israel. Accordingly, the [proposing/bidding] company hereby certifies they are not currently engaged in and agree not to engage in for the duration of this contract entered into with the City of Reno, a boycott of Israel.

X Yes No

Jason Shinar, President

Printed Name & Position

Jason Shinar

Digitally signed by Jason Shinar
Date: 2025.02.13 14:29:58
-08'00'

Signature

GENERAL TERMS AND CONDITIONS

1. Notice of Rights

- The City of Reno reserves the right to reject any or all proposals or any part thereof.
- The City of Reno reserves the right to waive any minor informalities or irregularities.
- The City of Reno reserves the right to require such surety as may be deemed necessary for the protection of the City of Reno, or to ensure the satisfactory performance of a contractor in accordance with the specifications and RFP documents.
- The City of Reno reserves the right to withhold award for a period of ninety (90) days from the date of RFP opening.
- The City of Reno reserves the right to award in whole or in part, by item, group of items, or by section where such action would serve the City's best interest. RFPs identified on the basis of "All or Nothing" will be excluded from this provision.
- The City of Reno is a tax exempt public entity and is not subject to federal excise, state, or local taxes. No additional taxes may be added or "passed through".

2. Preparation of RFPs

- RFPs must be submitted in accordance with any document attached hereto and made an integral part hereof.
- Proposers are expected to examine these documents carefully. Failure to do so will be at the Proposer's risk.
- RFPs should be proofread carefully for any errors.
- Any irregularities or lack of clarity in any of the RFP documents attached hereto should be brought to the attention of the Management Analyst - Procurement as soon as possible so that corrective addenda may be furnished to all Proposers.
- Alterations/erasures must be crossed out and the corrections thereof printed in ink or typewritten adjacent thereto. Corrections must be initialed in ink by each person signing the RFP.
- In the case of a difference between written words and figures, the amount stated in written words shall govern.
- In the case of a difference between a unit price and the extended price, the unit price shall govern.

All additions, deletions or exceptions are to be listed on the page marked as such. If there are none, print "NONE" and return the page with the submitted RFP. Failure to return or sign the exception page will be presumed as no exceptions are being taken and all terms, conditions, and specifications are being met. **Any pricing information being offered MUST either be submitted on the RFP document cost sheet (if one is provided) or specifically detailed on the "Exception Page". Pricing information offered in other areas of the RFP package WILL NOT be considered.**

Proposers shall note that alterations in the RFP language shall be cause for RFP rejection. If exceptions are taken or alternatives offered, complete descriptions must

be shown separately.

All prices quoted shall be F.O.B. destination. No additional charges for freight, packaging, handling, etc., shall be allowed.

Proposers are instructed to use City RFP forms, if provided and complete the requested information fully, i.e., pricing, RFP schedules, specification descriptions, exceptions, disclosure of principals, etc. Failure to do so may be cause for RFP rejection. If additional space is needed, attach additional sheets referencing the appropriate section.

3. Award of Contract

- A. The City of Reno will award the contract on the basis of the RFP or RFPs most advantageous, in addition to price, the City may consider the following;
 - a. The ability, capacity and skill of the Proposer to perform the contract or provide the service required;
 - b. Whether the Proposer can perform the contract or provide the service promptly, and within the time specified without delay or interference;
 - c. The character, integrity, reputation judgment, experience and efficiency of the Proposer;
 - d. The quality of performance on previous contract;
 - e. The previous compliance of laws by the Proposer;
 - f. The financial responsibility of the Proposer to perform the contract or provide the service;
 - g. The limitations of any license the Proposer may be required to possess;
 - h. The quality, availability, and adaptability of the product or service;
 - i. The ability of the Proposer to provide future maintenance and service;
 - j. The number and scope conditions attached to the RFP;
 - k. The life-cycle, maintenance and performance of the equipment or product being offered; and
 - l. Or any other basis as allowed by law.
- B. A purchase order, mailed or otherwise furnished by the Procurement Division to the successful Proposer, is a binding contract without further action by either party.
- C. The Procurement Division will notify all unsuccessful Proposers of the RFP results and will return with such notice any surety held for bonding.
- D. The resultant contract may not be assigned, transferred or delegated, along with any rights, obligations or duties without prior written consent of the City of Reno.
- E. The technical specifications contained herein shall be considered "optimum" to the standard material, and is not intended to restrict RFPs, evaluation of RFPs, and recommendation for award of the material to specific manufacturer or from a specific point of origin. Alternatives and/or exceptions to the specifications shall be given consideration in the resultant RFP evaluation

PROVIDED:

1. Each alternative and/or exception shall be entered on separate sheets stating page number, item, and/or sub-item number and a detailed description of all items offered as alternatives or exceptions.
 2. However, the City of Reno shall reserve the right and privilege to accept or reject any or all RFPs offered, based solely on the judgment of City of Reno staff as to the value of the offers to the City of Reno.
- F. The resultant agreement may be extended at the discretion of the City if determined to be in the best interest of the using agency.
- G. Performance standards shall be construed that Proposer shall be responsible for exercising the degree of skill and care customarily required by accepted professional practices and procedures to perform the contract subject to the City's final approval.

4. Funding Out Clause

In the event the City of Reno fails to obligate requisite funds for the ensuing fiscal year(s) for payment of amounts due against an agreement resulting from this Request for Proposal, necessitating cancellation of the Agreement, the successful Proposer(s) shall agree to hold the City of Reno free from any charge or penalty.

5. Default of Contract

- A. In case of default by the contractor (successful Proposer), the City may procure the product(s) or service from other sources and hold the contractor responsible for any excess cost occasioned thereby.
- B. If necessity requires the use of materials or supplies not conforming to the specifications, they may be accepted and payment therefore shall be made at a proper adjustment in price.
- C. Default by the Proposer in any manner including failure or refusal to furnish any product(s) or service at the price and/or the time specified in the RFP may be considered cause to commence with proceedings against any surety held with the RFP or assess a penalty equal to five (5) percent of the total RFP price.

6. Appeal by Unsuccessful Proposer

- A. Proposer may appeal a pending RFP award prior to award by the Reno City Council as established in NRS §332.068.
- B. Proposer must submit a written appeal in accordance with the requirements set forth herein to the Management Analyst - Procurement within five business days from the date of the letter notifying of intent to award the RFP.
- C. The appellant must post a bond with the written appeal with good and solvent surety authorized to do business in the State of Nevada in an amount equal to 25% of the

value of the contract with the Procurement Division in order to have their appeal heard by the City Council. Any and all bonds are subject to the approval of the Reno City Attorney. In the event the appeal is not upheld by the City Council, a claim may be made against the bond in an amount equal to the expenses incurred and other monetary losses suffered by the City because of the unsuccessful appeal.

- D. The route of appeal is the Finance Director and City Manager, or designee, and must be followed sequentially.
- E. No RFP protests will be heard by the Reno City Council unless the Proposer has followed the appeal process route.
- F. Claims Against Protest Bonds:

The City shall not make a claim upon any bond or other security unless and until the basis of that claim is considered and approved by the City Council. The City may:

1. Claim its regular staff time and costs in processing, considering and/or defending against an award protest.
2. Claim any necessary extraordinary staff overtime incurred in processing, considering and/or defending against an award protest.
3. Claim the City Attorney's time and costs in processing, considering and/or defending against an award protest.
4. Claim any resulting fees and costs incurred to any independent contractors, consultants or contracted attorneys utilized in processing, considering and/or defending against an award protest.
5. Claim any lost expenditure savings, lost revenue and other consequential financial damages resulting from the protest's automatic stay of the award of a contract to a selected solicitation response.
6. Claim any lost gifts, lost grants or other lost government or private financial participation resulting from any delay caused by the protest's automatic stay of the award of a contract to a selected solicitation response.

G. Protest Bond Risk Inquiry—Procedure:

As soon as possible after an award protester has posted a protest bond or other security, the soliciting City department or agency shall provide a written non-binding estimate of the basis of potential claims unique to the circumstances of the contract award(s) stayed by the protest, without disclosing any RFP information that must remain confidential until an award decision is final. From this estimate, the protester shall be responsible for calculating the risk(s) of proceeding with a protest to a final decision by the City Council. A protester may withdraw a protest in writing at any time prior to a decision of the City Council, but any withdrawal more than seven (7) calendar days after the issue date of the City's estimate of the basis of potential claims shall, upon City Council's approval of the claims, be subject to claims against the bond or other security of the withdrawing protestor prior to its return to the protester. At a minimum the estimate of the basis of potential claims shall include:

1. If relevant, the date the current contract expires.
2. If relevant, the rate per year paid (or revenue earned) on the current expiring contract.

3. If relevant, the cost per year to complete the solicitation's anticipated work with City staff, equipment and materials.
4. The date the stayed contract award would have begun in the absence of the protest and its anticipated term.
5. The estimated rate per year to be paid (or revenue earned) on the stayed contract award.
6. The rate per hour to be paid to any relevant independent contractors, consultants or contracted attorneys as a result of the protest.
7. An estimate of any anticipated staff time and costs in processing, considering and/or defending against the protest.
8. An estimate of necessary extraordinary employee overtime salary in processing, considering and/or defending against the protest
9. The rate per hour for City Attorney services and any estimated costs in processing, considering and/or defending against the protest.
10. Disclosure of the amounts of any gifts, grants or other government or private financial participation that might be lost due to the protest.
11. Disclosure of any known seasonal, labor, equipment or materials costs that are materially time-sensitive and might result in financial damages to the City due to the protest.
12. Disclosure of any other anticipated consequential financial damages

7. Bonds Required

Each RFP shall be accompanied by a certified or cashier's check, or **RFP bond**, in the amount of five percent (5%) of the total amount RFP, payable to the City of Reno, Nevada, as a penalty in the event the Proposer does not, within ten (10) working days after receipt of written notice that the contract has been awarded, enter into a contract with the City of Reno in accordance with this RFP. The successful Proposer may be required to furnish a **performance bond** in the amount of one hundred percent (100%) of the contract insuring faithful performance of all terms of this RFP. All bonds shall be subject to the approval of the Reno City Attorney.

8. Insurance Requirements

Successful Proposer(s) shall procure and maintain Comprehensive or Commercial General Liability Insurance (occurrence form) from a carrier licensed to do business in the State of Nevada with a Best rating of A.VII or above. Minimum acceptable policy limits shall be in an amount of not less than two million dollars (\$2,000,000.00), combined, single limit, occurrence based policy, in a form satisfactory to the City. A certificate of insurance evidencing said coverage shall be supplied by successful Proposer upon request, naming the City as an Additional Insured under the liability policy. The liability policy shall contain a provision that such policy shall not be cancelled until at least thirty (30) days prior written notice of cancellation has been received by the City for any reason other than non-payment of premium and for non-payment of premium at least ten (10) days prior written notice of cancellation.

Successful Proposer(s) shall, upon request, deliver to City of Reno evidence of worker's compensation as required by the State of Nevada.

EXCEPTIONS

Does the Proposer take exception to any of the terms or conditions of this Request for Proposal and attachment thereto, or specifications? Yes X No If yes, please indicate the specific nature of the exception or clarification, in the space provided below. Attach additional sheet(s) if necessary.

[illegible]

Firm Name Qual-Econ LLC

Address 1015 Telegraph St., Ste C

City Reno

State NV Zip 89502

Telephone 775-350-3560

Fax 775-358-3656

E-Mail jshinar@qualeconusa.com

Proposers Federal Tax ID # 92-1259578

(May be requested at a later date)

In compliance with this "Request for Proposal" and subject to all Terms and Conditions thereof, the undersigned offers and agrees, if this bid is accepted to furnish any and all goods and services described herein at the prices, terms and delivery stated

Signature **Jason Shinar** Digitally signed by Jason Shinar
Date: 2025.02.13 14:30:14 -08'00'

Print Name Jason Shinar

Print Title President

If further space is required, please attach additional sheets

DISCLOSURE OF PRINCIPALS

Please print or type

Qual-Econ LLC	775-358-3655
Company Name	Telephone Number with area code
1015 Telegraph St., Ste C	775-358-3656
Street Address	Fax Number with area code
Reno, NV 89502	92-1259578
City, State and Zip Code	Federal Tax Identification Number

Names of Officers or Owners of Concern, Partnership, Etc

Jason Shinar	President
Name	Official Capacity
1015 Telegraph St., Ste C	Reno, NV 89502
Street Address	City, State and Zip Code
Name	Official Capacity
Street Address	City, State and Zip Code
Name	Official Capacity
Street Address	City, State and Zip Code
Name	Official Capacity
Street Address	City, State and Zip Code
Name	Official Capacity
Street Address	City, State and Zip Code

I/ we hereby certify the Instructions and Terms and Conditions have been read and agree to:
(Print)

1015 Telegraph St., Ste C, Reno, NV 89502

Address

775-358-3655

Phone

775-358-3656

Fax

Representative Jason Shinar

Print Name

Jason Shinar

Digitally signed by Jason Shinar
Date: 2025.02.13 14:30:28
+08'00'

Signature

Vendor acknowledges 23 pages of this RFP. Date 2/12/2025

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ATTACHMENT A

SCOPE AND REQUIREMENTS

Clean and Safe Service Provider RFP # 2025-13

Scope Description:

The City of Reno is seeking proposals from qualified contractors to provide comprehensive cleaning, restorative services, and hazardous waste disposal services in response to public health and safety issues associated with encampments within the city limits.

The scope of services includes, but is not limited to:

1. Encampment cleanup and waste removal from sites identified by the City:
 - Systematic removal of debris, litter, and abandoned items
 - Proper disposal of general waste and recyclable materials
 - Safe handling and disposal of biohazardous materials, including needles and human waste
 - Restoring designated sites to a clean and safe state under the direction of City staff
2. Timely response services:
 - Providing flexible services seven days per week as requested by City staff
 - Swift mobilization to address immediate public health and safety concerns
3. Documentation and reporting:
 - Providing data, findings, and experiences of the response teams to City staff
 - Providing a thorough breakdown of invoicing is required
4. Coordination and communication:
 - Ensure efficient coordination and collaboration with City staff
5. Safety:
 - Use of appropriate personal protective equipment (PPE)
 - Follow industry standards to provide safe and effective services, while ensuring safety protocol for employees

The selected contractor will be expected to provide all necessary personnel, equipment, supplies, and vehicles to perform the required services efficiently and effectively.

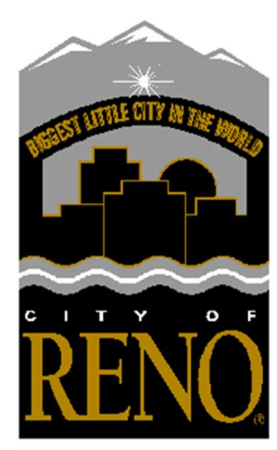
Services should be scalable to meet the changing needs of the City of Reno with the ability to increase or decrease service levels as required. The contractor should also be prepared to adapt to evolving best practices in encampment management and public space maintenance.

Evaluation Criteria:

1. Experience and Expertise (30 points):
 - Demonstrated experience in encampment cleanup, waste removal, and hazardous material handling within urban environments similar to Reno
 - Proven track record of successful projects of similar scope and complexity for municipal clients
2. Technical Approach and Methodology (20 points):
 - Comprehensive plan for systematic debris and hazardous waste removal, and restoration of public spaces.
 - Detailed approach to hazardous waste management, including identification, handling, and disposal procedures
 - Proposed use of technology for GPS tracking, reporting, and mapping of cleanup locations within the City of Reno
3. Timely Response Capabilities (15 points):
 - Demonstrated ability to provide seven days a week emergency cleanup services in Reno
 - Proposed response times for various types of cleanup scenarios
 - Staffing and equipment resources available for swift mobilization within the City of Reno
4. Safety and Training Programs (10 points):
 - Protocols for proper use of personal protective equipment (PPE) in various cleanup scenarios
 - Safety measures for handling potentially dangerous situations specific to Reno encampments
5. Communication and Coordination (10 points):
 - Proposed methods for collaboration with City of Reno staff
 - Proposed reporting structure and frequency to the City of Reno staff on cleanup outcomes
6. Equipment and Resources (10 points):
 - Inventory of specialized equipment available for encampment cleanup in Reno
 - Types and quantities of vehicles proposed for various cleanup tasks
 - A large trailer for transporting debris is preferred
7. Documentation and Reporting Capabilities (5 points):
 - Proposed system for detailed documentation of cleanup activities in Reno encampments
 - Quality and comprehensiveness of sample reports and documentation

Questions:

1. Describe your company's experience in providing encampment cleanup, waste removal, and hazardous material handling services within urban environments similar to the City of Reno. Provide specific examples of successful projects completed for municipal clients.
2. How does your company plan to address the unique challenges presented by encampments in the City of Reno, while ensuring the safety and well-being of both the public, individuals residing in these areas, and staff?
3. Describe your company's timely response capabilities for the City of Reno, including your seven days a week availability for emergency cleanups, expected response times, and plans for swift mobilization to address immediate public health and safety concerns.
4. Outline your safety training program for personnel working in City of Reno encampments, including protocols for proper use of personal protective equipment (PPE) and handling potentially dangerous situations.
5. What specialized equipment and vehicles do you plan to use for encampment cleanup operations in the City of Reno? How will you scale your resources based on the changing needs of the city?
6. How will your company ensure proper sorting and disposal of general waste, recyclable materials, and biohazardous materials, including needles and human waste, found in City of Reno encampments?
7. Detail your approach to documentation and reporting for the City of Reno, including methods for maintaining inventories of removed items and hazardous materials, and providing regular activity reports to city officials.



City of Reno
Purchasing Division
P.O. Box 1900
Reno, NV 89505

February 10, 2025

Request for Proposals 2025-13 – Clean and Safe Service Provider - Addendum 1

All potential participants: Please note that for your proposals to be considered, you must sign and attach this addendum to your response. Failure to do so may be cause for disqualification of your response.

Question 1

What is the size (in dollars) of the bid bond required? [Each RFP shall be accompanied by a certified cashier's check, or RFP bond, in the amount of five percent \(5%\) of the total amount RFP, payable to the City of Reno.](#)

Question 2

Is there a baseline yearly cost? We are asking because it says there is a performance bond required for this RFP. It's tough to estimate the exact costs for a performance bond and we just wanted to make sure we follow all protocols. [We will not require a performance bond for this project.](#)

Question 3

Could the performance bond be determined after the contract is awarded? [We will not require a performance bond for this project.](#)

Question 4

Is the contract required to pay prevailing wage since this would be publicly funded? [No, this is not prevailing wage.](#)

Question 5

Can you provide a copy of the contract that will be used? [See Attachment B](#)

Question 6

What is the term of this contract? [The city is seeking to establish a 3-year contract term, with the option for 2, 1-year extensions.](#)

Question 7

Is there a bid form? If not, please provide direction on what you want priced and how will low bid be determined if proposers are submitting different formats/items for pricing? [This solicitation is a Request for Proposal \(RFP\), not a bid. Submissions will be evaluated based on the criteria outlined in RFP Attachment A, Evaluation Criteria. Per NRS 332, we are permitted to award the contract to the lowest responsive and responsible proposer. Please provide your pricing on your own documentation and attach it to the completed RFP submission.](#)

Question 8

Is this prevailing wage? [No, this is not prevailing wage.](#)

Question 9

Can you please share the current contract? [Yes, See Attachment A](#)

Question 10

Will there be a walk through? If not are we able to view the space on our own? Or maybe a birds eye view of the area? [A walk through will not be provided in advance. Operation sites vary throughout the city based on clean up activities. Generally, operations can be along the Truckee River, adjacent to the railroad, or open parcels. All operations are on public property.](#)

Question 11

The RFP states "The successful Proposer may be required to furnish a performance bond". Can you please confirm if a performance bond is required for this contract? [We will not require a performance bond for this project.](#)

Question 12

Hi there, few questions this proposal is it for already identified site cleanup if so, do you have photos or is this for an as needed will-call, and are you looking for a day rate to clean up. [Yes, this proposal is for sites identified by city staff for cleanups. Cleanups are generally scheduled a week in advance. However, on occasion emergency cleanups may be required. In the last year, one emergency cleanup took place. An hourly rate for cleanups, based on staff present, is recommended.](#)

Question 13

Who is the incumbent? [The incumbent contract is with Qual-Econ USA.](#)

I Jason Shinar of Qual-Econ USA
Print Name Firm Name

acknowledge receipt of Addenda #1 (2 pages) for RFQ 2025-13 on 2/12/2025.
Date

This addendum must be completed and returned with your documents.



Marcie Wood
Management Analyst - Purchasing



QUAL-ECON U.S.A.

Commercial Cleaning Technicians

1015 Telegraph St., Suite C, Reno, NV 89502 · 775-358-3655

RFP 2025-13 - Clean and Safe Services

Technical Proposal

1. Experience and Expertise

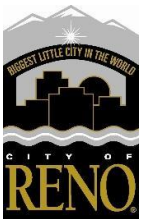
Company Overview

Qual-Econ USA currently provides cleaning and clean-up services for approximately 3.0 million square feet of governmental space in Northern Nevada. This includes the ongoing servicing of buildings for Washoe County, City of Reno, City of Sparks, and Douglas County. While Qual-Econ USA prides itself in taking care of its government clients, it also has many long-time customers in the commercial, educational, and industrial spaces across the region. We cover all types of cleaning from encampment and debris removal, to pressure washing, and graffiti removal.

Public Service

Moreover, Qual-Econ USA takes pride in its commitment to the community by tackling challenging tasks that other competitors may shy away from, such as being the current provider of Encampment Cleanup for the City of Reno through the Clean and Safe program; conducting janitorial services for unhoused and vulnerable populations for the County and Health and Human Services at the CARES Campus, Our Place, and Kids Kottage Facilities. **Taking care of our community is at the center of what we do and we would look forward to continuing to partner with the City of Reno in the Clean and Safe Program.**

Proven Track Record in Encampment Removal, Debris Removal, and Remediation



City of Reno Clean and Safe Program

- **Overview:** We have conducted encampment cleanup, waste removal, and hazardous material handling in Reno with the Clean and Safe program since 2020. The initial stages of cleanups since July 2020 included the demolition and disposal of makeshift housing and structures that existed prior to our contract with the Clean and Safe program in Reno, and have continued to present day, as

we regularly partner to conduct encampment cleanup across the City as they recur.

- **Length of Service:** We have maintained this contract since 2020.
- **Clean-ups Successfully Conducted:**
 - **Last 12 Months:** 47 Large Scale Encampment Cleanups Conducted
 - **Previous 12 Months:** 46 Large Scale Encampment Cleanups Conducted
 - **Total in Last 5 Years:** Approximately 250 Cleanups for the City of Reno Clean and Safe Program.
- **Tasks Successfully Completed:**
 - **Segregation and safe disposal of hazardous materials**, such as batteries, propane tanks, electronic waste, human waste with coordinated locations with Waste Management and City of Reno.
 - **Segregation of Metals** for recycling and processing at Waste Management Facility.
 - **No major safety incidents, injuries, or escalated confrontations with unhoused populations.**
- **Team Reputation:** Our dedicated cleanup crew is known for its fast response, hard work, and unwavering commitment to tackling tough jobs. We take pride in restoring public spaces with efficiency and care, no matter the challenge. From harsh weather to difficult terrain, our team is always ready to step up and get the job done.



Washoe County - High Security, Low Security, Libraries Contracts, Parks

- **Overview:** We conduct janitorial services at over 80 facilities for the County in various contracts. Relevant to this RFP, we provide emergency response, in addition to daily porter services conducting a variety of services from waste removal, pressure washing, graffiti removal, biohazardous clean-ups, and more.
- **Length of Service:** We have maintained contracts since the early 2000s.
- **Tasks Successfully Completed Relevant to this RFP:**
 - **Emergency Services:** We respond to emergency requests (to include water remediation services and cleanups) from the County on all days of the week including nights, weekends, and holidays.
 - **Debris and Hazardous Waste Removal and Disposal:** Daily removal of waste and, totaling over 100+ occurrences annually, and proper disposal of various materials help maintain a sanitary and hazard-free environment particularly for Downtown Reno and around the Reno Senior Center
 - **Restoration and Pressure Washing Services:** Pressure washing is conducted multiple times per week, approximately 100+ times per year, for the County across various buildings, in addition to Washoe County garages, aiding in building restoration and the maintenance of concrete's appearance.
 - **Graffiti Removal:** Completed on a weekly basis to preserve the aesthetic and professional appearance of County buildings, further aiding in building maintenance and restoration.

Verification Contacts:

Apryl Ramage

Contract Services Supervisor

775 328-2053

775 771-6985

ARamage@washoecounty.gov



Washoe County - Cares Campus, SAFE Camp, Our Place Campus

- **Overview:** We conduct janitorial and special cleaning services for unhoused and vulnerable populations at numerous facilities.
- **Length of Service:** We have maintained contracts since 2020.
- **Tasks Successfully Completed Relevant to RFP**
 - **Daily Services:** We regularly conduct cleanings of restrooms and facilities for vulnerable populations to maintain a clean and professional environment for all participants and staff.
 - **Debris and Hazardous Waste Removal and Disposal:** Conducted on a daily basis, this is an essential service in order to maintain a safe environment.
 - **Remediation Services:**
 - **Pressure Washing:** Conducted multiple times per week, in order to keep facilities in optimal condition.
 - **Sanitization:** Performed as a daily service throughout restrooms and facilities, in the effort of maintaining a safe and sanitary environment for staff and participants, alike.
 - **Experience with vulnerable populations:** Our staff interacts on a 365 day basis with **zero safety incidents**, or confrontations / altercations with the population.



Regional Transportation Commission (RTC)

- **Overview:** Cleaning Services for Reno and Sparks Transportation Bus Stations and Headquarters Office Building. The two bus stations are staffed day and night, 7 days a week cleaning both interior and exterior areas on a continual basis.
- **Length of Service:** We have maintained this contract since ~2015.
- **Tasks Successfully Completed**
 - **Daily Exterior Trash and Debris Removal**
 - **Emergency Services**
 - **Remediation and Restoration Services** (typically 5-10 water remediation events per year)
 - **Debris and Hazardous Waste Removal and Disposal**
 - **Experience with unhoused populations on a daily basis.**

Verification Contact:

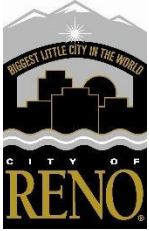
Mark Schlador

Facilities and Fleet Manager

775 332-2161 O

775 685-6504 C

MSchlador@rtcwashoe.com



City of Reno

- **Overview:** Contract contains City Administrative and Maintenance buildings, four Recreation & Community Centers, Amtrak Station, Sewer Treatment Plant, and a Fire Department Training Facility.
- **Cleaning Square Footage:** Over 200,000
- **Relevant to RFP - Maintenance and Restoration:** Semi Annual Pressure washing and cleaning of City Garage (159,900 sf). Have previously conducted pressure washing of Bowling PD Parking Garage and completed other projects.
 - o Restoration and cleanup of debris at Historic Lear Theater.
- **Routinely conduct cleanings for events scheduled at McKinley Arts and Culture Center, Plumas Gym, and California Building.**

Verification Contact:

Vickie Gonzales

Management Assistant, Maintenance & Operations

775-657-4607 O

775-560-4905 C

gonzalesv@reno.gov

In the following, we will document our ideas to continue improving our services for the Clean and Safe program and planning tools for the new contract.

2. Technical Approach and Methodology

We propose a systematic and scalable approach for managing encampment cleanup, hazardous waste removal, and public space restoration in Reno.

Team Breakdown

We will have a Team Lead in charge of direction of cleaning staff and onsite coordination with City of Reno Staff and Partners. (Additional specifics on communication in Section 5.)

Deliberate Process for Cleanups

A. Pre-Cleanup Preparation at Qual-Econ USA Warehouse

- **Team Leader Conducts PPE Check for all workers**
- **Safety Briefings and review plan for the day**

- **Briefing on procedures for materials handling and the day's materials segregation plan amongst vehicles and trailers**
- **Briefing of de-escalation techniques, hot weather, or other potential risks for the day**
- **Review of recent After-Action Reviews to reinforce previously identified items to improve on**
- **Conduct pre-check of all vehicles, equipment, and materials stocks**
- **Warm up - Stretch and Flex – Ergonomics injury prevention**

B. On-Site Cleanup Process

- **Arrive on Site and coordinate with CoR Lead Coordinator**
- **Team Lead takes Before Pictures on Site**
- **Assign teams to begin debris removal after populations have left**

Segregation of Materials

- **Needles: Sharps Collection Container** for proper collection and disposal of needles. Team to use long pliers to prevent direct handling of needles into Sharps approved container for disposal.
- **Biohazardous Waste:** Human Waste buckets typically found on site to be sealed and bagged with multiple heavy duty bags for transport. Disposal crew to utilize Full Tyvek Suit and Full Mask respirator kit (see Section 4. Safety) during off-site disposal into approved City of Reno sewer access point.
- **Identify and segregate items such as car batteries, propane tanks, other waste** for proper disposal with Waste Management or City collection points.
- **Metals:** such as bicycles and other large items, to be separated and recycled at the Waste Management metals collection point.

Disposal Hauling

- **Efficiency:** We will endeavor to use the combination of trailers, and our Heavy Duty Hauling Truck to provide an efficient work rate and disposal of debris at Waste Management. By always having a collection vehicle or trailer on site, we can maximize our crew's productivity.
- **Hard to Reach Sites:** Certain sites are only reachable by foot at times and at times a significant amount of time is used physically transporting debris (hand walking bags of debris). We will set up an intermediate collection point and explore the use of ATV hauling vehicles to significantly reduce time spent on transportation



Team Leader in charge of monitoring crews

- **PPE compliance of workers**
- **Documentation and ensuring proper segregation of hazardous or recyclable items**
- **Safety monitoring** for heat, hydration, breaks and any other items.
- **De-escalating any situations** and requesting City / RPD assistance as needed.

C. Restoration. Qual-Econ brings numerous cleaning capabilities into this next RFP to focus on the restoration of hard surfaces where encampments have been. Once

the cleanup reaches a point where restoration can take place, we will coordinate with the City Coordinator to confirm areas where restoration is necessary.

- **Pressure Washing.** (See equipment section). Qual-Econ has numerous pressure washers and highly skilled personnel in pressure washing with our pressure washing trailer and other equipment. We will pressurewash any concrete or asphalt that has been stained or marred to remove burn marks, and light graffiti and other staining that can be removed with high-pressure hot water.
- **Grffiti Removal.** Sites are often marred by offensive graffiti on concrete barriers and walls. As approved, Qual-Econ will paint over these with gray or other paint to restore the area to a more presentable appearance. Other graffiti can be painted over as well as determined with the Clean and Safe Coordinator.

D. Post-Cleanup Processes

- **Final documentation of all sites before leaving by Team Leader**
- **Reporting processes as outlined in the following sections**
- **Post check of vehicles and cleaning of equipment**
- **Sanitization and cleaning of crew gear**
- **After-action review with crew to identify areas to improve as well as areas that were well-executed by the team.**

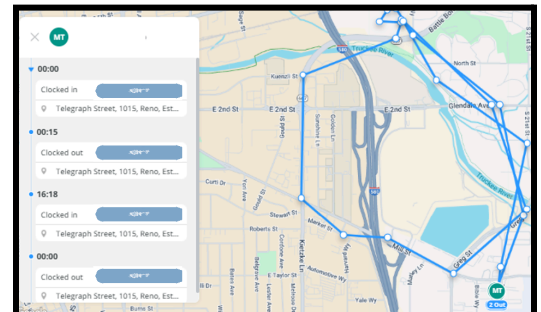
E. Continuous Improvement

- **We will set up periodic review meetings to discuss trends we're seeing and where we need new solutions or ideas.**
- **Qual-Econ USA endeavors to partner with the City to continue making improvements to our processes and will schedule monthly check-ins with the Clean and Safe team.**

Digital Reporting and Tracking

Military Engineer Background: As a Major who has spent 15 years as an Engineer Officer in the Army Corps of Engineers, Company President Jason Shinar brings both new ideas and capabilities to significantly “level-up” reporting and tracking in this next iteration of the Clean and Safe Program.

- **GPS Tracking** In early 2025 Qual-Econ USA has been integrating a new operations application across the company Connecteam. This allows real time and historical tracking of operations as they go. This log will be incorporated into our reporting.
- **Digital Forms** - Our Team Lead will be responsible for tracking and documentation throughout the cleanups from start to finish. We will tailor a level of detail with what the City desires to understand the work that's being accomplished and any items of interest.
- **On-site technology**
 - **Company cellphone** with GPS location shared with CoR Coordinator



- **Company Tablet** for filling out digital checklists on site and photos documentation of hazardous items found on site
- **360 Degree Camera** for comprehensive before and after pictures to share.
- **Additional Reporting and Documentation in Section 7, Documentation.**

3. Timely Response Capabilities

- **Current Service Provider** - As the current service provider, we have proven over the past 5 years that we have staffed all cleanups with trained and hardworking technicians; asserting a demonstrated ability to provide seven days a week emergency cleanup services in Reno, ready to respond with a fully-staffed crew within 24 hours of notification.
- **Staffing and Emergency Response:** Maintaining an emergency response crew to address Emergency situations promptly, committing to a 3-hour emergency response time.
- **Workforce:** With a workforce comprising over 100 skilled employees, we possess the capability to ensure consistent coverage for all our client sites. Our workforce enables us to meet the demands of each site effectively. Moreover, our preparedness extends to emergencies, allowing us to respond promptly to unforeseen situations like flooding or urgent cleanups as and when they arise.
- **Availability:** We have staff working 365 days per year including all holidays. This schedule allows us to have flexibility to respond to emergencies more quickly than the competition. Additionally, we maintain dedicated vehicles and equipment for the Clean and Safe program at all times, ensuring the ability to provide a prompt response when mobilization is needed.
- **Proposed Response Times:**
 - **Emergency Requests:** On site within **3 hours** of notification.
 - **Standard Cleanups:** Deliberate large scale cleanups are best scheduled one week out to allow for full planning and processes to take place. However, we can support the City, as we have been doing, and respond with our full processes with next-day availability for large cleanups.

4. Safety Response Capabilities

PPE and Uniform: All personnel are to be provided standardized uniforms and PPE from the company. Per section 2 of this proposal, pre-checks on all safety equipment will be conducted before leaving the warehouse and monitored on-site by the Team Lead.

- ☒ **A5 Cut Resistant Gloves**
- ☒ **Steel Toe / Puncture Resistant boots**
- ☒ **High Viz Safety Vest or High Viz Safety Jacket in Winter**
- ☒ **Eye Protection**
- ☒ **Face Masks**
- ☒ **Sun protection (Hats, Long sleeve shirts, sunscreen)**
- ☒ **Hard Hats as required by policy (Railroad areas).**

Tyvek Kit-on board vehicles: 2x Full Tyvek suits, 2x Full-Face respirators, Sleeve-length gloves (see photo to right).



These kits are to be used during disposal of human waste into City Approved disposal sites or when significant hazards are discovered on site that require additional protection.

Additional Training:

- **Segregation and handling of hazardous materials**
- **De-escalation Training**
- **OSHA Bloodborne Pathogen training**
- **Proper Lifting Techniques**

Monitoring during Summer Heat:

- Ensuring crew safety and efficiency while navigating summer conditions during encampment cleanups.

5. Communication and Coordination

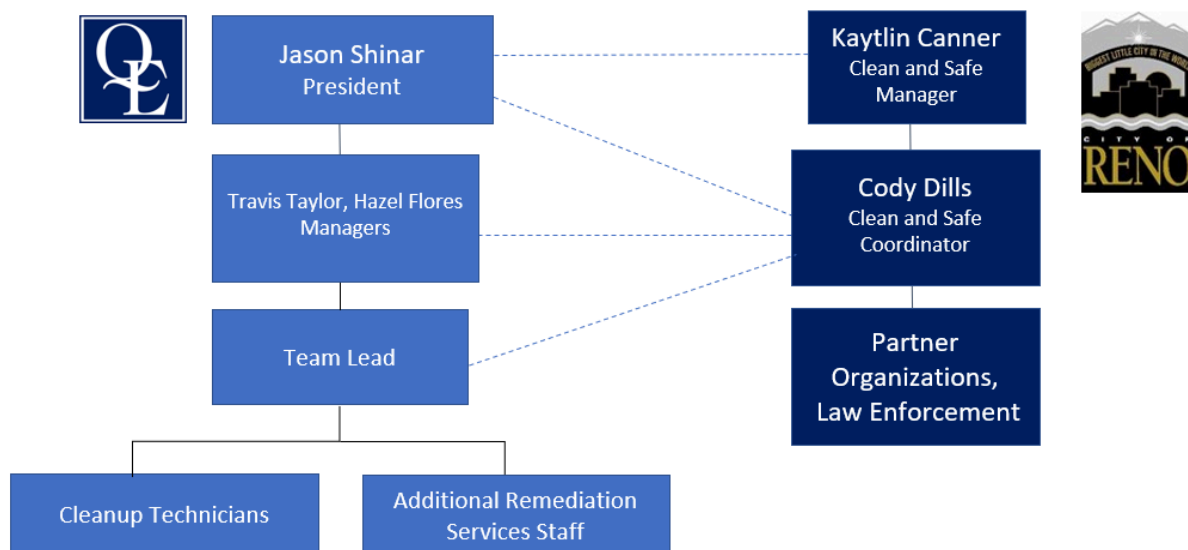
Communication with City of Reno Staff

Pre-coordination: For most planned cleanups, email with our centralized mailbox works for coordinating date and time. We monitor this inbox closely at all times of day and will promptly confirm receipt of notification. For emergencies, our office-line after hours is routed to an on-call supervisor who can be reached at all times.

On-Site: Our Team Lead will be the primary contact on the ground. GPS location from the company phone will be shared to the City of Reno Lead so that the location can be tracked at all times. As the City Lead needs to move off site to other locations or other tasks, their position can continue to be easily monitored.

After Cleanup: Our Team Lead will conduct all documentation on site with mobile devices utilizing digital checklists and forms. After returning to the warehouse, we will conduct QA on the reporting and submit our report to the City by the end of the following business day.

Proposed Communications and Reporting Structure:



6. Equipment and Resources

Much of our equipment is dedicated to the Clean and Safe program and as such will not be double-booked during an emergency. We also have numerous other options in our fleet to support cleanups.

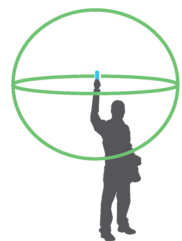
Vehicles:

- **Primary Vehicle, Heavy Duty Hauler:** Isuzu NPR HD Box Truck. We believe this vehicle is ideal for transporting materials particularly to (top-right photo)
- **Primary Vehicle:** Pickup Truck for transport of crew and metals. (middle-right photo)
- **Available Trailers:**
 - **Large trailer** for transporting debris for segregation of metals or secondary hauling on site.
 - **Remediation Equipment:** Hotsy "Trail Blazer" Pressure washing trailer (bottom-right) capable of bringing water from offsite and using hot water. Used in high pressure cleaning of concrete surfaces and some graffiti removal.
- **Fleet of 10 Cargo Vans and Pickup Trucks** additionally capable of meeting the needs of removing trash from the premises to City designated waste drop off.
- **Hand Tools:** We prioritize the use of hand tools and equipment to reduce the risk of injuries from sharp objects. All necessary hand tools are provided, and we promptly address crew requests and suggestions for equipment that enhances efficiency and safety.



Additional Resources:

- **Warehouse and Offices at 1015 Telegraph Street:** Spare tools, equipment, remediation/restoration equipment. Centrally located for support with office staff able to assist in any additional coordination that is needed.
- **Documentation Equipment:**
 - **Dedicated Company Phone**
 - **Dedicated 5g Enabled Tablet**
 - **360-degree Camera** for additional capturing before and after of each site.
- **Additional Resources**
 - **Web Portal** dedicated to Clean and Safe personnel, documentation history, and live visuals.

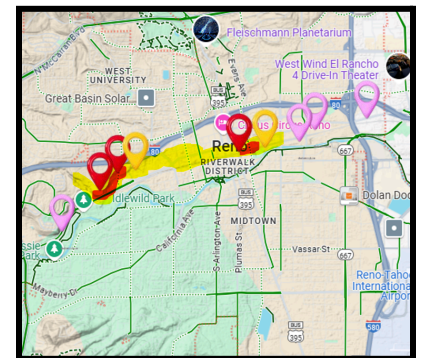
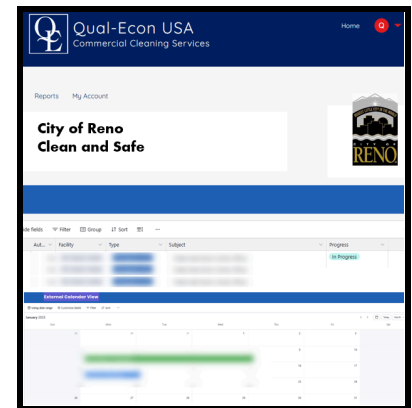


We commit to updating and investing in our equipment to adjust as conditions or best practices change throughout the life of the contract.

7. Documentation and Reporting Capabilities

(Reiterated from Section 2) Military Engineer Background: As a Major who has spent 15 years as an Engineer Officer in the Army Corps of Engineers, Company President Jason Shinar brings both new ideas and capabilities to significantly “level-up” reporting and tracking in this next iteration of the Clean and Safe Program.

- **Digital Platforms.** Beginning in 2025, Qual-Econ USA has been using Connecteam to harness GPS data as well as for digital checklists and documentation.
- **Our Team Lead will document each site:**
 - **Before and after photos.**
 - **Annotate and document quantities of specific hazardous waste items found by type and quantity.**
 - **Restoration actions taken with before and after photos.**
- **Digital Portal.** We will activate our digital portal for Clean and Safe containing the history and reports on all activities.
- **Heat Maps and Mapping / Planning Tools.**
 - **Utilize Mapping Software:** Utilize GoogleMaps, ArcGIS, Tableau or similar software to generate a heat map for visualization of recent cleanup activity and trends. These can be live filtered with additional data to help the Clean and Safe team identify any relevant trends or insights that can be useful in planning future efforts.



We endeavor to provide a suite of tools and useful information to the City to help pinpoint recurring hotspots and make actionable decisions.

- **Sample Report Contents in PDF emailed as well as posted to our portal. Reports to be provided at the end of the next business day.**
 - Date of Cleanup
 - GPS Graphic of Locations Serviced and Timeline of work date by location
 - Quantities of Materials Removed by Type
 - General Debris Removed
 - Car Batteries, Propane Tanks, other specific hazard items to track.
 - Metal Recyclable
 - Human Waste Disposed Of
 - Digital Checklist of all items conducted in accordance with our process (outlined in Section 2).
 - Before and After Photos of Sites
 - Before and After Photos of Restoration Activities conducted
 - Updated Map of Sites Serviced in Previous Months by Date
 - Additional notes on any issues encountered
 - “After-Action Review” notes from Crew and Staff on areas to improve
 - Any additional information as requested by City.

Questions

- 1. Describe your company's experience in providing encampment cleanup, waste removal, and hazardous material handling services within urban environments similar to the City of Reno. Provide specific examples of successful projects completed for municipal clients.**

Qual-Econ USA has extensive experience providing encampment cleanup, waste removal, and hazardous material handling services in urban environments, specifically the City of Reno. Since 2020, the company has been the service provider for the City of Reno's Clean and Safe Program, conducting approximately 250 large-scale encampment cleanups over the past five years. Additionally, Qual-Econ USA has successfully executed municipal contracts with Washoe County, the City of Sparks, and the Regional Transportation Commission (RTC), providing services such as hazardous waste disposal, pressure washing, and biohazard cleanup. Example projects are debris removal and cleanup at the Historic Lear Theater (City of Reno); ongoing cleanups in Downtown Reno around Reno Library, the County Courts, and Reno Senior Center (Washoe County), and similar cleanups for RTC outside bus stations. We conduct large projects (6+ personnel) for our municipal clients on a routine basis. All these experiences and many others demonstrate the company's ability to handle complex cleanup operations

- 2. How does your company plan to address the unique challenges presented by encampments in the City of Reno, while ensuring the safety and well-being of both the public, individuals residing in these areas, and staff/**

To address the unique challenges presented by encampments in Reno, Qual-Econ USA follows a systematic and scalable approach that prioritizes safety, efficiency, and respect for all individuals involved. The team undergoes pre-cleanup safety briefings, PPE checks, and de-escalation training to ensure they are well-prepared for each operation. The company also implements a structured material segregation process to properly dispose of hazardous waste such as needles, human waste, and other items like propane tanks and car batteries. Additionally, efforts can be made to restore public spaces following cleanups through pressure washing, graffiti removal / painting over graffiti ensuring that the environment is not only cleaned but also maintained to a high standard.

- 3. Describe your company's timely response capabilities for the City of Reno, including your seven days a week availability for emergency cleanups, expected response times, and plans for swift mobilization to address immediate public health and safety concerns.**

Qual-Econ USA has demonstrated a consistent and reliable ability to respond quickly to encampment cleanups in Reno. The company operates seven days a week, including an emergency response time of three hours when urgent cleanups are needed. With a workforce of over 100 skilled employees covering all 365 days per year, the company maintains flexibility in its operations, ensuring that staff and equipment are always available. Dedicated vehicles and specialized equipment are exclusively maintained for the Clean and Safe Program, allowing for rapid mobilization to address public health and safety concerns as they arise.

4. Outline your safety training program for personnel working in City of Reno encampments, including protocols for proper use of personal protective equipment (PPE) and handling potentially dangerous situations.

Safety is a top priority for Qual-Econ USA, and the company has established a comprehensive training program to protect both its employees and the public. Crew members receive OSHA Bloodborne Pathogen training, hazardous material handling instruction, and de-escalation training to ensure they can safely navigate complex cleanup environments. Proper personal protective equipment (PPE) is mandatory, including cut-resistant gloves, steel-toe boots, high-visibility safety gear, eye protection, and respirators when necessary. Additionally, the company monitors weather conditions, particularly during extreme heat, to ensure crew members remain safe and hydrated throughout their shifts.

5. What specialized equipment and vehicles do you plan to use for encampment cleanup operations in the City of Reno? How will you scale your resources based on the changing needs of the city?

To effectively manage encampment cleanups, Qual-Econ USA utilizes a fleet of specialized vehicles and equipment tailored to different operational needs. The company employs Heavy Duty Hauling Truck (Isuzu NPR HD Box Truck), pickup trucks, and will add large trailers for efficient debris transport. In addition, the Hotsy "Trail Blazer" Pressure Washing Trailer is to be used to remove grime, stains, and graffiti from public surfaces, restoring the appearance of affected areas. We can also paint over graffiti or offensive items as part of the restoration process. With a fleet of 10 cargo vans and additional heavy-duty hauling equipment, the company has the capacity to scale operations based on the city's changing needs. We are open to exploring new options and investing in new ideas to keep pace with the changing needs of the City (such as ATVs mentioned in Section 2).

6. How will your company ensure proper sorting and disposal of general waste, recyclable materials, and biohazardous materials, including needles and human waste, found in City of Reno encampments?

Qual-Econ USA will ensure proper sorting and disposal of waste through thorough training, on-site supervision, and updated reporting. Team Leads will oversee the segregation process, ensuring sharps, human waste, recyclables, and other materials are disposed of in the proper manner. Using GPS-tracked digital reports, on-site documentation and photos of specific waste removal activities, we will increase our documentation capabilities in the next contract. This structured process ensures efficient, safe, and responsible waste management for City of Reno encampment cleanup.

7. Detail your approach to documentation and reporting for the City of Reno, including methods for maintaining inventories of removed items and hazardous materials, and providing regular activity reports to city officials.

To maintain transparency and accountability, Qual-Econ USA will implement a comprehensive documentation and reporting system. The company utilizes GPS tracking and digital reporting software (Connecteam) to log cleanup activities in real time. Each site will be documented with before-and-after photos, and detailed reports are compiled outlining the amount and type of

waste removed, restoration efforts conducted, and mapping of serviced areas. These reports will be submitted to the City to provide insight into the program's efforts and work accomplished. We will also create additional map-based products to highlight where we have cleaned over time and areas that may be in need of being serviced again.

Additional Information

Certifications

Qual-Econ USA is a Service-Disabled Veteran Owned Small Business

In the military Jason Shinar, the owner of Qual-Econ USA, was charged with more than accomplishing the mission, he was charged with the care of his soldiers' physical, mental, family, and financial health. In the private sector, Jason similarly strives to not only continue a life of service but also take care of his team as best he can.

Qual-Econ LLC certified Sept 6, 2023; SAM UEI: SFZCKFJYT7E6

<https://veterans.certify.sba.gov/>

Employee Benefits and Retention.

Employee Benefits at Qual-Econ USA. At Qual-Econ USA, we believe that by prioritizing the well-being of our employees and offering meaningful incentives, we can attract and retain a highly skilled workforce. This approach not only benefits our team members but also ensures that our customers receive superior service and overall quality.

- **Medical Insurance** via Prominence Health Plan. 50% of cost covered.
- **Dental & Vision** via Humana. 50% cost covered.
- **Life Insurance** via Colonial. 50% cost covered.
- **Paid-time off / Vacation** for all employees. The typical company employee has 2 weeks of paid vacation per year.
- **New - 401k with up to 4% Employer Match Benefit.** Starting Q4 2023, this new benefit became available to all employees who have at least 11 months of service.
- **New - Christmas Bonuses** - for the first time in 2023 Qual-Econ received meaningful cash Christmas bonuses based on both years of service and quality of services.

RFP Pricing and Notes

Classification	Rate
Staff Time Business Hours	\$105/Hr/Tech Minimum two employees, three hours each per call Monday - Friday 8am - 5pm
Staff Time After Hours and Holidays	\$120 /Hr/Tech Minimum two employees, 1.5 hrs each
Pressure washing	Included in staff time
Graffiti Removal	Included as staff time; additional materials such as paint provided or reimbursed at cost.
Documentation and Service Portal - Digital Portal - Cleanup-based and Monthly Reporting - Mapping services	Included
Additional Rentals	<ul style="list-style-type: none">- Van at \$250 per day for cleanups greater than 6 people- At cost for additional rentals as required.

Costs are for base years of contract (3 years) with an increase based on inflation for option years.

Key Personnel and Resumes

Jason Shinar - President and Owner

Jason Shinar is the president and owner of Qual-Econ USA, bringing a unique blend of military leadership experience and business acumen to the company. With a distinguished career spanning over a decade in the US Army as an Engineer Officer, in early 2023 he took the reins of Qual-Econ USA. He has a strong commitment to public service and looks forward to taking the company to new heights.

Jason graduated from the University of California, San Diego in 2007 and was commissioned as an officer in the US Army. As a few highlights of his military career as a combat veteran, Jason led a team of 36 in clearing IEDs in Baghdad, Iraq and led civilian reconstruction projects in Kandahar, Afghanistan. He also served with distinction at the United States Army Corps of Engineers as Aide-de-Camp to the Deputy Commanding General, contributing significantly to the successful delivery of a \$45 billion construction program. In 2019, Jason pursued his MBA at The Wharton School, further enhancing his skills and knowledge for future endeavors.

With a vision to bring technology to the janitorial services space, Jason aims to leverage his skill sets to enhance communication with clients and streamline maintenance reporting processes. His commitment to excellence and dedication to public service continue to drive Qual-Econ USA's success as he leads the company towards a future of continual improvement, innovation, and exceptional customer service.

Travis Taylor – Account Manager

Travis is a skilled account manager who combines expertise with enthusiasm. Armed with a Bachelor of Science in Business Marketing from the University of Nevada, Reno, he adeptly navigates the service industry, using valuable experience gained from his tenure in an esteemed Fortune 500 Management program. Travis's commitment to excellence is evident in his continuous quest for improvement and growth. His strong communication skills effectively bridge client expectations with organizational goals. However, what truly distinguishes Travis is his unwavering dedication to customer satisfaction, which serves as the cornerstone of his professional approach.

Hazel Flores – Administrative Secretary

Ms. Flores has recently become an integral part of Qual Econ USA, assuming the role of Administrative Office Assistant. Apart from handling general office duties, Ms. Flores takes charge of crucial responsibilities such as processing payroll and managing HR tasks. Since her first day at Qual Econ USA, she efficiently manages the day-to-day office tasks, including answering calls, dispatching daytime janitorial staff, overseeing payables and receivables, managing purchases, and promptly addressing inquiries from vendors and clients. Her presence has significantly contributed to the smooth functioning of Qual Econ USA's operations.

Ms. Flores graduated from Bell Gardens High School in 2007, earning her High School Diploma. Her bilingual proficiency allows her to communicate effectively in Spanish. To ensure she stays up-to-date with industry standards, Ms. Flores consistently seeks and participates in ongoing training opportunities. This commitment to continuous learning enables her to maintain a high level of expertise and provide exceptional service in her role at Qual Econ USA.

Trinidad Dominguez, Senior Advisor and Cleaning Expert

Trinidad Dominguez is a co-founder and the former owner of Qual-Econ USA. He takes immense pride in the company's journey from its inception as a humble cleaning service for small offices to becoming a prominent player in the region. Trinidad and his late wife established Qual-Econ USA in October 1988 and under his leadership, Qual-Econ USA flourished, catering to esteemed clients such as Washoe County, City of Reno, City of Sparks, Douglas County, Regional Transportation Commission (RTC), and numerous other large corporations. Throughout this journey, Trinidad worked tirelessly to ensure customer satisfaction and implemented a state-of-the-art cleaning approach that set Qual-Econ USA apart from the competition. These core values played a significant role in expanding the company's operations from managing a few thousand square feet to overseeing millions of square feet across various facilities.

As he embraces a new phase of his professional journey, Trinidad Dominguez is honored to contribute to the ongoing success of Qual-Econ USA. In his capacity as a senior advisor, he remains committed to supporting the company's growth, maintaining its reputation for excellence, and upholding the legacy of providing top-notch cleaning solutions to valued clients.

Throughout his career, Trinidad prioritized staying up-to-date with the latest trends, processes, equipment, and products in the cleaning industry. His partnerships with leading suppliers and equipment providers have allowed him to remain knowledgeable about the most efficient cleaning techniques and cutting-edge technologies. Continuous learning, including specialized training in areas such as flood remediation, carpet deep-cleaning, graffiti removal, among other valuable skills, has been instrumental in his role as a cleaning expert.

Hoang Shinar – Office Manager

Hoang Shinar quickly established herself as an indispensable team member in the behind-the-scenes operations of Qual Econ USA. Her diverse responsibilities encompass inventory management, bookkeeping, and various HR tasks. Drawing from her successful tenure as office manager for different dental offices, she seamlessly adapted her past experience and skills to the day-to-day operations at Qual-Econ USA. Thriving in fast-paced environments, Hoang takes great pleasure in efficiently completing to-do lists. Her valuable expertise with Quickbooks further bolsters her contributions to the company's financial management. Additionally, her ability to speak multiple languages facilitates effective communication with clients and colleagues from diverse backgrounds, making her a versatile asset in a business setting.

Born and raised in Maryland, Hoang earned her bachelor's degree in biology from the University of Maryland Baltimore County. Following her passion for oral health, she pursued further studies and successfully obtained a degree in dental hygiene. Notably, she holds certifications in first aid and CPR, reflecting her commitment to safety and emergency preparedness. Demonstrating a proactive approach to personal and professional development, Hoang consistently enrolls in continued education courses to refine her skills and stay abreast of industry advancements. Her dedication to learning underscores her determination to excel and continually self-improve.



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

2/13/2025

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

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

PRODUCER Arthur J. Gallagher Risk Management Services, LLC 10425 Double R Boulevard Reno NV 89521	CONTACT NAME: Cindy Fleischer PHONE (A/C, No, Ext): 775-902-2007 E-MAIL ADDRESS: Cindy.Fleischer@ajg.com	FAX (A/C, No):
INSURER(S) AFFORDING COVERAGE		NAIC #
INSURER A: Nationwide Mutual Insurance Company		23787
INSURER B: WCF National Insurance Company		40517
INSURER C: Travelers Casualty and Surety Co of America		31194
INSURER D:		
INSURER E:		
INSURER F:		

COVERAGES**CERTIFICATE NUMBER:** 56930706**REVISION NUMBER:**

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

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:	Y	Y	ACPCG013120483927	2/10/2025	2/10/2026	EACH OCCURRENCE \$1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$100,000 MED EXP (Any one person) \$5,000 PERSONAL & ADV INJURY \$1,000,000 GENERAL AGGREGATE \$2,000,000 PRODUCTS - COMP/OP AGG \$2,000,000 \$
A	<input type="checkbox"/> AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input checked="" type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS ONLY <input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY	Y		ACPBA013120483927	2/10/2025	2/10/2026	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"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED RETENTION \$			ACPCU013120483927	2/10/2025	2/10/2026	EACH OCCURRENCE \$10,000,000 AGGREGATE \$10,000,000 \$
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N <input type="checkbox"/>	N/A	4056439	2/10/2025	2/10/2026	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$1,000,000 E.L. DISEASE - EA EMPLOYEE \$1,000,000 E.L. DISEASE - POLICY LIMIT \$1,000,000
C	Crime Policy			107810106	2/10/2025	2/10/2026	Employee Theft Retention \$5,000,000 \$10,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

Evidence of Insurance
Contract No. FM935G - Janitorial Services Group 3 City of Reno is named as an additional insured with respects to work performed by the named insured.
Umbrella liability is following form of general liability and auto liability. There is a 10 day notice of cancellation for non payment of premium and a 30 day notice for all other;

CERTIFICATE HOLDER**CANCELLATION**

City of Reno
1640 E. Commercial Row
Reno NV 89505
USA

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

AUTHORIZED REPRESENTATIVE

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