Aramark Uniform Services
Response to:

NEWPORT MESA UNIFIED SCHOOL DISTRICT

RFP # 104-22 Linen Rental Services
7/19/2021

Due Date:
August 13th, 2021 – 4pm PDT
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August 13th 2021,

Subject: Letter of Transmittal

Attention: Newport Mesa Unified School District

a. Aramark Uniform and Career Apparel, LLC dba, Aramark Uniform Services
   115 N. First St, Burbank, CA 91502
   PH: (818) 973-3700  Fax: (714) 545-3834
   aramark-cares@aramark.com
   Alex Granoien – Regional Account Executive
   granoien-alex@aramark.com
   3101 W. Adams St, Santa Ana, CA 92704
   Ph: (949)392-0982

b. No Subcontractors proposed.

c. Signature of Authorized Person:
   
   [Signature]
   
   Jack Veloz, General Manager

d. All information provided in the following proposal is true and correct

   [Signature]
   
   Alex Granoien, Regional Account Executive
Executive Summary:

About Aramark Uniform Services: Aramark Uniform Services is a division of Aramark, a global leader in professional services. Since 1998, Aramark has consistently ranked as one of “America’s Most Admired Companies” by Fortune. We currently provide uniform rental and uniform leasing services to more than 300,000 customer accounts nationwide from over 200 service locations and distribution centers across the United States. Aramark’s full-service allied (floor mats, towels, and other dust control products) solution includes design, sourcing and manufacturing customization, cleaning, maintenance, and delivery. Aramark has been in the industrial laundry business for 40 years (since March 29, 1976).

Our Route Sales Representatives have the highest level of experience in the industry and take a vested interest in providing excellent service and follow-up. We offer businesses and other organizations a total solution that helps them to solidify their image, promote teamwork and motivate employees. Our fully-managed cleaning, maintenance and delivery services offer convenience for you and your employees; allied cost-saving solution – and ultimately, your peace of mind.

The proposal that follows includes all requirements listed in Section 4. Products and pricing per the RFP request as well as billing and accountability for lost items are outlined in detail. Any substitutions of products are outlined.

Identification of Respondent:

Alex Granoien – Regional Account Executive – 10 years with Aramark in various roles, including District Manager, General Manager, and current role as Regional Account Executive.

3101 W. Adams St.
Santa Ana, CA 92704
Ph: (714) 881-4379  Fax: (714) 545-3834  Mobile: (949) 392-0982
www.aramarkuniform.com
granoien-alex@aramark.com

Corporate office:
Aramark Uniform Services
115 N. First Street
Burbank, CA 91502
Ph: (818) 973-3922
**Personnel:**

**Route Service Representative (RSR)** is Aramark’s direct contact person with the local Newport Mesa Unified School District sites and the person who will be making the weekly delivery/pick up of products. The RSR is responsible for developing and maintaining long-term service partnerships with all customers, while promoting growth through satisfied customers and customer retention. Through extensive training invested in our RSRs, they attain the ability to resolve customer concerns from adding and removing products and adjusting inventory levels. Aramark’s RSR turnover rate for the last three years has held steady at 26-27%. Average tenure is 9.5 years. Each site will be assigned a permanent RSR for weekly service, but that RSR may not be the same person for all sites. Bio’s can be provided if awarded to Aramark.

**District Manager (DM)** develops and maintains long-term partnerships with each Newport Mesa Unified School District location, especially through our on-site quality control visitation process. The DM promotes net growth, manages the route delivery process, and focuses on customer retention and service satisfaction. In addition, they supervise and train RSRs and control each district’s inventory. The DM reports directly to the General Manager of the facility.

**DM - Wil Argueta:** has been with Aramark for 3 years and is currently works out of the Aramark Facility located at 3101 W. Adams Street, Santa Ana, CA 92704. Will has spent the past 20 years in the service industry with his time previous to Aramark as the General Manger of Hospitality at Ruth’s Criss Steakhouse and Service Director for Maestro’s Ocean Club.

**General Manager (GM)** is the top-level manager overseeing the functions of the Aramark local Market Center. Any local service concerns, if need be, will escalate through the DM to the GM to ensure Newport Mesa Unified School Districts service needs are being met.

**GM – Jack Veloz:** has been with Aramark for 5 years and held a variety of roles prior to his current position as General Manager of the Aramark facility located at 3101 W. Adams St, Santa Ana, CA 92704. Jack oversees all operations and services executed from the facility and has oversight for all key personnel. Prior to Aramark, Jack was the National Account Director for a large Vending machine company. Jack is the most senior level leadership role located at the Aramark facility in Santa Ana, CA.

**Customer Service Care Center:** In addition to our local service team, we also have Aramark’s Customer Service Care Center’s operational hours are from 6:00AM ET – 8:00PM ET. Simply call 1-800-ARAMARK to speak with an Aramark Customer Care representative or Email us at ARAMARK-CARES@aramark.com. This is another method of communication available to our customers. Once a call or email is placed, the customer care team creates a service ticket and relays that information to the appropriate team member. Once the team member resolves the service ticket, that information is reported back to the Customer Service Care Center to close the ticket.
Understanding of Project:

Newport Mesa Unified School District is requesting a proposal for services for rented and laundered microfiber towels, dust/wet mops, and floor mats. These products are to be delivered to multiple locations throughout the Newport Mesa Unified School District. The services are to include different product types and inventories specific to each location and determined by Newport Mesa Unified School District. These products would be distributed by Aramark through our route delivery fleet. Our Route Service Representative arrives weekly at each location to complete a change of soiled (used) products and replace them with clean product.

**Floor mat services** will be provided for each of the products requested on a weekly basis. Our Route Sales Representatives will take each carpeted mat at each service location and replace it with a clean mat.

**Towel services** provided for each location requiring towels of various styles follow the same weekly service model. Towels are retrieved and exchanged by our RSR on a designated day each week.

**Wet Mops / Dust Mops / Microfiber Mops:** provided for designated locations follow the same weekly service model. Mops are retrieved and exchanged by our RSR on a designated day each week.

**Inventory Controls:** Our pricing noted in the Cost Proposal includes the future cost of any lost or damaged products. There are no additional charges for any products in addition to the weekly rental rate. This allows for streamlined accounting and billing process and does not require quarterly reconciliation of lost/damaged products and the cost associated. The program is named “Bill Assure” and will be a separate line item on each invoice, but the total per item cost of the product listed in the Cost Proposal is inclusive of that cost. It is separated on the invoices for accounting purposes only.
References:

1) **Imperial Irrigation District**
   a) Contacts: Art Llamas / Mario Morales
      333 E Barioni Blvd, Imperial, CA 92251
      (760) 335-3640
   b) Provide rental and laundry service for uniforms, floor mats, various types of towels, and fender covers.

2) **Catalina Cylinders**
   a) Contact: Richard Hill
      7300 Anaconda Avenue, Garden Grove, CA 92841
      (714) 890-09999
   b) Provide rental and laundry service for uniforms, floor mats, various types of towels, and other items as requested.

3) **Bar Bakers**
   a) Contact: Carlos Fernandez
      14000 San Bernardino Ave, Fontana CA 92335
   b) Provide rental and laundry service for uniforms, mats, and towels.

4) **California Fish Grill**
   a) Contact: Mark Johnson
      17310 Red Hill Ave #330, Irvine, CA 92614
   b) Provide rental and laundry service for various towels, mats, mops, and first-aid products.

5) **Gowen Milling**
   a) Contact: Eric Villalobos
      12300 E. County 8th St. Yuma, AZ 85365
      (760) 550-0980
   b) Provide rental and laundry service for uniforms, floor mats, various types of towels, and other items as requested.
List of Representative Projects:

The references listed in the previous section are all current customers of Aramark Uniform services. Those references receive products very similar if not exactly as you have requested in RFP #104-22. The products we provide to the referenced customers are listed under section “b”. A list of additional projects can be given if requested.

Disclosure of Claims / Lawsuits:

i. None to report
ii. None to report
**Cost Proposal:**

<table>
<thead>
<tr>
<th>WEEKLY ITEMS</th>
<th>ITEM DESCRIPTION</th>
<th>ESTIMATED WEEKLY USAGE</th>
<th>COST PER ITEM PER WEEK</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Blue Microfiber Towels</strong>: (Size 12x12) (Navy, Red, Green Options size 16x16)</td>
<td>6000</td>
<td>$0.068</td>
<td></td>
</tr>
<tr>
<td><strong>Orange Microfiber Towels</strong>: (Size 12x12) (Navy, Red, Green Options, size 16x16)</td>
<td>6000</td>
<td>$0.068</td>
<td></td>
</tr>
<tr>
<td><strong>White Microfiber Towels</strong>: (Size 15x18) (Navy, Red, Green Options size 16x16)</td>
<td>3000</td>
<td>$0.068</td>
<td></td>
</tr>
<tr>
<td><strong>Standard White/Blue Terry Towels (Solid White or Blue)</strong></td>
<td>2500</td>
<td>$0.09</td>
<td></td>
</tr>
<tr>
<td><strong>Wet Mop</strong>: 12oz Cotton loop end fiber (Item not offered)</td>
<td>120</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td><strong>Wet Mop</strong>: 24oz Cotton loop end fiber (100% Synthetic Blend, 100% cotton not available)</td>
<td>120</td>
<td>$1.12</td>
<td></td>
</tr>
<tr>
<td><strong>Microfiber Mop</strong>: 20&quot; (18” only available size)</td>
<td>600</td>
<td>$0.112</td>
<td></td>
</tr>
<tr>
<td><strong>Microfiber Mop</strong>: 36&quot; (18” only available size)</td>
<td>600</td>
<td>$0.112</td>
<td></td>
</tr>
<tr>
<td><strong>Microfiber Mop Handle/Frame</strong></td>
<td>120</td>
<td>No Charge</td>
<td></td>
</tr>
<tr>
<td><strong>Dust Mops</strong>: 24&quot; Continuous loop Cotton yarn (100% Synthetic Blend, 100% cotton not available)</td>
<td>120</td>
<td>$0.90</td>
<td></td>
</tr>
<tr>
<td><strong>Dust Mops</strong>: 36&quot; Continuous loop Cotton yarn (100% Synthetic Blend, 100% cotton not available)</td>
<td>120</td>
<td>$1.232</td>
<td></td>
</tr>
<tr>
<td><strong>Dust Mops</strong>: 48&quot; Continuous loop Cotton yarn (100% Synthetic Blend, 100% cotton not available)</td>
<td>120</td>
<td>$1.68</td>
<td></td>
</tr>
<tr>
<td><strong>Dust Mops</strong>: 60&quot; Continuous loop Cotton yarn (100% Synthetic Blend, 100% cotton not available)</td>
<td>120</td>
<td>$2.02</td>
<td></td>
</tr>
<tr>
<td><strong>Standard Mat (Floor)</strong>: 3x5 Phoenix fiber performance backer nitrile rubber base NFSI certified</td>
<td>50</td>
<td>$1.40</td>
<td></td>
</tr>
<tr>
<td><strong>Standard Mat (Floor)</strong>: 4x6 Phoenix fiber performance backer nitrile rubber base NFSI certified</td>
<td>50</td>
<td>$2.52</td>
<td></td>
</tr>
<tr>
<td><strong>Standard Mat (Floor)</strong>: 3x10 Phoenix fiber performance backer nitrile rubber base NFSI certified</td>
<td>50</td>
<td>$3.64</td>
<td></td>
</tr>
</tbody>
</table>
Newport Mesa Unified School District – RFP # 104-22 Linen Rental Services

| Traffic Mat (Floor): 3x5 NFSI Certified High Traction grooved pattern reducing mat movement 90 mil weight. (D2 option available, description / picture noted below) | 50 | $4.48 |
| Traffic Mat (Floor): 4x6 NFSI Certified High Traction grooved pattern reducing mat movement 90 mil weight. (Steady Step option available, description / picture noted below) | 50 | $4.76 |
| Traffic Mat (Floor): 3x10 NFSI Certified High Traction grooved pattern reducing mat movement 90 mil weight. (Steady Step option available, description / picture noted below) | 50 | $5.88 |

**One Time Cost Items**

<table>
<thead>
<tr>
<th>ITEM DESCRIPTION</th>
<th>Estimated Quantity</th>
<th>Cost Per Item</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mop Handle/Frame Microfiber Mops</td>
<td>120</td>
<td>No Charge</td>
</tr>
<tr>
<td>Mop Handle/Frame Dust Mops</td>
<td>240</td>
<td>No Charge</td>
</tr>
<tr>
<td>Mop Handle/Frame Wet Mops</td>
<td>240</td>
<td>No Charge</td>
</tr>
<tr>
<td>Setup Fees</td>
<td></td>
<td>No Charge</td>
</tr>
<tr>
<td>Lost/Replacement Fees – <strong>are included in the price per item above, no additional charges.</strong></td>
<td></td>
<td>Included in Per Item Cost</td>
</tr>
<tr>
<td>Towel Container</td>
<td></td>
<td>No Charge</td>
</tr>
<tr>
<td>Weekly Service Charge</td>
<td></td>
<td>No Charge</td>
</tr>
</tbody>
</table>
Microfiber Towels:

Sizes: 16”x16”
Colors: Navy, Red, & Green

**Description:** Low lint, non-abrasive wipes are ideal for cloths for cleaning any frequently touched surfaces. Attract dust and dirt like a magnet. Multi-colors help segregate by usage.
**Dust Mops / Wet Mops:**

**Dust Mops:**
Sizes: 24”, 36”, 48”, & 60”

**Description:** Colorfast, does not shrink and resists mildew. Design features twisted yarns to reduce fraying. Universal back. Aramark service includes mop handles and frames

**Wet Mops:**
One Size – 24oz

**Description:** Resists mildew and bleach for a longer mop life. Its 4-ply 100% synthetic yarns release soil easier and dry faster than other mops. 9in headband. Double tail band provides better cleaning control. Superior absorption reduces labor time. Polyester backing lasts longer and does not shrink. Aramark service includes mop handles and frames
Types of Mats:

Standard Industrial Carpeted Mat

Sizes: 3'x4', 4'x6', 3'x10'

Description: Helps keep work spaces and entrances professional looking. Nylon pile bonded to Nitrile rubber backings. USA made.

- Durable slip-resistant styles
- Control dust, dirt, moisture
Steady Step Mat:

Sizes: 3'x10', 4'x6'

**Description:** Heavy-duty, soft, tacky nitrile rubber and molded-in suction cups help keep mat in place on clean, smooth hard floors. Commonly used in high-traffic areas. Exclusive Aramark windowpane pattern. USA made.

- Plush, absorbent 100% nylon pile
- Heavyweight
- Unique backing helps keep mat in place
D2 Mat:

Size: 3’ x 5’

**Description:** Light-weight textile Top anchors to Base creating a remarkably stable surface. Attractive, modern pattern. Plush pile helps trap soil and moisture. Low profile and ADA compliant.

- Modular with unlimited configurations, can be placed end to end or side by side to create larger surface coverage. Examples are 6x10 or 3x15 sizes.
ATTACHMENT 2
NON-COLLUSION DECLARATION

The undersigned declares:

I am the _______________________, the party making the foregoing bid.

The bid is not made in the interest of, or on behalf of, any undisclosed person, partnership, company, association, organization, or corporation. The bid is genuine and not collusive or sham. The bidder has not directly or indirectly induced or solicited any other bidder to put in a false or sham bid. The bidder has not directly or indirectly colluded, conspired, connived, or agreed with any bidder or anyone else to put in a sham bid, or to refrain from bidding. The bidder has not in any manner, directly or indirectly, sought by agreement, communication, or conference with anyone to fix the bid price of the bidder or any other bidder, or to fix any overhead, profit, or cost element of the bid price, or of that of any other bidder. All statements contained in the bid are true. The bidder has not, directly or indirectly, submitted his or her bid price or any breakdown thereof, or the contents thereof, or divulged information or data relative thereto, to any corporation, partnership, company association, organization, bid depository, or to any member or agent thereof to effectuate a collusive or sham bid and has not paid, and will not pay, any person or entity for such purpose.

Any person executing this declaration on behalf of a bidder that is a corporation, partnership, joint venture, limited liability company, limited liability partnership, or any other entity, hereby represents that he or she has full power to execute, and does execute, this declaration on behalf of the bidder.

I declare under penalty of perjury under the laws of the State of California that the foregoing is true and correct and that this declaration is executed on ___________________________ [date], at ___________________________ [city], ___________________________ [state].

Signed: ___________________________

Print Name: Jack Veloz
ATTACHMENT 3
PUBLIC WORKS CONTRACTOR REGISTRATION CERTIFICATION

Pursuant to Labor Code sections 1725.5 and 1771.1, all contractors and subcontractors that wish to bid on, be listed in a bid proposal, or enter into a contract to perform public work must be registered with the Department of Industrial Relations. See http://www.dir.ca.gov/Public-Works/PublicWorks.html for additional information.

No proposal will be accepted nor any contract entered into without proof of the contractor’s and subcontractors’ current registration with the Department of Industrial Relations to perform public work.

Proposer hereby certifies that it is aware of the registration requirements set forth in Labor Code sections 1725.5 and 1771.1 and is currently registered as a contractor with the Department of Industrial Relations.¹

Name of Proposer: Jack Veloz

DIR Registration Number: N/A - we are not a public works contractor

Small Project Exemption: ___ Yes or ___ No

Unless Proposer is exempt pursuant to the small project exemption, Proposer further acknowledges:

1. Proposer shall maintain a current DIR registration for the duration of the project.

2. Proposer shall include the requirements of Labor Code sections 1725.5 and 1771.1 in its contract with subcontractors and ensure that all subcontractors are registered at the time of proposal opening and maintain registration status for the duration of the project.

3. Failure to submit this form or comply with any of the above requirements may result in a finding that the proposal is non-responsive.

Name of Proposer: Jack Veloz

Signature: __________________________

Name and Title: Jack Veloz, General Manager

Dated: 8/13/2021

¹ If the Project is exempt from the contractor registration requirements pursuant to the small project exemption under Labor Code sections 1725.5 and 1771.1, please mark "Yes" in response to "Small Project Exemption."