

**OHIO TURNPIKE AND  
INFRASTRUCTURE COMMISSION**  
682 Prospect Street  
Berea, Ohio 44017  
(440) 234-2081

**REQUEST FOR PROPOSALS FOR  
JANITORIAL SERVICES  
AT THE MIDDLE RIDGE AND VERMILION VALLEY  
SERVICE PLAZAS**

**AGREEMENT 2016 SP-5 JS**

ISSUE DATE:  
**January 15, 2016**

FACILITY TOUR & PRE-BID CONFERENCE  
**9:30 AM (Eastern) on February 2, 2016**

INQUIRY END DATE:  
**5:00 P.M. (Eastern) on February 5, 2016**

OPENING DATE:  
**5:00 P.M. (Eastern) on February 19, 2016**

SUBMITTED BY:

COMPANY NAME \_\_\_\_\_

CONTACT NAME \_\_\_\_\_

STREET ADDRESS \_\_\_\_\_

CITY AND STATE \_\_\_\_\_ ZIP \_\_\_\_\_

TELEPHONE NUMBER \_\_\_\_\_ FAX NUMBER \_\_\_\_\_

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

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**Request for Proposals for**  
**AGREEMENT 2016 SP-5 JS**  
**to Perform Janitorial Services at the**  
**Middle Ridge and Vermilion Valley Service Plazas**

**PART 1 – BACKGROUND INFORMATION**

**A. General Purpose.** The Ohio Turnpike and Infrastructure Commission (“Commission”) is a body both corporate and politic in the State of Ohio, with its principal office located at 682 Prospect Street, Berea, Ohio 44017. The Commission operates a toll road otherwise known as the Ohio Turnpike. Along the Ohio Turnpike there are seven (7) operating pairs of service plazas, with each consisting of one (1) service plaza on the north side serving westbound traffic and one (1) service plaza on the south serving eastbound traffic.

The Commission issues this Request for Proposals (“RFP”) for Janitorial Services at the pair of service plazas known as the Middle Ridge and Vermilion Valley (“MR/VV”) Service Plazas (SP-5N and SP-5S) located on the north and south side of the Ohio Turnpike, respectively, in Lorain County west of the State Route 58/Leavitt Road interchange, **commencing at 12:00 A.M. on May 1, 2016**. The Agreement shall have an initial term of one (1) year with up to six (6) successive one (1) year optional renewal terms, exercisable exclusively by the Commission. Responding Contractors are to submit sealed responses to the RFP (“Proposals”) to the Commission's offices, 682 Prospect Street, Berea, Ohio 44017, c/o Kevin Golick, Procurement Manager, before **5:00 P.M. (Eastern Time), on February 19, 2016**.

The Commission anticipates entering into a single Agreement for furnishing the Janitorial Services required for the MR/VV Service Plazas; however, if two Responding Contractors submit acceptable proposals to independently perform Janitorial Services at each Service Plaza separately, the Commission reserves the right to select distinct Responding Contractors to perform the required

Services at the respective Service Plazas. The transitional condition of the MR/VV Plazas will be broom cleaned in workman like manner at the time the Selected Contractor's Janitorial Services commence pursuant to this RFP.

**B. Definitions.** As used in any of the documents and instruments relating to Janitorial Services, the following definitions shall apply:

1. Addenda: The Addenda are written interpretations or modifications of any of the Agreement Documents.

2. Affidavit: The Affidavit is the affidavit required of each Responding Contractor relating to non-interest and non-collusion.

3. Agreement: The Agreement is the contract that shall be executed between the Selected Contractor and the Commission.

4. Agreement Documents: The Agreement Documents are all the documents which shall be a part of and incorporated in the Agreement between the Commission and the Selected Contractor and include: the RFP and its **Exhibit A, Exhibit C, Exhibit D**, the Terms and Conditions of the RFP, Addenda (if any), the completed Non-interest/Non-collusion Affidavit, the Selected Contractor's Proposal, the Contractor's completed Questionnaire (**Contractor's Exhibit 1**), the Contractor's Staffing and Service Plan (**Contractor's Exhibit 2**), the Contractor's Schedule of Services and Standards (**Contractor's Exhibit 3**), the document captioned "Form Agreement," and all other exhibits and forms which the Responding Contractors are required to submit. However, **Exhibit B** to this RFP is not a part of the "Agreement Documents."

5. Commission: The Commission is the Ohio Turnpike and Infrastructure Commission, or any designated staff member.

6. Common Area: The public area square footage of the Service Plaza Building, **except** the Unit and Sub-unit areas.

7. Proposal: The Proposal is the offer of the Selected Contractor to perform the Janitorial Services designated by the Commission.

8. Questionnaire: The Questionnaire, also referred to as “**Contractor’s Exhibit 1**” is the document requesting information concerning the Responding Contractor, which will aid the Commission in evaluating the Proposals.

9. Request for Proposals: The Request for Proposals (“RFP”) is the document that gives notice that the Commission will accept Proposals based upon all the instructions and specifications set forth therein, and which includes all Addenda, Attachments and Exhibits

## **PART 2 – SCOPE OF SERVICES**

A. Areas of Responsibility. The Selected Contractor’s Areas of Responsibility for janitorial services, cleaning, trash collection and disposal are delineated in attached **Exhibit A**. (**See also PART 2, Section G**).

B. Statistical Data. Attached to these RFP documents as **Exhibit B** is statistical data that includes Monthly Sales and Traffic Data, which may help in estimating Service Plaza volumes. Such documents are not part of the Agreement Documents and are provided by the Commission for informational purposes only. The information contained in these documents is believed accurate. They show a record of past events that may or may not trend in the future. Responding Contractors are solely responsible for whatever significance, if any, they attach to the information contained therein.

C. Staffing Levels and Standards for Selected Contractor’s Personnel. In addition to the Questionnaire (**Contractor’s Exhibit 1**), Responding Contractors shall provide a Staffing Plan

(**Contractor's Exhibit 2**) that clearly identifies and outlines the minimum number of hours management, supervisory and hourly positions will be assigned to the facilities in order to accomplish the scope of services required of this Contract to the satisfaction of the Commission and meet the requirements specified in the Schedule of Services and Standards (**Contractor's Exhibit 3**)

During the term of the Agreement, the Selected Contractor shall perform its duties in accordance with the highest standards of management and operation so that the public may be served in the best possible manner, and that public esteem may be won and retained for the Contractor and the Commission. To that end, the Selected Contractor shall operate and perform its services in strict accordance with its Staffing Plan, providing **not less than** the management, supervisory and labor hours as proposed in the Staffing Plan in Contractor's Exhibit 2 to minimally perform the Tasks in a manner that continually achieves the specified Standards that are set forth in the Schedule of Services and Standards (**Contractor's Exhibit 3**).

The Commission's Executive Director, Service Plaza Operations employees or other employees of the Commission, as designated by the Executive Director, may inspect and manage various aspects of the operations at the Service Plazas. The Selected Contractor understands and agrees that all of its employees, agents and/or subcontractors may be subject to the direction of the Commission representatives at such times when the Contractors supervisors are not immediately available. However, the Selected Contractor shall remain an independent contractor at all times, and it is agreed that at no time under any circumstances shall the Contractor's employees be deemed or construed as employees or agents of the Commission.

**Staffing levels:** The Selected Contractor shall provide on-site supervisory staff at a level that assures that the Schedule of Services and Standards (**Contractor's Exhibit 3**) are met continuously throughout the term of the Agreement. Supervisors shall be fluent in English, and shall effectively

manage the successful performance of the scope of services required under the Agreement, with special attention given to peak travel and holiday periods (i.e., summer, holidays, and weekends) to be reflected in the Selected Contractor's Staffing Plan (**Contractor's Exhibit 2**). Supervisory staff shall be familiar with the terms of the Agreement and the Scope of Services to ensure that all the requirements of the Agreement are being met consistently, without excuse or exception. Supervisory staff shall **not be included** as part of the requisite twenty-four (24) hour male and female staffing requirement, as defined below

By submitting a Proposal, the Contractor warrants that sufficient employees are available and will be deployed to continuously achieve the standards specified in the Schedule of Services and Standards (**Contractor's Exhibit 3**). The Selected Contractor shall **minimally** provide (1) male and (1) female employee 24 hours per day for each Service Plaza. It is the Selected Contractor's responsibility to proactively manage and adjust staffing levels based on fluctuations in volume to be detailed in the Staffing Plan (**Contractor's Exhibit 2**) in order to consistently achieve the requirements of the Schedule of Services and Standards. The Commission will insist upon full and strict compliance with this Section of the Agreement Documents

In the event the Selected Contractor does not satisfy the staffing minimums as required above, and/or deviates or fails to provide staffing in accordance with its Staffing Plan (as proposed by the Selected Contractor and accepted by the Commission) without the Commission's prior approval, a deduction based on the hourly rate set forth in the Contractor's Price Proposal multiplied by the number of hours not staffed with the requisite number of employees will be made from its monthly invoice.

Failure to provide adequate supervision and consistently achieve Standards due to lack of staffing or supervision shall be cause for corrective measures to be implemented as defined in **PART 2**,

**Section J**, and potential termination of the Agreement

The Selected Contractor must have additional personnel available to be assigned to the Service Plazas during Peak Travel Periods as defined in the Staffing Plan (**Contractor's Exhibit 2**) and during periods of inclement weather to place extra emphasis for the travel periods on and around national holidays. In order to continually achieve service Standards, the Selected Contractor shall supplement supervision and staffing levels for the periods of peak holiday travel and weekends, the cost of which shall be included in the Contractor's Price Proposal and accounted for in the Staffing Plan (**Contractor's Exhibit 2**).

Each employee assigned to work related to the Agreement shall be fully trained and capable of performing all cleaning and janitorial tasks as further defined herein. Any training that occurs in relation to the Agreement shall be conducted by the Selected Contractor's supervisor, qualified trainer or manager assigned to Commission's account. The Selected Contractor shall ensure proper completion of Form I-9 for each individual used to perform the Janitorial Services and perform an e-verify check to confirm the individual's employment eligibility to prior to any individual beginning work under the Agreement. Upon demand, the Selected Contractor shall produce the properly completed Form I-9 and e-verify results for every individual used to perform Janitorial Services at the Service Plaza.

Each employee assigned to work related to the Agreement shall wear at all times while on duty a matching and properly fitted uniform in its appropriate and intended manner clearly identifying the name of the Selected Contractor, as approved by the Selected Contractor and the Commission, and non-slip work shoes (no sneakers, sandals or open toed shoes). Should the Selected Contractor's employees report to work dressed in a manner that is not in conformance with the uniform requirements, then upon notification to the Selected Contractor, the Commission may make a deduction from the Contractor's next monthly invoice based on the hourly rate set forth in the Contractor's Price Proposal multiplied by the number of hours worked by the employee without a conforming uniform. If the Selected Contractor



repeatedly fails to maintain the required employee uniforms, the Commission may, after having issued written notification under the preceding sentence, assess liquidated damages in the amount of \$250 00 per month per location in addition to the hourly rate deducted for the number of hours each employee works without the proper uniform.

If the Commission disapproves of the conduct or behavior of any of the Selected Contractor's employees, the Commission will inform the Selected Contractor and the parties shall review the relevant information. If an employee of the Selected Contractor is, in the opinion of the Commission, uncooperative, inept, incompetent, or otherwise unacceptable for any lawful reason, the Commission will give the Selected Contractor notice of such deficiencies and the Contractor shall remove such person from responsibility at the Service Plazas. Examples of cause(s) for removal include, but are not limited to: (1) theft; (2) inflicting or threatening physical or verbal abuse upon any person; (3) creating or contributing to a hostile work environment; (4) insubordination regarding a Commission directive; (5) sexual harassment; (6) damaging Commission grounds or property; (7) disruptive behavior; (8) disrupting customers' use or enjoyment of the facilities; (9) three documented incidents of inappropriate conduct and/or failure to provide appropriate service within one year; (10) failing, refusing or unwillingness to provide services outlined in the Agreement; or (11) any conduct or action that is illegal or inimical to the Commission. Any such removal shall be made in the name of the Selected Contractor, and the Selected Contractor shall indemnify and defend the Commission against any legal action arising out of such action. Regardless of whom the Selected Contractor utilizes to perform its obligations under the Agreement Documents, the Selected Contractor's organization remains the ultimately responsible party for performing the tasks and responsibilities set forth in the Agreement Documents.

**D. Hourly Rate.** Should additional personnel be required by the Commission, or requested by the Selected Operator and approved by the Commission, to supplement those staffing levels set forth

in the Contractor's Staffing Plan because traveling trends, seasonal travel, inclement weather, special events, projects, construction, renovation or unforeseen circumstances or occurrences require higher service levels to sufficiently perform the frequency of Tasks in a manner that maintains and satisfies the Standards set forth in this RFP, the Selected Contractor shall be paid additional compensation at the hourly rate provided in the Price Proposal multiplied by the actual number of approved additional hours worked. In the event that the Commission requests to decrease staffing, or the Selected Contractor fails to provide the minimum staffing levels, the credit shall also be based upon the hourly rate provided multiplied by the actual number of hours not worked. However, the Selected Contractor shall be required to modify its Staffing Plan without additional remuneration if its services fail to meet the requirements set forth in the Standards described in Contractor's Exhibit 3, regardless of the frequency with which the Tasks are performed, when the volume of use, weather, or other customer demands do not differ materially from those ordinarily encountered or otherwise foreseeably necessary to fulfill the Selected Contractor's obligations under the Agreement.

**E. Furnishing of Equipment, Materials and Supplies** Responding Contractors should carefully consider the requirements of the Section in preparing their Proposals

The Selected Contractor shall be responsible for all costs necessary to mobilize people, materials, and equipment needed to provide Janitorial Services beginning at 12:00 A.M. on May 1, 2016, in order to provide uninterrupted Janitorial Services at the Service Plazas, for which no additional compensation shall be provided. Please note an Agreement is not anticipated until after the selection at the Commission meeting on March 21, 2016.

The Selected Contractor, at no additional cost to the Commission, shall continue to provide all cleaning services, mechanical and non-mechanical equipment, materials, supplies and chemicals, taking into account seasonal fluctuations in Service Plaza volume and varying weather conditions. All

mechanical and/or motorized equipment shall be maintained in good condition and working order. (Gasoline for motorized equipment must be stored in a safety approved container, not to exceed five (5) gallons within the Selected Contractor's area of responsibility on the loading dock. If propane buffers are used, exterior cages are provided outside of the loading dock in which propane cylinders must be stored. The Selected Contractor, at no additional cost to the Commission, shall also provide the necessary expendable toiletries such as hand soap, tissue, paper towels, trash bags, liners, air fresheners and shower curtains. (For purposes of pricing, Responding Contractors should take note of the types of fixtures and dispensing equipment being utilized in the restrooms as listed in **Exhibit C**).

The Commission requires at least three (3) hand sanitizers per Service Plaza, consisting of one (1) at the men's restroom exit, one (1) at the women's restroom exit and one (1) in the family restroom, that the Selected Contractor shall be responsible for supplying and maintaining the sanitizer dispenser devices, its cartridges and batteries, as well as the installation and replacement dispensers, as necessary. The women's public and employee restrooms are each equipped with sanitary napkin dispensers, and the Selected Contractor is responsible for keeping the dispensers stocked. The Selected Contractor may retain any proceeds deposited into these dispensers.

Prior to commencing service, the Selected Contractor shall provide a documented, clearly identifiable system of segregating cleaning supplies, materials and equipment including mops, mop buckets, towels, table and counter towels, chemicals, etc., used to clean specific areas of the Service Plazas in order to avoid cross contamination of public areas. All the Selected Contractor's employees shall be trained to use this system. An outline of the system shall be provided in the Proposal and to the Commission staff responsible for administering the Agreement.

The Selected Contractor, with its signature on the Agreement, acknowledges that the Service Plazas are open for business twenty-four (24) hours a day, seven (7) days a week. The Selected

Contractor's equipment, materials and supplies may not be readily observed by the public or Commission personnel for extended periods of time. Such materials shall be stored in an enclosed cart or non-fixed cabinet, supplied by the Selected Contractor in a mutually agreed upon location. The Selected Contractor's signature shall serve to further acknowledge that the Commission has no duty to observe and/or protect the Contractor's equipment, materials and supplies from theft or vandalism, and the Selected Contractor releases the Commission from any and all liability pertaining to any damage or theft of the Contractor's equipment, materials and supplies except that which is directly caused by the actions of the Commission or its employees.

Responding Contractors are advised to take into account that the continued renovation of the Ohio Turnpike and associated facilities will have an effect on traffic flow and may affect the use of the Service Plaza facilities. Should road construction, closing of other Service Plaza facilities, renovation or other events unknown at this time, present significantly and measurably increased traffic volume at these Plazas then the Commission will upon request of the Selected Contractor, consider temporarily adjusting compensation to the Selected Contractor. Should road construction, opening of other facilities, renovation or other events unknown at this time, present significantly and measurably decreased traffic volumes at these Plazas, then the Commission may request the Selected Contractor to temporarily adjust its fees in accordance with **PART 2, Section D and Section E**.

The Selected Contractor warrants and guarantees that all services shall be performed in a proper and workmanlike manner and all materials used in performance of those services shall comply with all applicable rules and regulations of State and Federal health and environmental guidelines. The Selected Contractor is required to provide Material Safety Data Sheets ("MSDS") for all applicable products prior to bringing those products onto Commission premises. A bound file of MSDS must be maintained on premises at all times by the Selected Contractor. The Selected Contractor is responsible for all

containers being clearly and accurately labeled identifying the material in the container, bottle or dispensing unit.

F. **Deliveries.** Janitorial supplies delivered to the Service Plaza by subcontractor(s) or material suppliers may be brought to the Service Plazas either by way of the Turnpike, for which Tolls must paid, or the use of public roads. If public roads are used, there is an access road located in the rear of each Service Plaza and a security gate whereby deliveries may be brought to the Service Plaza. The gate may be accessed only through the use of a gate phone, as requested through the authorized staff of the Commission or Selected Contractor. Non-Revenue transponders are not issued to subcontractors. Vehicles admitted by the Selected Contractor through the rear access security gate for purposes of delivering supplies shall leave the Service Plaza by the same gate. The Selected Contractor is solely responsible to provide gate access for **only** those vehicles delivering to or servicing their respective operation. Failure to control the use of the rear access gate shall be sufficient cause for the Commission to remove the Selected Contractor's privilege to utilize such access.

G. **Cleaning and Janitorial Services.**

i. **Housekeeping.** The duties of the Selected Contractor shall include the provision of any and all activities and equipment necessary to maintain the premises for which it is responsible in a clean, safe and presentable condition. All activities and duties shall be performed at the sole expense of the Selected Contractor. The Selected Contractor shall clean and perform each Task to consistently achieve the applicable Standard as described in Contractor's Schedule of Services and Standards for the portions of each Service Plaza building and the Areas of Responsibility (see **Exhibit A and Contractor's Exhibit 3**). The Selected Contractor shall maintain the Standards of cleanliness to create a favorable public opinion of the Contractor's as well as the Commission's operations. Except as otherwise specified herein, the

Selected Contractor shall perform such other housekeeping functions that are not listed below as directed by the Commission to keep the Selected Contractor's areas of responsibility, including the equipment therein, in a safe, orderly and presentable condition, and to prevent unnecessary depreciation thereof.

**ii. Services Required** The Responding Contractor shall review the Schedule of Services and Standards (**Contractor's Exhibit 3**) which indicates the **minimum number of times** the specified Tasks are to be performed and the Standards to which they are required to meet. Responding Contractors must perform the Tasks as often as necessary to meet or exceed the Standards during all travel periods, and place extra emphasis during the days surrounding national holidays, forecasted weather events and peak summer travel periods. The Schedule of Services and Standards shall be the basis for the Commission's evaluation of the Selected Contractor's performance of the services required under this Agreement. Said evaluation shall be completed not less than monthly by Commission staff. Failure to constantly satisfy the Standards shall constitute an instance of default under this Agreement.

In addition to performing those routine Tasks necessary to achieve the Standards, the Selected Contractor shall continuously police its Areas of Responsibility, including all grounds and Common Areas, restrooms, showers, and laundry areas for spills, wet floors or other potentially unsafe or defective conditions. The Selected Contractor shall secure, mark and otherwise identify unsafe areas using wet floor signs, retractable barriers, cones or other identifying materials until the condition is corrected. The Selected Contractor shall continuously monitor and immediately clean and dry all spills and wet areas of floors. Mechanical floor fans shall be used to expedite drying when and where appropriate.

The services listed above are those anticipated at the time of publishing these specifications. The Commission reserves the right to supplement the services and/or frequencies required as actual conditions may dictate. In the event that Tasks are consistently not performed, the Commission further reserves the right to establish minimum staffing levels to remedy the Selected Contractor's defective performance.

iii. **Public Restrooms**. The Selected Contractor shall pay special attention to the restrooms and facilities therein (including public restrooms, family restrooms and Truckers' Lounge facilities), which shall at all times be maintained by the Contractor in an orderly, clean and sanitary condition, free from unpleasant odors and acceptable to the Commission and the traveling public, the cost of which shall be borne by the Selected Contractor. (See **Exhibit C**, which shows the makes and models of various fixtures and dispensing equipment located in the restroom facilities).

The Selected Contractor is cautioned that the availability and condition of restroom facilities has been and will continue to be a matter of utmost concern to the Commission as it is to the patrons of the Ohio Turnpike, and that sections of the restrooms may not be closed or inaccessible to the public for extended periods or between 5:30 a.m. and 11:00 p.m. unless previously approved by the Commission's staff. The Commission will insist upon full and strict compliance with this Section of the Agreement Documents. It is the Selected Contractor's responsibility to maintain the condition of the restrooms and to keep them adequately supplied and available at all times with tissue, soap, towels and other restroom necessities.

iv. **Snow Removal**. The Selected Contractor shall remove the snow and ice from the perimeter walks and sidewalks leading from the parking areas to the building. The Commission shall provide sodium chloride (rock salt) and storage containers to the Selected Contractor at no

cost. For this purpose, the Selected Contractor shall have available and provide adequate and appropriate staffing, mechanical and non-mechanical snow equipment and salt spreaders to manage routine seasonal conditions and severe weather events. The Selected Contractor shall not, however, spread salt at the Service Station Tank Farm.

v. **Rubbish and Garbage Disposal**. The Selected Contractor shall collect and dispose of all rubbish and waste materials from any source that accumulate as a result of operations at the Service Plazas in the areas for which the Contractor is responsible. The Selected Contractor shall be responsible for providing adequate carts and dumpsters for collection and containment of the waste materials, and subject to Commission approval, shall be responsible for subcontracting for the disposal of such materials. Excessive trash may not be visible outside of the dumpster at any time. Lids must remain closed and in good repair at all times. The Selected Contractor shall monitor trash volume and proactively adjust the number of dumpsters and/or the frequency of pickups, as seasonal volumes dictate, or as directed by the Commission, the cost of which shall be borne by the Contractor. The method and place of disposal shall be kept clean, orderly, sanitary, free from odor, protected against vermin, and shall conform with all local and other laws and regulations, and with any instructions governing such disposal that the Commission may, from time-to-time, give to the Selected Contractor. All waste materials shall be properly disposed of in accordance with such laws, regulations and Commission instructions. Any container used for hauling temporarily stored waste materials shall be adequate, sanitary and shall be maintained and operated in a sanitary manner. The sewage system is not designed to handle the disposal of garbage and trash, and the Selected Contractor shall not use such system for the disposal of garbage, regardless of whether materials are ground up.



vi. **Recycling Program.** The Selected Contractor may operate a Recycling Program, including all equipment, supplies, labor and hauling for its Areas of Responsibility under the Agreement. The cost or credit of the recycling program shall be borne by and accrue to the Selected Contractor.

vii. **Floor Mats.** The Selected Contractor is required to furnish durable interior carpeted and/or textured walk off floor mats, sufficient and appropriate in appearance, size, number, and material at the entrances to the buildings. Mats shall be sufficient in number and condition that they may be installed, placed and/or changed as out as necessary, or as directed by the Commission due to wear, foot traffic patterns, weather conditions, or other factors. The standard requirement for floor mats is fifteen (15) square feet of coverage or three (3) feet by five (5) feet per mat (or equivalent). During fair weather periods, the minimum number of mats per entrance is as follows: Main Parking Entrance (four each), Passenger Fuel Entrance (four each), Commercial Trucker Entrance (two each), Bus Entrance (four each), Food Court Fountain Beverage Station (one each or two total), drinking fountain (one each), and Employee Entrance (one each). The Selected Contractor shall furnish and place additional mats during periods of inclement weather and change out mats at each entrance as necessary.

The Selected Contractor shall supply and maintain highly visible "wet floor" signage/identifiers commercially made of durable, cleanable materials in adequate numbers to safely give notice to the public of wet floors, the cost of which shall be borne by the Contractor. Signage shall be kept clean and in good repair at all times. Signage should be clearly identifiable with the Selected Contractor's name. Damaged or worn signage shall be replaced as necessary or as directed by the Commission.

The Selected Contractor shall provide and maintain an adequate number of caution barriers, the cost of which shall be borne by the Contractor. The barriers shall be used to direct foot traffic away from work areas, around wet floors, and prevent access to dangerous or defective conditions. The caution barriers may be used to close off sections of common areas during slow periods to facilitate deep cleanings. Barriers should be clearly identifiable with the Selected Contractor's name.

viii. **Recreational Vehicle Lots/Patio Area.** The Selected Contractor shall be responsible for collecting and disposing of all rubbish and waste material that accumulates in the recreational vehicle lot and patio seating area. The Selected Contractor shall be responsible for deep cleaning outdoor seating and tables as well as sweeping, cleaning, pressure washing and otherwise maintaining the patio area.

H. **Inspection.** The Commission shall have the right, at any time, to inspect or observe any portion of the Selected Contractor's operations, including payroll and staffing level reports.

I. **Annual Plan and Quarterly Meetings.** At the close of each quarter, or more frequently if deemed necessary, the Selected Contractor and the Service Plaza Operations Manager or representative and staff shall meet to review operations for the year-to-date, as well as plans for performance in accordance with the Staffing Plan or Annual Plans for the balance of the year. At such meetings, the Selected Contractor shall report on performance, schedule and scope of services, patron service and other subjects requested by the Commission.

At least 120 days prior to the annual anniversary of the Agreement's effective date, the Selected Contractor shall provide the Commission with an Annual Plan for the ensuing year that addresses the following items: Proposed changes or adjustments to the Maintenance Schedule and Staffing Plan, Employee Training, Updated Access Card Assignment Inventory, Updated Transponder Assignment

Inventory, Annual Equipment and Supply Purchases, and Supply Usage by Month for previous Operating Year, Operational Review and Plans, and any Proposed Adjustments based on Operating Expenses defined below.

Should the Selected Contractor request an adjustment to the original Price Proposal, the Commission may request additional documentation from the Selected Contractor to justify that proposed fee adjustments are the result of legitimately escalating Operating Expenses reflecting the actual cost of doing business without overhead, profit or mark-up of any kind. Acceptance of the adjusted monthly fee(s) and/or hourly rate shall be at the sole option of the Commission with adjustments not unreasonably withheld.

The Selected Contractor agrees that only expenses directly incurred in connection with the provision of Janitorial Services covered under this Agreement shall be considered as Operating Expenses eligible for a Price Adjustment, which are as follows: (1) Management and Supervisory Expenses; (2) Hourly Labor; (3) Salaries, Wages and Benefits; (4) Supply Costs (not to exceed Midwest-Region Producer Price Index (PPI) and/or Consumer Price Index (CPI) for the previous twelve month average; (5) Supply Usage; (6) Equipment Costs (beyond specified scope of services); (7) Trash Dumpsters and Hauling; (8) Administrative Expense (beyond specified scope of services); (9) Insurance and Bonding Required under the Agreement; (10) Pest Control; and (11) Uniform and Laundry Expenses

The Selected Contractor agrees that expenses consisting of the cost of doing business are to be borne by the Selected Contractor and are not eligible for consideration in a Contractor's request for a Price Adjustment, which include, but are not limited to: (1) the expense of payroll computations and the disbursement of the payroll; (2) wages, salaries, employee benefits, and bonuses of home office employees and general administrative, executive, and management officers; (3) corporate or regional

office accounting expenses including costs of producing financial reports; (4) home office management costs such as general management overhead, transportation of management personnel, and any other indirect management costs not related to this agreement; (5) repairs necessary as the result of the acts or omissions of the Contractor or its employees; (6) monies or other property, lost or stolen, either on or off Commission's premises; (7) excessive overtime pay; (8) legal expenses; (9) insurance premiums, retentions or deductibles under insurance policies specified herein; (10) all taxes; (11) relocation expenses of any of the Contractor's employees; (12) memberships in local or national groups of any type; (13) costs for any contractor employee to attend seminars or conferences of any type; (14) travel expenses of all personnel; (15) contractor's personal use of the facilities; (16) vehicle and fuel; (17) anything else not expressly set forth herein as constituting Operating Expenses

At no time shall any expenditure be charged to the Janitorial Services unless such expense has been approved as part of the Annual Plan or otherwise previously and specifically approved in writing by the Commission. The Annual Plan shall be based on objectives as outlined in the Agreement and determined by the Commission in conjunction with the Selected Contractor. The Commission shall have the right to make any changes to the Plan or to refuse to expend any money suggested by the Annual Plan. Once the Commission approves the Annual Plan, the Selected Contractor shall be responsible for complying with the Plan, and shall not substantially deviate from the Plan without the express written consent of the Service Plaza Operations Manager.

**J. Assumption of Functions and Billing by Commission** If the Selected Contractor shall fail to do any act or fail to perform any function required of the Contractor under the Agreement, the Commission may assume the performance of such act or function for so long a period as it deems reasonably necessary, and the Commission's actual cost to perform the act or function, plus an

administrative charge of **ten percent (10%)** of such costs, shall be deducted from the Contractor's invoices.

**K. License and Permits.** The Selected Contractor shall secure any required permits and licenses necessary for the purposes of carrying out the provisions of the Agreement during the term thereof.

**L. Non-Revenue, Security Gate and Parking Privileges.** Upon request, the Selected Contractor's management staff performing supervisory services at the Service Plazas under this Agreement will be permitted toll free use of the Turnpike while performing the services described herein. Transponders will be issued to the Selected Contractor's management and supervisory staff upon request. **The Selected Contractor shall keep a current record of the transponders issued to each of the Selected Contractor's employees, made available to the Commission upon request.**

Use of the transponder is authorized for carrying out the terms of the Agreement only. U-turns and crossing of the median at marked or unmarked areas is strictly prohibited. Any violation of these policies may result in revocation of the transponder and associated privileges. Lost or damaged transponders will be subject to a \$100.00 (per transponder) replacement cost. For accountability and security purposes, the Selected Contractor must report all inoperable or lost transponders to the Service Plaza Operations Manager immediately. The Selected Contractor shall also be responsible to immediately return transponders from those employees no longer employed by the Selected Contractor. There is an access road located in the rear of each Service Plaza and a security gate whereby authorized individuals may enter and exit the Service Plaza. This security gate is to remain in the closed position at all times.

There is an employee and public parking area next to each rear access gate where employees of the Service Plaza are required to park personal vehicles. The Selected Contractor shall not permit employees to use the access gate for ingress and egress of personal vehicles

**M. Access Cards.** The Selected Contractor's employees performing services at the Service Plazas under the Agreement will be issued Security Access Cards for their respective Plaza as requested by the Selected Contractor's manager/supervisor. Unauthorized persons are not permitted access to any non-public areas of the building that require the use of electronic access cards to gain entrance. Unauthorized persons are any persons **not** employed at or doing business within the Service Plaza(s) and include, but are not necessarily limited to: family members, friends or business associates of the Selected Contractor or its employees; ex-employees; and any unauthorized contractors. All unauthorized persons in restricted areas should be immediately reported to the Service Plaza staff. If Service Plaza staff is not available, the Division Service Plaza Manager or Ohio State Highway Patrol should be immediately notified to have the individual removed.

**The Selected Contractor shall keep a list of the access card number assigned to each of its employees and make it available to the Commission upon request.** Any actions by the Selected Contractor's employees that compromise this system are not acceptable, including: forced entry, allowing or facilitating unauthorized access to, providing an opportunity for unauthorized access to, or not reporting unauthorized persons in restricted areas

All control access cards are to be returned to the Selected Contractor's manager immediately upon termination an employee and accurate records kept. The Selected Contractor is required to keep a current list of all control access cards and assignments and make them available to the Commission upon request.

Lost or damaged cards will be subject to a \$15.00 (per card) replacement cost. For accountability and security purposes, the Selected Contractor must report all damaged and lost cards to the Service Plaza Manager immediately

### **PART 3 - PROPOSAL REQUIREMENTS**

The Responding Contractor shall submit a Proposal to perform Janitorial Services at the Middle Ridge and/or the Vermilion Valley Service Plazas that contains the following:

**A. Proposal Guaranty.** Responding Contractors **must submit** with their Proposals either a proposal guaranty (i.e. bid bond) identifying the Commission as the obligee or a certified check payable to the Ohio Turnpike and Infrastructure Commission, either of which must be in the amount of **\$25,000 (twenty five thousand dollars)** and conditioned upon the Responding Contractor successfully entering into the Agreement based on this RFP and furnishing the required performance bond. Such proposal guaranty or certified check shall be returned to each unsuccessful Responding Contractor once a Selected Contractor has executed the required agreement or all proposals are rejected

**B. Price Proposal.** Responding Contractors shall submit a **separately sealed** Price Proposal specifying the monthly fee to perform the Janitorial Services at individual service plazas separately and at both Service Plazas combined, signed by an individual authorized to bind the Responding Contractor), and submitted in the format specified providing to all pricing for performing the janitorial services separately at each individual Service Plaza described on the following page. Responding Contractors may also provide alternative pricing to perform Janitorial Services at both Service Plazas.

**PRICE PROPOSAL: AGREEMENT 2016 SP-4 JS**

Responding Contractors must complete Item I. offering the dollar amounts for the Responding Contractor to perform the Janitorial Services in accordance with the terms and conditions of the RFP at individual Service Plazas. Responding Contractors have the option to additionally offer an alternative amount to perform Janitorial Services in accordance with the terms and conditions of the RFP at both Service Plazas.

**I. SERVICES AT INDIVIDUAL SERVICE PLAZAS:**

- a. \$ \_\_\_\_\_ per month if selected to perform Janitorial Services solely at the **Middle Ridge Service Plaza (Northside serving Westbound traffic)**, including all necessary labor, materials and supplies to perform as described in **PART 2, Section G** in accordance with the terms and conditions of this RFP.
- b. \$ \_\_\_\_\_ per month if selected to perform Janitorial Services solely at the **Vermilion Valley Service Plaza (Southside serving Eastbound traffic)**, including all necessary labor, materials and supplies to perform as described in **PART 2, Section G** in accordance with the terms and conditions of this RFP.
- c. Hourly Rate: \_\_\_\_\_ (See **PART 2, Section D.**)

**II. SERVICES AT COMBINED MIDDLE RIDGE AND VERMILLION VALLEY PLAZA SET:**

- a. \$ \_\_\_\_\_ per month if selected to perform Janitorial Services at both the **Middle Ridge Service Plaza (Northside serving Westbound traffic)** and **Vermilion Valley Service Plaza (Southside serving Eastbound traffic)**, including all necessary labor, materials and supplies to perform as described in **PART 2, Section G** in accordance with the terms and conditions of this RFP.
- b. Hourly Rate: \_\_\_\_\_ (See **PART 2, Section D.**)

NOTE: at least 120 days prior to the expiration of the Selected Contractor's initial term and subsequent renewal terms, the Selected Contractor may request in writing an adjustment to the monthly fee and/or hourly rate based on substantive and quantifiable changes impacting Operating Expenses as defined and in accordance with Part 2, Section I. Correspondingly, the Commission may request a credit to the monthly fees based on the same criteria as defined above, as conditions dictate. To ensure that fees for janitorial services remain competitive, it is understood that rate adjustments and/or extension of the Contract is not automatic, but at the sole option of the Commission.

\_\_\_\_\_  
**Corporate Identity of Responding Contractor**

\_\_\_\_\_  
**Signature of Authorized Representative**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Printed Name**



C. **Technical Requirements.** In addition to fulfilling the requirements stated above for the Proposal Guarantee and Price Proposal, Responding Contractors must submit **one (1) original and three (3) copies** of a written Technical Proposal that contains the following:

I. The Responding Contractor's stated understanding of the requirements and its capabilities to perform the scope of services set forth in this RFP (see Scope of Services, **PART 2**), and how it intends to perform each of the tasks set forth in this RFP

II. Complete and submit the enclosed Questionnaire, **Contractor's Exhibit 1**

III. An identification of the proposed individuals who will be key contact people under the Agreement including an Organizational Chart and Contact Information with office and mobile phone numbers and e-mail addresses. Supporting documentation, such as a résumé or statement of experience must be provided for each key individual. Responding Contractors are asked to list those individuals in order of their importance to the Agreement.

IV. Complete and sign the enclosed Staffing Plan and Service Plan, in the form provided using the **Contractor's Exhibit 2** templates. Identifying all staffing levels, minimum assigned labor hours for the proposed management, supervisory and janitorial staff, which must include at least one (1) male and one (1) female at all times at each Service Plaza, to accomplish the scope of services required of this Contract. (See also **Contractor's Exhibit 3** for the minimum frequency requirements and standards for service) An electronic version of Contractor's Exhibit 2 templates may be requested by contacting the Ohio Turnpike's Procurement Manager, Kevin Golick, at 440-234-2081 x1151 or via email at [kevin.golick@ohioturnpike.org](mailto:kevin.golick@ohioturnpike.org).

V. An explanation of any concerns, exceptions or requested adjustments related to the Scope of Services or Terms as set forth in this RFP (see **PART 8, Section C**).

**VI.** A completed, signed and notarized Non-collusion Affidavit (see **page 50**).

**VII.** Demonstration of Good Faith Efforts to Attain MBE/DBE Participation and Project Employment Data Sheets (See instructions on **pages 53-56** and the Form on **pages 56-57**).

**VIII.** A completed and signed Acknowledgement (**page 65**)

#### **PART 4 – LEGAL REQUIREMENTS**

In addition to the requirements outlined in the previous sections, the Selected Contractor shall agree to observe and perform the General Terms and Conditions contained in **PART 9** herein. In submitting a Proposal, the Respondent agrees to be bound by the obligations set forth in **PART 9**. The Selected Contractor shall sign the Form Agreement with the Commission incorporating this RFP, including the Terms and Conditions contained in **PART 9**.

#### **PART 5 - ADDENDA TO THE RFP**

The Commission reserves the right to make changes to the scope of this RFP and to clarify any of the requirements, information and/or provisions of this RFP as it deems necessary prior to the proposal due date. Any changes to the RFP will be made via the issuance of Addenda prior to the submission deadline. The Commission further reserves the right, if necessary, to extend the submission deadline.

A copy of each Addendum will be mailed, or otherwise furnished, by the Commission to each person or company that obtains one (1) or more sets of RFP Documents and furnishes an address at the time the Documents are obtained. Any Addenda will be mailed or otherwise furnished at least seventy-two (72) hours prior to the opening of Proposals, excluding Saturdays, Sundays and legal holidays.

## **PART 6 - CONSIDERATION AND EVALUATION OF PROPOSALS**

The Commission will form an Evaluation Team to review Proposals submitted. An Agreement will be awarded, if any award be made, on the basis of the responsive Proposal which, in the judgment of the Commission, is the best Proposal submitted by a Responding Contractor that is capable of providing the services specified. Award of an Agreement will not be based solely on the cost to the Commission, but on a combination of factors including cost and level of service.

Once the Proposals received from Responding Contractors have been reviewed, they shall be evaluated and ranked by the Evaluation Team. If the Evaluation Team considers it necessary, any Responding Contractor may be required to answer concerns or provide clarification to their Proposal submission. The ranking of all Proposals shall be made on the basis of the Proposal submitted, and any other information available to the Commission. Once the top-ranked Proposal is identified, the Evaluation Team shall have the option to negotiate a mutually acceptable Price Proposal arrangement with the top-ranked Responding Contractor. If those negotiations are unsuccessful, the Commission may then commence negotiations with the Responding Contractor that submitted the next highest ranked Proposal and sequentially thereafter, if necessary.

Set forth below are the general criteria that the Commission will apply in evaluating the Proposals. In addition, the Commission may consider any other information available to it in evaluating the Proposals. Factors that will be considered by the Commission in reviewing the Proposals are:

A. Statement of the Respondent's understanding of and capabilities to perform the Scope of Services required under **PART 2** of this RFP, as well as any supporting information supplied.

B. Price Proposal.

- C. The quality and experience of the Responding Contractor's personnel who will be assigned to manage, supervise and perform the duties outlined in **PART 2** herein.
- D. The past performance by the Selected Contractor under comparable agreements.
- E. If pertinent, additional factors that may reasonably be considered to have a substantial bearing on the performance rendered by the Selected Contractor.
- F. Completion and submission of all items required under **PART 3** of this RFP (Proposal Requirements)
- G. The satisfactory demonstration of Good Faith Efforts to Attain MBE/DBE Participation on the prospective contract.

## **PART 7 – RESERVATION OF RIGHTS**

The Commission specifically reserves the following rights:

- A. to reject any and all Proposals in whole or in part;
- B. to waive minor technical errors or irregularities noted in a Proposal when in the best interest of the Commission;
- C. to require Responding Contractors to submit additional written or oral clarification of their Proposals and to meet with any, but not necessarily all, of the Responding Contractors to obtain additional information and/or clarification;

D. to negotiate the terms of any Proposal submitted, or to enter into an Agreement with the Selected Contractor on the basis of the Proposal submitted without written or oral modifications thereto.

Under no circumstances will the Commission be responsible for any costs incurred by any Contractor responding to this RFP

**PART 8 - SITE VISIT/PRE-PROPOSAL CONFERENCE INQUIRY PERIOD SUBMISSION LOCATION, IMPORTANT DATES, CLARIFICATIONS AND EXCEPTIONS**

A. **Site Visit.** Responding Contractors are encouraged to attend a facility tour to begin at **9:30 A.M. on February 2, 2016** at the Vermillion Valley Service Plaza. Interested parties may access the Vermillion Valley Service Plaza located west of Interchange #140 at Milepost 139.5 on the south side of the Ohio Turnpike right-of-way in Lorain County, Ohio, State Route 58, 1 mile north of State Route 113, west on access road (paralleling south side of Turnpike).

B. **Pre-Proposal Conference.** All responding Contractors are strongly encouraged to attend the Pre-Proposal Meeting to follow the Site Visit to begin at **10:30 A.M. on February 2, 2016** at Vermillion Valley Service Plaza. The Pre-Proposal Conference will consist of a presentation the RFP and Janitorial Services requirements, and provide interested parties with an opportunity to ask questions of the Commission's staff. Minutes of the presentation, questions presented and responses thereto will be provided to all interested parties as part of an addendum to this RFP.

C. **Inquiry and RFP Submission.** One (1) original and three (3) copies of written Proposals must be received at the following address:

**Ohio Turnpike and Infrastructure Commission  
Attn: Kevin Golick, Procurement Manager  
682 Prospect Street  
Berea, Ohio 44017**

**The RFP submission deadline is at 5:00 P.M. (Eastern Time), on February 19, 2016.** Respondents are welcome to submit specific questions regarding clarification of the RFP requirements, or to arrange individual site visits at the Service Plazas through the Commission's Procurement Manager, Kevin Golick. Questions and site visit requests shall be addressed in writing and **emailed to Mr. Golick at [kevin.golick@ohioturnpike.org](mailto:kevin.golick@ohioturnpike.org).** **Please do not contact the Commission by phone. Do not address your email or fax questions to anyone other than Mr. Golick.** At the completion of the inquiry

period, **5:00 P.M. (Eastern Time), February 5, 2016**, a summary of all questions and answers will be compiled, provided to all interested parties so requesting, and posted to the Commission's website.

**B. Important Dates**

RFP Issued	January 15, 2016
9:30 A.M. (Eastern) Site Visit & Pre-Bid Conference	February 2, 2016
5:00 P.M. (Eastern), Inquiry Period ends	February 5, 2016
5:00 P.M. (Eastern), Deadline for submitting responses to RFP	February 19, 2016
Intuitive Contract Award Date	March 21, 2016
Commencement of Janitorial Services	May 1, 2016

**C. Clarifications of Specifications and Requirements.** Responding Contractors are expected to raise any questions, exceptions or additions they have concerning the RFP document during the Email/Fax Inquiry Period of the RFP process. If a Responding Contractor discovers any significant ambiguity, error, conflict, discrepancy, omission or other deficiency in this RFP, that Respondent should immediately notify Mr. Golick of such error and request modification or clarification of the RFP through the inquiry process. In the event that it becomes necessary to provide additional clarifying data or information or to revise any part of this RFP, Addenda will be provided to all recipients of this initial RFP.

If a Responding Contractor fails to notify the Commission of a known error in the RFP, and an Agreement is awarded to that Contractor, that Contractor shall not be entitled to additional compensation or time by reason of the error or its later correction.

**PART 9 - GENERAL TERMS AND CONDITIONS**

**A. Term of Agreement.** The Agreement will have an initial term of one (1) year. The Commission may, at its sole option, extend the term for up to six (6) additional renewal terms of one (1)

year each upon written notice given 90 days in advance to the Selected Contractor. In no event shall the Agreement be extended for more than six (6) successive, one (1) year renewal terms.

The Selected Contractor shall, upon termination of the Agreement at any time, leave the premises in good condition, reasonable wear and tear excepted.

**B. Performance Warranty.** The Selected Contractor shall provide the services contemplated under the Agreement in a manner consistent with the standards of competent practice and care for the janitorial and cleaning services industry

**C. Payments to Selected Contractor.** Payments to the Selected Contractor shall be made monthly pursuant to the agreed upon rates. The Selected Contractor shall render its invoices for services under the Agreement to the Commission's Service Plaza Operations Manager on or about the 10<sup>th</sup> day of the month after any such services are performed. Invoices shall be due and payable by the Commission within thirty (30) days from the date of receipt thereof. The exception to the above is in the case of disputed or questioned invoices or invoices received without proof of performance.

**D. Tax Exempt Status.** The State of Ohio and the Commission are exempt from federal excise taxes and all state and local taxes, unless otherwise provided. The Commission does not agree to pay any taxes on commodities, goods, or services acquired from, or by, the Selected Contractor. The Selected Contractor must, however, comply with all statutes, rules and regulations governing federal, state and local income, sales and excise taxes.

**E. Drug-Free Workplace.** The Selected Contractor shall comply with all applicable federal, state, and local laws regarding drug-free workplaces, and shall make a good faith effort to ensure that its employees do not purchase, transfer, use, or possess illegal drugs or alcohol, or abuse prescription drugs in any way. The Selected Contractor shall enroll in the State of Ohio Drug Free Safety Program as sponsored by the Ohio Bureau of Workers Compensation ("BWC") or a BWC

approved program. If the Selected Contractor is not enrolled in a BWC program, it will be within the sole discretion of the Commission to determine whether the drug free workplace program that the firm has in place is relatively equivalent and acceptable. The Ohio Turnpike and Infrastructure Commission agrees it is of utmost importance for its consultants to maintain a drug free workplace. The Commission requires all contractors and subcontractors performing work for the Ohio Turnpike to have a drug free workplace policy that is approved under the Ohio Bureau of Workers Compensation Drug Free Safety Program ("BWC DFSP") or substantively fulfills the requirements for Program enrollment. The Selected Contractor must submit proof of BWC DFSP approval or proof that it has adopted a Drug Free Workplace Policy plan that substantially conforms with the following:

(1) Conveys full and fair disclosure of the employer's expectations that no employee be at work with alcohol or drugs in the employee's system, and specifies the consequences for violating the policy.

(2) Imposes drug and alcohol tests on employees under the following conditions:

(a) Prior to an individual's employment or during an employee's probationary period for employment, which shall not exceed one hundred twenty days after the probationary period begins;

(b) After an accident. For purposes of this division, "accident" has the meaning established in rules the administrator of workers' compensation adopts pursuant to Chapters 4121. and 4123. of the Revised Code for the bureau's drug-free workplace program, as those rules exist on March 30, 2007.

(c) When the employer has reasonable suspicion that an employee may be in violation of the employer's written substance use policy. For purposes of this division, "reasonable suspicion" has the meaning established in rules the administrator adopts pursuant to Chapters 4121 and



4123. of the Revised Code for the bureau's drug-free workplace program, as those rules exist on

March 30, 2007

(d) Prior to an employee returning to a work after the employee tested positive for drugs or alcohol.

(3) Require all employees to receive training that increases awareness of and attempts to deter substance abuse and supplies information about employee assistance to deal with substance abuse problems.

**F. Non-Disclosure.** The Selected Contractor agrees that it will not disclose at any time during or after its services under the Contract, either directly or indirectly, any confidential knowledge or information which the Selected Contractor may acquire with respect to the Contract or the Commission's operations, except as may be required by law, or in a court of competent jurisdiction.

**G. Publicity.** Any use of or reference to the Contract by the Selected Contractor to promote, solicit, or disseminate information regarding the scope of the Contract is prohibited, unless otherwise agreed to in writing by the Executive Director of the Commission.

**H. Non-Exclusive Rights** Nothing in the Contract with the Selected Contractor shall preclude the Commission from acquiring other services similar to the services provided for in the Contract

**I. Audits, Records Retention and Inspection.** The Selected Contractor shall maintain all pertinent financial and accounting records, and evidence pertaining to the Contract in accordance with generally accepted accounting principles and other procedures specified by the State of Ohio. Financial and accounting records shall be made available upon request for review and/or audit by the Executive Director of the Commission, his representative, or the Ohio Auditor of State's office at any time during

the Contract period or for two (2) years from the expiration date and final payment on the Contract, whichever is later.

**J. Compliance with Law.** The Selected Contractor agrees to comply with all applicable federal, state, and local laws and regulations in its performance under the Contract, including without limitation, the laws relating to the payment of wages, campaign contributions, drug-free workplace, non-discrimination in employment, ADA compliance, workplace safety, unemployment compensation, insurance premiums, workers' compensation premiums, income tax deductions, social security deductions, and any and all tax and payroll deductions required for its employees. In the event that any provision of the Contract is in conflict with any law or regulation, then such law or regulation shall prevail. It is understood that neither the Selected Contractor nor its employees are construed as employees of the Commission for the purpose of the Public Employees Retirement System ("PERS"), Workers' Compensation, or for any other purpose.

**K. Certification of Compliance with Ethics and Campaign Contribution Laws.** The Selected Contractor certifies with its signature on the Contract that it is aware of and is in compliance with the Ethics provisions of Ohio Revised Code Sections 102.03 and 102.04, and the provisions of Ohio Revised Code Section 3517.13 as they pertain to Campaign Contribution Limitations under Ohio law, and affirms that, as applicable, no principal of the Selected Contractor nor the spouse of any principal, if any, has made, as an individual, any time during the previous two (2) calendar years, one (1) or more contributions totaling in excess of \$1,000 to the Governor or to his campaign committee. A "principal" shall include, but is not limited to, a sole proprietor, individual, partner, shareholder, administrator, executor, trustee, or owner of more than twenty (20) percent of a corporation or business trust, taking into account only owners for all of the two (2) previous calendar years

**L. Conflict of Interest.** No officer, member, or employee of the Commission shall participate in any decision relating to the Contract if there is a personal interest or a pecuniary interest, direct or indirect, in the Contract, any subcontract or assignment thereof, or in the proceeds thereof. The Selected Contractor and any subconsultant employed by the Selected Contractor shall abstain from participating, either directly or indirectly, (except as directed by the Commission) in the award of any contract by the Commission.

**M. Subcontractors.** All work to be done by subcontractors utilized by the Selected Contractor is subject to the approval of the Executive Director. All subcontractors selected by the Selected Contractor and approved by the Executive Director must comply with all the terms and conditions contained in the Agreement. The Selected Contractor remains responsible to ensure the performance of its subcontractors fulfills the requirements of the Agreement.

**N. Assignment of Agreement.** The Selected Contractor may not assign, transfer, convey or otherwise transfer or dispose of its rights, title, interest in, or its duty to perform or supervise the performance of any of its obligations hereunder, to any other person, company, corporation or entity, nor shall it permit any other party to occupy any part of the premises within the Contractor's Area of Responsibility, without the prior written approval of the Executive Director of the Commission, which approval shall not be unreasonably withheld. Any such approved assignment shall not relieve the Selected Contractor from any of its responsibilities under the Agreement.

Any consent given by the Commission to any assignment or transfer, or partial assignment or transfer, of the Agreement or of rights or obligations thereunder, shall not imply a willingness on the part of the Commission to give any subsequent or other consent, nor estop the Commission from refusing same; nor shall any such consent confer upon any assignee or transferee any right to assign or transfer any rights conferred upon such transferee.

The Selected Contractor covenants for the benefit of the Commission, and of any third party who may sue the Contractor, that it shall not defend against any claim, suit or action brought against the Contractor on account of any tortious act or contractual liability alleged to have been committed or incurred in the Contractor's operations covered by the Agreement during the term thereof, on the ground that said operations, or that any duty or obligation of the Contractor hereunder was in fact being discharged, by any person, firm or corporation other than the Contractor, unless the alleged cause of action occurred subsequent to an assignment or transfer of the entire Agreement, which assignment or transfer was duly consented to by the Commission in writing.

The Selected Contractor acknowledges that the Commission has entered into the Agreement in reliance upon the experience, financial capacity, integrity and reputation for competence, and representations of the Contractor with respect thereto, of both the Contractor as an entity and the individuals who are the major or controlling owners and agents of the Contractor. The Selected Contractor, therefore, agrees that it has attached hereto as **Contractor's Exhibit 1** a correct statement setting forth the name of each person, firm or corporation having a **ten percent (10%)** or greater ownership in the Contractor, showing the percentage ownership interest of each. The Selected Contractor further agrees that it has attached as a part of the same Exhibit a sufficient organizational chart to show the chain of executive authority beginning with the president or comparable chief executive of the Contractor to and including the officer or employee of the Contractor to whom the managers of the operations on the Turnpike shall report and be directly responsible, which chart also identifies the individuals occupying the positions shown.

The Selected Contractor agrees that, should a change occur in the ownership interests or in the identity of any individuals qualified hereunder to be named in said Exhibit 1 and chart or in the structure of the aforesaid chain of executive authority, the Contractor shall immediately notify the Commission,

and shall consult with the Commission's Executive Director concerning steps to be taken to assure that no detriment results in the Contractor's standard of operations under the Agreement; and if the Commission is not satisfied that such will be the case, the Contractor shall take such steps as the Commission shall require to provide adequate assurance, and if the Commission is not thereby satisfied then the Commission may cancel the Agreement.

**O. Termination/Default.** The Commission may terminate the Agreement upon the occurrence of any of the following events:

1. In the event the Selected Contractor ceases for a period of twelve (12) hours or more to conduct its operations, except for cessation caused by: (i) physical damage to, or destruction of, the premises which renders it impossible for the Contractor to conduct its operations at that Service Plaza; and (ii) inability of Turnpike patrons for any reason to gain access to the building, provided that neither exception shall be applicable if, in the sole judgment of the Commission, such physical damage or destruction or, as appropriate, such interference with access, has been caused in whole or in part by any action or inaction of the Contractor; or,
2. Upon any petition filed against the Selected Contractor, the Contractor is adjudicated a bankrupt or insolvent and such petition is not dismissed, withdrawn, or such adjudication is not otherwise stayed within ninety (90) days after such adjudication; or,
3. A receiver or trustee of all or substantially all of the property of the Selected Contractor is appointed upon a claim in insolvency and the said receiver or trustee is not discharged or ordered removed or his appointment otherwise stayed within ninety (90) days after his or her appointment; or,
4. In the event the Selected Contractor voluntarily files a petition in bankruptcy or insolvency or for reorganization under any bankruptcy or insolvency statute, or voluntarily makes an assignment for the benefit of creditors; or

5. In the event it shall be ascertained that any of the representations made in the Non-collusion Affidavit, or in the **Contractor's Exhibit 1** submitted are false; or,
6. In the event it shall be ascertained that the Selected Contractor has violated the insurance or bonding requirements or failed to provide adequate assurances of its compliance; or,
7. In the event that the Selected Contractor shall refuse or fail to maintain the minimum staffing levels described in Part 2 or its accepted Staffing Plan in Contractor's Exhibit 2 or the Standards set forth in Contractor's Exhibit 3.
8. In the event that the Selected Contractor shall refuse or fail after a reasonable time (which may be less based on the occurrence, but shall in no case be more, than twenty (20) days) to answer any written inquiry of the Commission pertinent to the occurrence or nonoccurrence of any event mentioned in subsections (1) through (7) of this Section, or pertinent to the occurrence or nonoccurrence of any change in the ownership interest in the Contractor, in the Contractor's chain of executive authority or in the identity of the individuals comprising said chain of executive authority.
9. Any termination under the subparagraphs (1) through (8) of this Section shall be made by the Commission in writing and such cancellation shall be effective at the time designated thereon by the Commission. The Commission may, at any time prior to actual termination under such notice, withdraw the notice and restore the Agreement to its original terms. If the Commission terminates the Agreement pursuant to this Section, the Selected Contractor shall be paid all undisputed portions of its fees for any benefits provided up to the dismissal date.
10. In the event of an unexcused ceasing of operations, the Selected Contractor shall be considered to be in default. The Commission shall have the option to take immediate action to secure performance of the Agreement in accordance with **PART 2, Section J** of the RFP and to operate same either with its own personnel or personnel of third parties and to take such other action as is appropriate

under the Contract. The Commission shall have the right to perform the Agreement, as it deems necessary until such time as the Selected Contractor either satisfactorily resumes its operations or the Commission selects another Contractor to perform the janitorial services.

11. It is agreed between the parties hereto that the character of the Selected Contractor's operation herein provided for is of the utmost importance to the Commission for the preservation of the goodwill of patrons toward the Commission. Therefore, in addition to the provisions for cancellation contained in subparagraph (i) of this Section, the Commission may cancel the Agreement under the following terms and conditions if the Selected Contractor fails to conduct its operations in accordance with the terms, conditions or provisions of the Agreement.

12. If the Selected Contractor fails to perform any material obligation under the Agreement, or the Commission becomes dissatisfied with the Contractor's performance, the Commission shall notify the Selected Contractor immediately, in writing, of such failure or dissatisfaction. If the Commission notifies the Contractor in writing of its failure to conduct its operations in accordance with the terms, conditions and provision of the Agreement, having specified therein in what manner the Contractor is failing or has failed in responsibility, the Contractor shall have five (5) days to correct the conditions set forth in such notice by the Commission. If, at the end of such five (5) day period the Selected Contractor has not corrected such conditions, or taken steps that, in the opinion of the Commission, are reasonably calculated to correct said conditions, the Commission may unilaterally cancel the Agreement. Such cancellation shall be by notice in writing, which notice shall state the time of termination. If the Commission terminates the Agreement pursuant to this Section contained herein, the Selected Contractor shall be paid all undisputed portions of its fees for any benefits provided up to the dismissal date. The Commission may, at any time prior to actual termination under the notice aforesaid, withdraw such notice and restore the Agreement to its original terms.

13. The Commission may voluntarily terminate the Agreement at any time by giving thirty (30) calendar days prior written notice to the Selected Contractor. If the Commission voluntarily terminates the Agreement pursuant to this Section, the Selected Contractor shall be paid all undisputed portions of its fees for any benefits provided up to the dismissal date.

P. **Mediation.** The Commission and the Selected Contractor recognize that litigation is an expensive, resource-consuming process for resolving business disputes. Therefore, the Commission and the Selected Contractor agree that if any controversy or dispute arises out of or relates to the Agreement, or any breach of the Agreement, they will attempt in good faith to settle the dispute expeditiously through mediation within thirty (30) days. The Commission and the Selected Contractor shall attempt to mutually agree as to the provider of neutral services, and the parties shall share the costs of such mediation equally. In the event that the parties cannot mutually agree to a neutral mediator or the deadline described in this Section is not met, unless an extended time frame is consented to by both parties in writing, either party may commence litigation or any other legal proceeding that is appropriate.

In the event of a dispute between operators, contractors and/or service providers of either Service Plaza as to their rights, under their respective contracts or agreements with the Commission, which they cannot satisfactorily resolve, the Selected Contractor agrees, in consideration of a like covenant contained in any agreement or contract between the Commission and the operators, contractors and/or service providers, to promptly request the Commission to act as sole arbiter of said dispute and to abide by the decision rendered by the Commission.

Q. **Insurance, Bonds, Injuries and Litigation.** Immediately upon the execution of the Agreement, the Selected Contractor shall forward to the Commission certificates of insurance which show that the Selected Contractor is insured by an insurance company or companies approved by the Commission. The certificates of insurance shall be delivered to and remain in the custody of the



Commission and each shall be in form and words satisfactory to the Commission's Risk Management Coordinator

1. Policies The insurance policies required under this section shall be with a company or companies authorized to do business in the State of Ohio and which are rated A- or better by A.M. Best, and shall be maintained in full force and effect until the Agreement has been fully and completely performed. It shall protect the Selected Contractor and the Commission from liability and claims for damages for bodily injury, including wrongful death, personal and advertising liability and for damages to property caused by an accident arising from the Selected Contractor's performance of the Agreement. Said insurance shall provide that in the event of cancellation or expiration of the policy, a thirty (30) day advance notice thereof will be given to the Commission, and the Ohio Turnpike and Infrastructure Commission shall be endorsed as an additional insured and loss payee (whichever is applicable) in the underlying policy or policies, which shall be primary and non-contributory in the following amounts:

i. The Selected Contractor shall purchase and maintain Commercial General Liability Insurance for liability and claims for damages for bodily injury, including wrongful death, personal and advertising liability and for damages to property caused by an accident, including employers' liability, in an amount not less than \$1,000,000 per occurrence, \$1,000,000 general aggregate. Coverage shall be on an occurrence form and include contractual liability.

ii. The Selected Contractor shall, at its own expense, also purchase and maintain Commercial Automobile Liability Insurance covering liability arising out of the ownership, maintenance of use of all owned, non-owned and hired automobiles, including mobile equipment in an amount of net less than a Combined Single Limit of \$1,000,000 for Bodily Injury and Property Damage.

iii. The Selected Contractor shall purchase and maintain Umbrella/Excess Liability Insurance over primary general liability and automobile liability in an amount not less than \$5,000,000.

2. Performance Bond. The Selected Contractor shall also furnish a performance bond in a form satisfactory to the Commission at the time of Agreement execution. Said bond shall provide for payment to the Commission in the event said Contractor fails to perform any of the terms and conditions of the Agreement, at any time during the term thereof. The performance bond shall be **in the amount of fifty (50) percent of the total annual Price Proposal** submitted by the Selected Contractor for both Service Plazas. The bond shall be furnished by a surety authorized to business in Ohio, and shall remain in effect throughout the term of the Agreement.

3. Workers Compensation. The Selected Contractor shall also procure and maintain until the Agreement has been fully and completely performed, Ohio Worker's Compensation Insurance covering all employees who engage in any work in connection with the performance of the Agreement except employees hired in a state other than Ohio who will not engage in any work in the State of Ohio.

4. Additional Insurance. The Commission may, at any time, require the Selected Contractor to obtain any additional or other insurance. In each such case, the Commission shall reimburse the Selected Contractor for the net premium cost thereof which reimbursement shall be made at the time of final payment.

5. Notice of Incidents Within twenty-four (24) hours after the occurrence of any accident or other event which results in or might result in injury to the person or property of any person which arises in any manner from the performance under the Agreement, or occurs in the area for which the

Selected Contractor is responsible, the Contractor shall send written notice thereof to the Commission's Risk Management Coordinator setting forth a full and precise statement of the facts pertaining thereto.

6. Service of Process. The Selected Contractor shall immediately send to the Commission's General Counsel a copy of any summons, subpoena, notice or other documents served upon or received by the Contractor, or any agent, employee or representative of the Contractor, arising in any manner from the performance of the Agreement for either Service Plaza or any part thereof

#### **R. Indemnification.**

1. General. The Contractor hereby expressly agrees and shall, to the fullest extent permitted by law, indemnify, hold harmless, and, at the option of the Commission as decided in its sole discretion, defend or pay for the defense of the Commission, Commission members, Executive Director, Deputy Directors, officers, agents, representatives, and employees (the "Indemnified Parties") from and against any and all liability, claims, suits, causes of action, liens, demands, losses, damages, (including fines, penalties, incidental and consequential damages), settlements, judgments, costs, and expenses (including reasonable attorneys' fees and any other costs of defense) of every kind, nature, or description arising out of or in connection with, caused by, resulting from, or occurring during the course of the performance of this Agreement, whether directly or indirectly, where such liability is

a) founded upon or grows out of, directly or indirectly, the acts, errors, omissions, undertakings, representations or warranties of the Contractor, its officers, employees, agents, independent contractors or subcontractors (or subcontractors or independent contractors thereof), or any other person or party for which the Contractor is legally liable, and

- b) is attributable in any manner and to any extent to bodily injury, personal injury, sickness, disease or death of any person, loss of revenue, or the injury to or damage, destruction, or loss of use of property.

2. Intellectual Property. The Contractor hereby expressly agrees and shall, to the fullest extent permitted by law, indemnify, hold harmless, and, at the option of the Commission as decided in its sole discretion, defend or pay for the defense of the Indemnified Parties from and against any and all liability, claims, suits, causes of action, liens, demands, losses, damages (including fines, penalties, incidental and consequential damages), settlements, judgments, costs, and expenses (including reasonable attorneys' fees and any other costs of defense) of every kind, nature, or description arising out of or in connection with, caused by, resulting from, or occurring during the course of the performance of this Agreement, whether directly or indirectly, where such liability is

- a) founded upon or grows out of, directly or indirectly, the acts, errors, omissions, undertakings, representations or warranties of the Contractor, its officers, employees, agents, independent contractors or subcontractors, (or subcontractors or independent contractors thereof), or any other person or party for which the Contractor is legally liable, and

- b) is attributable in any manner and to any extent to any claimed infringement of any copyright, patent, intellectual property right, or other intangible property right. The Contractor shall not be required to defend, indemnify, or hold harmless the Indemnified Parties when the claimed infringement occurs in materials provided to the Contractor by the Commission.

3. Conditions. The provisions of this Section R, Indemnification, shall survive the expiration or termination of this Agreement. Should the Commission elect to have the Contractor defend one or more

of the Indemnified Parties, the Commission shall have the right, but not the obligation, to associate in such defense, whether directly or through outside legal counsel, or both. Nothing herein shall require the Contractor to reimburse the Commission for damages or liabilities solely caused by the negligent acts, errors or omissions of one or more of the Indemnified Parties. These indemnity obligations are intended to be, and shall be construed as consistent with, and not in conflict with Ohio Revised Code Section 2305.31. Between the Selected Contractor and the Commission, for purposes of fulfilling the Contractor's indemnity obligations hereunder, the Contractor waives any immunity derived from compliance with the Workers' Compensation Laws of the State of Ohio. The obligations of the Contractor hereunder shall not be limited by the types, terms, conditions, or limits of liability of any insurance purchased and maintained by the Contractor. The Selected Contractor shall waive and shall not assert any claim against the Commission for any injury to persons, whether or not resulting in death, or any loss or damage to property occurring from any cause unless such injury, loss or damage is due solely to the negligence of the Commission, its agents or employees.

**S. Governing Law.** The Agreement shall be construed under and governed by the laws of the State of Ohio. Any litigation arising out of or relating in any way to the Agreement or performance thereunder shall be brought only in the courts of the State of Ohio, and the Selected Contractor hereby irrevocably consents to such jurisdiction waiving any right of removal.

**T. Incorporations by Reference.** The RFP issued by the Commission (including all of its Exhibits and Attachments except for **Exhibit B**) and the Selected Contractor's Response to the RFP, dated on or before the actual Proposal opening date, shall become Exhibits to the Agreement, as shall any insurance documents. Any Exhibits to the Agreement shall be incorporated by reference, and shall be considered to be a part of the Agreement as if fully rewritten therein. Should any conflict arise between any Exhibit and the Agreement, the terms of the Agreement shall supersede the contents of any

Exhibit. Should any conflict arise between the RFP and the Selected Contractor's response, the RFP shall supersede, unless the parties have mutually agreed otherwise in writing.

U. **Merger and Severability.** The Agreement shall contain the entire Agreement and understanding between the parties with respect to the subject matter therein. The Agreement shall not be modified, amended, nor any part waived, without a fully executed Agreement, signed by the party against whom such change is sought to be enforced. If a court of competent jurisdiction determines any portion of the Agreement to be invalid, such portion only shall be severed and the remaining portions of the Agreement shall remain in effect.

V. **Modifications of the Agreement during the Agreement Term.** It is the desire and intent of the Commission to provide clean and presentable facilities for the traveling public. During the term of the Agreement, the Selected Contractor and the Commission may mutually modify the Agreement so as to permit the operation of its business to reflect the current needs and desires of the traveling public. Such modifications must be reduced to writing and signed by both parties.

W. **Action by the Commission.** Any act to be performed under the Agreement by the Commission may be performed by the Executive Director or by such of its employees or such other persons, corporations or firms as the Commission or its Executive Director may designate. "Executive Director" when used herein, shall refer to the Executive Director of the Commission

X. **Notice.** For purposes of providing any written Notices required under the License Agreement: Notices to the Commission shall be provided in writing to: The Ohio Turnpike and Infrastructure Commission, c/o Service Plaza Operations Manager, 682 Prospect Street, Berea, Ohio 44017, with an immediate follow up telephone call to (440) 234-2081, ext. 1161.

# **OHIO TURNPIKE AND INFRASTRUCTURE COMMISSION ETHICS POLICY**

## **Policy Statement**

It is the policy of the Ohio Turnpike and Infrastructure Commission (“Commission”) to carry out its mission in accordance with the strictest ethical guidelines and to ensure that Commission members and employees conduct themselves in a manner that fosters public confidence in the integrity of the Commission, its processes, and its accomplishments.

## **General Standards of Ethical Conduct**

Commission members and employees must, at all times, abide by protections to the public embodied in Ohio’s ethics laws, as found in Chapters 102 and 2921, of the Ohio Revised Code, and as interpreted by the Ohio Ethics Commission and Ohio courts. Members and employees must conduct themselves, at all times, in a manner that avoids favoritism, bias, and the appearance of impropriety.

A general summary of the restraints upon the conduct of all members and employees include, but are not limited to, those listed below. Members and employees shall not:

- Solicit anything of value from anyone doing business with the Commission;
- Accept anything of value from anyone doing business with the Commission;
- Solicit or accept employment from anyone doing business with the Commission, unless able to completely withdraw from Commission activity regarding the party offering employment, and the Commission approves the withdrawal;
- Use public position to obtain benefits for the official or employee, a family member, or anyone with whom the official or employee has a business or employment relationship;
- Accept any form of compensation for personal services rendered on a matter before any state agency, or sell goods or services to any state agency, unless the official or employee qualifies for the exception, and files the statement, described in the Ethics Law;
- Hold or benefit from a contract with, authorized by, or approved by, the Commission, unless one of the exceptions in the Ethics Law and related statutes applies;
- Vote, authorize, recommend, or in any other way use his or her position to secure approval of a Commission contract (including employment or personal services) in which the official or employee, a family member, or anyone with whom the official or employee has a business or employment relationship, has an interest;

- Use, or authorize the use of, his or her title, the name “Ohio Turnpike and Infrastructure Commission,” or “Commission,” or “OIC,” or the Commission’s logo in a manner that suggests impropriety, favoritism, or bias by the Commission or the official or employee;
- Solicit or accept honoraria prohibited by the Ethics Law;
- Use or disclose confidential information protected by law, unless appropriately authorized; and
- During public service, and for one year after leaving public service, represent any person, in any fashion, before any public agency, with respect to a matter in which the official or employee personally participated while serving with the Commission.

For purposes of this policy:

- “Anything of value” includes anything of monetary value, including, but not limited to, money, gifts, food or beverages, social event tickets and expenses, travel expenses, golf outings, consulting fees, compensation, or employment. “Value” means worth greater than de minimis or nominal
- “Anyone doing business with the Commission” includes, but is not limited to, any person, corporation, or other party that is doing or seeking to do business with, regulated by, or has interests before the Commission

### **Financial Disclosure Statements**

Every Commission member or employee required to file a financial disclosure statement by law, or Ethics Commission rule, must file a complete and accurate statement with the Ethics Commission by April 15 of each year. Any member or employee appointed or employed after February 15 shall file a statement within ninety days of appointment or employment.

### **Ethics Education**

All Commission members and employees who hold senior policy positions must participate in the ethics education offered by the Governor’s Office pursuant to Executive Order 2011-03K. The Executive Order requires education in the amount of four hours every two years. In addition to participating in Executive Order training, the Ethics Commission sponsors educational sessions throughout Ohio.

### **Publication of the Commission’s Ethics Policy**

The Commission’s Ethics Policy shall be published on the Commission’s website, [www.ohioturnpike.org](http://www.ohioturnpike.org). Persons, corporations or other parties seeking to conduct business with the Commission in amounts in excess of \$10,000 shall be provided with a copy of the policy and shall be



required to acknowledge receipt of the policy in writing in a form to be prescribed by the Commission's General Counsel

### **Assistance**

The Ethics Commission is available to provide advice and assistance regarding the Ethics Law and related statutes. The Ethics Commission can be contacted at (614) 466-7090. The Ethics Commission's web site address is: [www.ethics.state.oh.us](http://www.ethics.state.oh.us). The Commission's General Counsel and counsel for the Governor's Office are available to answer questions involving this policy.

### **Penalties**

Failure of any Commission official or employee to abide by this Ethics policy, or to comply with the Ethics Law and related statutes, will result in discipline, which may include dismissal, as well as any potential civil or criminal sanctions under the law.

### **Changes**

This policy may only be changed by majority vote of the Commission

**NONCOLLUSION AFFIDAVIT**

**OHIO TURNPIKE AND INFRASTRUCTURE COMMISSION**

State of \_\_\_\_\_ }  
                                  }SS:  
County of \_\_\_\_\_ }

The undersigned, being first duly sworn as provided by law, deposes and says:

1. Their name is \_\_\_\_\_  
and they reside at \_\_\_\_\_ and the office  
is at \_\_\_\_\_

2 They make this affidavit with the knowledge and intent that it is to be filed with the Ohio Turnpike and Infrastructure Commission and with the expectation that it will be relied upon by said Commission in any consideration which it may give to, and any action which it may take with respect to the proposal or proposals referred to below in paragraph 4.

3 They make, and are authorized to make, this affidavit on behalf of \_\_\_\_\_

\_\_\_\_\_  
(Name of Corporation, Partnership, Etc.)

a \_\_\_\_\_  
(Sole Proprietorship, Corporation, Partnership, Etc )  
formed under the laws of \_\_\_\_\_, of which  
(Name of State)  
the undersigned is \_\_\_\_\_  
(Sole Owner, Partner, President, Etc )

4. The matter with respect to which this affidavit is made is a proposal to the Ohio Turnpike and Infrastructure Commission submitted by the person, firm, or corporation named above in paragraph 3 pursuant to the Request for Proposals ("RFP") for Janitorial Services at the Middle Ridge and Vermilion Valley Service Plazas for which responses are due February 19, 2016.

5 Neither the undersigned, nor any person, firm or corporation named above in paragraph 3, nor anyone else to the knowledge of the undersigned, has employed anyone to solicit or secure affirmative or favorable action by the Commission with respect to the matter identified above in paragraph 4, except as follows:

(If there are no exceptions, insert "No Exceptions " If additional space is needed, use next page )

None of the persons named above in this paragraph 5, if any (excepting any person regularly employed as a salesman under, and who will be paid for services in respect of the above-identified matter under, a regular schedule of commissions and serving in the usual course of the employer's business in soliciting such consideration or action by the Commission, and excepting also any person so soliciting in the normal course of their own established business as a broker or factor without promise or expectation of receiving other than the standard and normal fee, commission, or percentage), was employed under any agreement providing for a bonus, fee, commission, percentage, or other form of payment whatsoever which is in any way contingent upon the action to be taken by the Commission with respect to the matter identified above in paragraph 4.

6. Neither the undersigned nor any person, firm or corporation named above in paragraph 3 has any interest, direct or indirect, in any contract heretofore entered into with the Commission or in any proposal or bid for a contract with the Commission, on which action is pending, except the matter identified in paragraph 4 and except as follows:

(If there are no exceptions, insert "No Exception").

Insofar as affiant knows, no member of the Commission and no employee or agent of the Commission who is known by affiant to be such, has any interest, either direct or indirect, in the matter described above in paragraph 4.

7. Following are the full names and addresses of every person and company interested in the contract resulting from the RFP described in paragraph 4, above: (Attach and identify a supplemental sheet if additional space is required. Identify such sheet by a heading such as: "RFP for Janitorial Services at the Middle Ridge and Vermilion Valley Service Plazas" Supplement to (and part of) Paragraph 7 of the Affidavit").

(Responding Contractors are informed that they are required by law to give the full name of every person and company interested in the contract resulting from RFP and that any failure to comply strictly with this requirement may invalidate a proposal. The names required include the full name of every subcontractor, and any other person and company with who the Responding Contractor is obligated to deal in the event that an award is made to them. This list need not include persons and companies from whom the Responding Contractor has merely received quotations, if they have not committed themselves to use their materials or services or to enter into subcontracts with them, etc. It is also essential that the full names and addresses of all other persons and companies interested in the contract resulting from the RFP be set forth. If the Responding Contractor is a partnership, it is not sufficient to set forth the company name, but the full names and addresses of all partners must also be set forth above.)

8. The RFP described above in paragraph 4 is genuine and not collusive or a sham; the person, firm, or corporation named above in paragraph 3 has not colluded, conspired, connived, or agreed, directly or indirectly, with any Responding Contractor or person, corporation or other entity to submit a sham proposal, or that such other person, firm or corporation shall refrain from responding, and has not in any manner, directly or indirectly, sought by agreement or collusion, or communication or conference with any person, firm or corporation, to fix the prices of any other Responding Contractor, or to secure any advantage against the Commission or any person, firm or corporation interested in the proposed contract; all statements contained in said proposal are true; and, further neither the undersigned nor the person, firm, or corporation named above in paragraph 3, has, directly or indirectly submitted said proposal or the content thereof, or divulged information or data relative thereto, to any association, or to any member or agent thereof.

9. The Ohio Turnpike and Infrastructure Commission's Ethics Policy was received by the Responding Contractor with the subject RFP; the Ethics Policy has been reviewed by the Responding Contractor's senior supervisory staff; the terms and conditions of the Policy are understood by the Responding Contractor; and the Responding Contractor agrees to comply with the Policy at all times during the business relationship with the Commission.

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(Affiant)

Sworn to before me and subscribed in my presence this \_\_\_\_\_  
day of \_\_\_\_\_, 20\_\_\_\_.

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(Notary Public)

## **GOOD FAITH EFFORTS IN ATTAINING PARTICIPATION OF MINORITY, DISADVANTAGED BUSINESS ENTERPRISES AND EDGE CERTIFIED COMPANIES**

On March 24, 2014 the Commission directed that, to the fullest extent permitted by law, a program to facilitate the participation of minority owned firms and economically and socially disadvantaged businesses in the Commission's contracts. The Commission's objective is to provide the fullest possible opportunity for all firms, including firms owned and controlled by minorities and females and otherwise socially and economically disadvantaged individuals, to obtain and perform its contracts

The Commission does not have established goals for the participation of Minority Business Enterprises, Disadvantaged Business Enterprises and those certified under the State of Ohio EDGE program (collectively, "MBE/DBEs") on the Project. However, the Commission expects Bidders to agree to utilize and demonstrate Good Faith Efforts to engage qualified and willing MBE/DBEs in the opportunities available for performing Work on the Project. The Bidder commits to use its Good Faith Efforts to utilize MBE/DBE entities, and demonstrate those efforts. The final determination of Good Faith Effort shall be made by the Commission based upon the Bidders' actions as documented in the required forms.

In addition to submitting a detailed Demonstration of Good Faith Efforts (GFE-1 and GFE-2) within two

(2) calendar days of the Bid Opening, the Bidder agrees that if awarded the Contract, it shall provide to the Commission the Statements of Intent to Contract and Perform for each MBE/DBE participating on the Project as a condition precedent for execution of the Contract

By signing the Bid Form Certification, the Bidder acknowledges that it understands the requirement to complete and submit a detailed Demonstration of Good Faith Effort (see GFE-1 and GFE-2) form describing its activities undertaken to engage MBE/DBE entities on this Project, and full documentation to substantiate those efforts. The Commission will utilize the following guidelines in evaluating whether the Bidder demonstrated its use of Good Faith Efforts:

### **GOOD FAITH EFFORTS DETERMINATION GUIDELINES**

#### **A. INTRODUCTION**

In accordance with Resolution No. 18-2014, adopted March 24, 2014, the Commission instituted a requirement that each bidder on a public improvement project and each respondent to request for proposals ("RFP") to perform services utilize Good Faith Efforts to ensure the fullest possible opportunity for firms owned and controlled by minorities and females or otherwise disadvantaged individuals ("MBE/DBEs") to participate in the opportunities available under the prospective contract. As part of the evaluation of the bids or proposals received, the Commission evaluates the Good Faith Efforts as part of the responsibility of the bidder or respondent and responsiveness bid or proposal. The bidder or respondent must satisfactorily demonstrate its Good Faith Efforts to attain MBE/DBE participation.

Pending the results of the forthcoming disparity study, the Commission has yet to establish

specific MBE/DBE participation goals on its contracts. However, the use and demonstration of Good Faith Efforts are required. The level of MBE/DBE participation should correspond with the Availability of such firms in the marketplace to perform Commercially Useful Functions under the Opportunities each contract presents. These guidelines are intended for use in making the determination whether a particular bidder or respondent demonstrated its Good Faith Efforts when submitting its bid or proposal.

## **B. DEFINITIONS**

“Good Faith Efforts” means performing necessary and reasonable actions that, by their scope, intensity, and appropriateness, would reasonably be expected to attain MBE/DBE participation. The determination of Good Faith Efforts is based on consideration of the quality, quantity, and intensity of the different kinds of actions taken. The activities or efforts undertaken to when making a Good Faith Effort must be those that one could reasonably expect to deploy when seriously, actively and aggressively attempting to obtain MBE/DBE participation in relative proportion to those that are Available to capably perform Commercially Useful Functions under the Opportunities presented in given contract.

“Commercially Useful Function” means responsibility to perform a component of the contract obligations by actually performing, managing and supervising the work involved. An MBE/DBE does not perform a commercially useful function if its role is limited to that of an extra participant in a transaction, contract, or project through which funds are passed in order to obtain the appearance of MBE/DBE participation. If a MBE/DBE Subcontractor (as distinguished from a Material Supplier) does not perform or exercise responsibility for at least thirty percent of the total cost of its subcontract with its own workforce, there is a rebuttable presumption that it is not performing a commercially useful function.

The analysis for determining whether the bidder or respondent fulfilled its obligation to use Good Faith Efforts, the Commission will consider the demonstration of the following:

1. **“Opportunities”** means the subcomponents of the project that are identifiable as economically viable scopes of work that may interest subcontractors in responding to the respondent’s solicitations to participate in the Project. The unique opportunities each project presents is determined based on the nature of the project using in-house expertise and the aggregation of those that the bidders or respondents may identify in their bids or proposals.
2. **Availability”** means the degree of ready, willing and able MBE/DBEs available to capitalize on the opportunities presented under each project. The availability consideration examines the amount of MBE/DBEs in the relevant marketplace using (1) the Commission’s list of certified MBE/DBEs (available at  [\(2\) the Unified Certification Program’s DBE Directory \( \[\\(3\\) Ohio Department of Administrative Services’ search results for MBE \\(\]\(http://www.dot.state.oh.us/DBE/pages/DBE-Directory.aspx\)](http://www.ohioturnpike.org/business/doing-business-with-us/mbe-fbe)

- (4) Edge Certified Service Providers <http://eodreporting.oit.ohio.gov/searchEDGE.aspx>);
- (5) the City of Cleveland's MBE and FBE Registry <https://cleveland.diversitycompliance.com/FrontEnd/VendorSearchPublic.asp?TN=clevel and&XID=1290>);
- (6) the Northeast Ohio Regional Sewer District's Certification Directory for MBEs and WBE <https://neorsd.sbecompliance.com/FrontEnd/VendorSearchPublic.asp?TN=neorsd&XID=9328>); and
- (7) any other Ohio-centric database that the Commission recognizes as using standards that are substantially similar to the requirements for certification with the Commission, UCP or DAS as an MBE, DBE or EDGE program participant.

- 3. **“Efforts”** means the documented attempt to meaningfully and earnestly solicit the interest of available MBE/DBE to fulfill the opportunities presented to perform on the Project, including making a sufficient number of contacts to follow up with any available but non-responsive MBE/DBEs and negotiating in good faith with available MBE/DBEs to reach reasonably agreeable terms for their participation.
- 4. **“Commitments”** means the bidder or respondent represents to have successfully achieved commitment(s) to utilize verified MBE/DBEs to perform a Commercially Useful Function on the project.

The determination that a given respondent or bidder satisfactorily used and demonstrated its Good Faith Efforts is based on the holistic review of the Opportunities, Availability, Effort and Commitment documented in the bid or proposal documents.

## C. PROCEDURE

Each bidder on a public improvement contract and respondent submitting a proposal on a professional services contract are required to submit a form titled, “Demonstration of Good Faith Efforts.” The form is designed to elicit responses documenting the Good Faith Efforts that each bidder or respondent utilized when formulating its bid or proposal to perform work for the Commission. A blank Demonstration of Good Faith form provided to interested parties in the bid and RFP package is attached.

### 1. Opportunity and Availability

The MBE/DBE Program Manager reviews the completed Demonstration of Good Faith Efforts to identify the opportunities and availability presented under the particular procurement. This assessment of opportunities and availability compiles those the bidders or respondents may identify in their completed Demonstration of Good Faith Efforts forms, but also goes outside the form to consult with in-house subject matter experts to identify additional possible opportunities and recognized certification registries for possible untapped available firms.

The MBE/DBE Program Manager then examines the response from the apparent low bidder or top-ranked respondent to examine whether the materials document that the respondent or bidder used

## Good Faith Efforts.

A bidder or respondent can demonstrate fulfilling the Opportunity component is documenting that the bidder or respondent performed actions that include the following:

- a. Selected and packaged portions of the work in order to increase the likelihood that the MBE/DBEs will respond to solicitations expressing interest in participating on the project. This includes, where appropriate, breaking out contract work into economically feasible units to facilitate participation through subcontracting
- b. Soliciting the interest of all MBE/DBE entities available to perform on the project through reasonable, meaningful and available means and providing a reasonable and meaningful time to respond.

The means for a bidder or respondent to fulfill the Availability component of demonstrating good faith efforts includes the following:

- a. Searching recognized registries identifying certified MBE/DBEs that potentially could fulfill the opportunities under the project.
- b. Identifying other possible ready, willing and able MBE/DBEs through the effective use of the services of available from plan rooms, community organizations, contractors' groups, local, state, and Federal minority/women business assistance offices, and other organizations as allowed on a case-by-case basis to provide assistance in the recruitment and utilization of MBE/DBE entities.

## 2. Efforts and Commitment

Once the MBE/DBE Program Manager has identified the possible opportunities and availability for project, and those Opportunities and Availability that the apparent low bidder or top ranked respondent has documented in its completed Demonstration of Good Faith Efforts form, the low bidder or top ranked respondent's efforts and commitments will examine the documented level of exertion used to engage the Availability pool on the Opportunities presented under the project.

The Efforts component considers the active attempts to successfully reach terms with interested MBE/DBE firms, which may include the following:

- a. Negotiating in good faith with interested MBE/DBE entities so as to facilitate their participation on the Project.
- b. Not rejecting DBE entities without sound reasons based on a thorough investigation of their capabilities.
- c. Assisting DBE entities in obtaining bonding, lines of credit, or insurance as required by the Bidder.

The Commitment component provides a cross-check on the accumulation of the identification of Opportunities, Availability and Efforts. Unless the analyses under the Opportunities, Availability and Efforts prongs demonstrate otherwise, the utilization of Good Faith Efforts is expected to result in the bidder or respondent successfully representing its achievement of MBE/DBE participation on the project. The bidder or respondent must provide justification for any lack of Commitment by showing that the failure occurred despite its Good Faith Efforts through the demonstration under the Opportunity, Availability and Efforts prongs of the test.



## DEMONSTRATION OF GOOD FAITH EFFORTS

Project Name Janitorial Services at MR/VV Project Number 2016 SP-5 JS

Contractor Name \_\_\_\_\_ Federal Tax ID \_\_\_\_\_

1. List all subcontractors and material suppliers certified as DBE, EDGE or MBE that the Contractor intends to use for this Project, the Work to be performed, and the approximate percentage of the overall contract to be paid to each.

2. Indicate how the Contractor subdivided portions of the work or services to increase the likelihood of participation by firms certified as DBEs, EDGEs and MBEs in the Project. (Attach additional pages if needed, and all supporting documentation.)

3. Indicate the services or organizations that provided assistance to you in identifying and recruiting firms certified as DBEs, EDGEs and MBEs in preparing the Bid. (Attach additional pages if needed, and notes of each contact listed.)

Organization _____	Date of Contact _____
Contact _____	Phone Number _____

Organization _____	Date of Contact _____
Contact _____	Phone Number _____

4. List all DBE, EDGE and MBE entities to which you supplied adequate and timely information about the Plans, Specifications and requirements of the Contract. (Attach additional pages if needed, and copies of all transmittals, any shipping receipts or documentation of providing info. etc.)

Business \_\_\_\_\_ Contact Name \_\_\_\_\_ Date \_\_\_\_\_

Business \_\_\_\_\_ Contact Name \_\_\_\_\_ Date \_\_\_\_\_

Business \_\_\_\_\_ Contact Name \_\_\_\_\_ Date \_\_\_\_\_  
Business \_\_\_\_\_ Contact Name \_\_\_\_\_ Date \_\_\_\_\_  
Business \_\_\_\_\_ Contact Name \_\_\_\_\_ Date \_\_\_\_\_

**5. List the names, addresses, dates and telephone numbers of all DBE, EDGE and MBE entities with which you negotiated relative to this Contract and the general scope of work negotiated.** (Attach additional pages if needed, and the reason negotiations or bids were not successful.)

Business of contact	_____	Business Date of contact	_____
Business Contact	_____	Business Contact	_____
Date of contact	_____	Date of contact	_____

**6. List all interested DBE, EDGE and MBE entities which you rejected to perform the Work of the Contract. Please provide the specific reason(s) for the determination.**  
(Attach additional pages if needed )

Business \_\_\_\_\_  
Reason(s) for rejection \_\_\_\_\_  
\_\_\_\_\_

Business \_\_\_\_\_  
Reason(s) for rejection \_\_\_\_\_  
\_\_\_\_\_

Business \_\_\_\_\_  
Reason(s) for rejection \_\_\_\_\_  
\_\_\_\_\_

Business \_\_\_\_\_  
Reason(s) for rejection \_\_\_\_\_  
\_\_\_\_\_

**Respondent Certification**

As a material inducement to the Commission executing the Contract, the Respondent certifies that the information it has provided in this document and any attachments are true and accurate.

Name \_\_\_\_\_ Title \_\_\_\_\_  
Signature: \_\_\_\_\_ Date \_\_\_\_\_

**EMPLOYMENT DATA SHEET****RFP: Janitorial Services at MR/VV**

Please note that this data may be obtained by visual survey or past-employee records

JOB CATEGORIES	ALL EMPLOYEES			MINORITY GROUP EMPLOYEES									
	TOTAL MALE & FEMALE	MALE	FEMALE	BLACK		HISPANIC		ASIAN		AMERICAN INDIAN		ALASKAN NATIVE	
				Male	Female	Male	Female	Male	Female	Male	Female	Male	Female
Officials, Managers & Supervisors													
Professionals													
Technicians													
Sales Workers													
Office & Clerical													
Craftsman (Skilled)													
Operatives (Semi-Skilled)													
Laborers (Unskilled)													
Service Workers													
Apprentices													
Total This Report													
Total Previous Report													

The undersigned certifies that he/she is legally authorized to make the statements and representations contained in this report; that he/she has read all of the foregoing statements and representations and that they are true and correct to the best of his/her knowledge and belief. It is understood that the above employment data is current, and represents the present employment statistics. "Current" indicates the data is accurate within thirty (30) days of signing.

FIRM OR CORPORATE NAME: \_\_\_\_\_ DATE OF SIGNING: \_\_\_\_\_

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

**FORM AGREEMENT  
AGREEMENT TRM-11D**

**JANITORIAL SERVICES AT THE MIDDLE RIDGE AND VERMILION VALLEY  
SERVICE PLAZAS OF THE OHIO TURNPIKE AND INFRASTRUCTURE  
COMMISSION**

**(SAMPLE TO BE COMPLETED ONLY UPON AWARD)**

This Agreement is made and entered into the \_\_\_\_ day of \_\_\_\_\_, 2016, by and between the Ohio Turnpike and Infrastructure Commission (the “Commission”), 682 Prospect Street, Berea, Ohio 44017, and \_\_\_\_\_, (the “Selected Contractor”).

**RECITALS**

WHEREAS, the Commission conducted a Request for Proposal (“RFP”) process to select a provider of professional cleaning and janitorial services at the Commission’s Middle Ridge and Vermilion Valley (“MR/VV”) Service Plaza locations (SP-5N and SP-5S located in Lorain County at Milepost 139.5) commencing on May 1, 2016 at 12:00 A.M.; and

WHEREAS, the Selected Contractor submitted the Proposal deemed by the Commission to be the Proposal representing the best combination of service value and price; and

WHEREAS, the Selected Contractor is qualified and willing to perform the services outlined in the RFP, which is incorporated by reference as if fully rewritten herein, but which, due to its length is not attached hereto as an Exhibit.

NOW THEREFORE, in consideration of the mutual promises, covenants and terms and conditions set forth in the RFP and the Selected Contractor’s Proposal, the parties have entered into this Agreement.

**AGREEMENTS**

**ARTICLE 1 – AGREEMENT DOCUMENTS**

1.1 The Agreement Documents shall consist of the following documents: The Form Agreement, the RFP and any exhibits thereto (except **Exhibit B**); the Selected Contractor’s

Proposal, and the performance bond provided by the Selected Contractor in accordance with the requirements of **PART 9, Section Q** of the RFP.

1.2 By Executing this Agreement, the Commission accepts and the Selected Contractor agrees to be bound by the Agreement Documents, incorporated by reference as if fully rewritten herein. In case of a conflict among the Agreement Documents, the following order of precedence shall control: The Form Contract, the RFP, the Selected Contractor's Proposal

## **ARTICLE 2 – DESCRIPTION OF SERVICES**

2.1 The Selected Contractor shall perform all of the services described in the Agreement Documents and reasonably inferable by the Selected Contractor as necessary to produce the results intended by the Agreement Documents, for:

**AGREEMENT 2016 SP-5 JS**  
**JANITORIAL SERVICES**  
**AT THE MIDDLE RIDGE [AND]/JORI VERMILION VALLEY**  
**SERVICE PLAZAS**

2.2 The Selected Contractor shall perform the specific services described in the RFP at PART 2 in accordance with the terms and conditions of the Agreement Documents.

## **ARTICLE 3 – TERM AND PAYMENT FOR SERVICES**

3.1 As stated at **PART 9, Section A** of the RFP, the Agreement shall have an **initial term of one (1) year**. The Commission may, at its sole option, extend the term for up to six (6) additional renewal terms of **one (1) year** each upon written notice given **90 days** in advance to the Selected Contractor. In no event shall the Agreement be extended for more than **six (6) successive, one (1) year** terms.

3.2 The Commission shall pay the Selected Contractor for the performance of the Agreement, subject to additions and deductions as provided in the Agreement Documents, the

amount of \$ \_\_\_\_\_ per month, (the "Agreement Price"), based upon the Selected Contractor's Price Proposal, dated \_\_\_\_\_. The hourly rate for purposes of compensating for additional or reduced services as described in the RFP shall be \_\_\_\_\_.

3.3 The Agreement Price shall be paid in current funds by the Commission upon Contractor Payment Requests submitted by the Selected Contractor and approved by the Commission as provided in the Agreement Documents.

#### **ARTICLE 4 – ENTIRE AGREEMENT**

4.1 The Agreement Documents embody the entire understanding of the Commission and the Selected Contractor and form the basis of the Agreement between the Commission and the Selected Contractor. The Agreement Documents shall be considered to be incorporated by reference into this Agreement Form as if fully rewritten herein.

4.2 The Agreement and any modifications, amendments or alterations thereto shall be governed, construed and enforced by and under the laws of the State of Ohio.

4.3 If any term or provision of the Agreement, or the application thereof to any Person or circumstance, is finally determined, to be invalid or unenforceable by a court of competent jurisdiction, the remainder of the Agreement or the application of such term or provision to other Persons or circumstances, shall not be affected thereby, and each term and provision of the Agreement shall be valid and enforced to the fullest extent permitted by law.

4.4 The Agreement shall be binding on the Selected Contractor and Commission, their successors and assigns, in respect to all respective covenants and obligations contained in the Agreement Documents, but the Agreement may not be assigned by the Selected Contractor without the prior written consent of the Commission.

#### **ARTICLE 5 - EXECUTION**

5.1 The Agreement shall become binding and effective upon execution by the Commission.

#### **ARTICLE 6 – ORIGINAL AGREEMENT FORMS**

6.1 This Agreement Form has been executed in several counterparts, each of which shall constitute a complete original Agreement Form that may be introduced in evidence or used for any other purpose without production of any other counterparts.

#### **ARTICLE 7 - WARRANTY OF SIGNATORIES**

7.1 The undersigned signatories for the Commission and the Selected Contractor hereby represent and warrant that they each possess full and complete authority to execute the Agreement on behalf of their respective parties. This representation and warranty is made for the purpose of inducing the parties to execute the Agreement.

#### **ARTICLE 8 – NOTICE**

8.1 For purposes of providing any written Notices required under the Agreement: Notices to the Commission shall be provided in writing to: The Ohio Turnpike and Infrastructure Commission, c/o Service Plaza Operations Manager, 682 Prospect Street, Berea, Ohio 44017, with an immediate follow up telephone call (440) 234-2081, ext. 1161. Notices to the Selected Firm shall be provided in writing to: \_\_\_\_\_

**IN WITNESS WHEREOF**, the parties have hereto set their respective hands on the day  
and year first above written and have executed the foregoing Agreement.

**SELECTED CONTRACTOR**

\_\_\_\_\_  
(Firm Name)

By: \_\_\_\_\_

\_\_\_\_\_  
(Title)

\_\_\_\_\_  
(Date)

APPROVED AS TO LEGAL FORM:

**OHIO TURNPIKE AND  
INFRASTRUCTURE COMMISSION**

\_\_\_\_\_  
Director, Contracts Administration

By: \_\_\_\_\_  
Executive Director

\_\_\_\_\_  
(Date)

\_\_\_\_\_  
(Date)



## **ACKNOWLEDGEMENT**

The undersigned Responding Contractor, having full knowledge of the matter contained in the Request for Proposals ("RFP") for Janitorial Services at the Middle Ridge and Vermilion Valley Service Plazas, proposes to serve as the Commission's Selected Contractor in accordance with the terms and conditions outlined in the RFP and its Proposal.

Through its signature below, the Responding Contractor further represents and agrees, if awarded the Agreement, to submit the required Performance Bond, Certificates of Insurance evidencing the coverages and limits specified in the RFP, and a signed Form Agreement within ten (10) days of written notification that the Commission has awarded the Agreement to the Selected Contractor. In addition to meeting the Scope of Service requirements set forth in the RFP, through its signature below the Responding Contractor agrees that if its Proposal is selected for award of the Agreement, the contract shall incorporate the entire RFP (except Exhibit B) and specifically including the General Terms and Conditions, which shall become a part of the Agreement entered into with the Selected Contractor. The Responding Contractor certify with their signature below that they agree to execute the Form Agreement and abide by the General Terms and Conditions.

If the Responding Contractor is an out-of-state entity, the Responding Contractor agrees and represents it shall furnish a certificate from the Secretary of State of Ohio that such entity is authorized to do business in Ohio with the signed Agreement. Neither Proposal nor any award made pursuant thereto shall be binding upon the Commission until the execution of the Form Agreement.

The undersigned signatory for the Responding Contractor represents and warrants to possess full and complete authority to submit this Proposal to the Ohio Turnpike and Infrastructure Commission and to enter into an Agreement if its Proposal is accepted. The Selected Contractor agrees to commence the work as required and in accordance with the terms and conditions of the signed Agreement and to timely provide all services and benefits required pursuant to the RFP.

Entity Name: \_\_\_\_\_ State of Formation: \_\_\_\_\_

By: \_\_\_\_\_ its \_\_\_\_\_ (Title)  
(Signature)

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

**CONTRACTOR'S EXHIBIT 1**  
**OHIO TURNPIKE AND INFRASTRUCTURE COMMISSION QUESTIONNAIRE**

The Responding Contractor shall answer each item in this Questionnaire fully and completely. The Contractor shall attach and identify separate sheets on which the answers to the following questions are set forth in detail. Identify the answers by number in the same sequence as below. Responding Contractors may amplify answers to these questions or furnish additional information deemed appropriate to assist the Commission in evaluating their Proposals.

1. Provide a detailed overview of the company's history, and the full scope of services the Contractor can provide (i.e., floor maintenance, windows, specialized equipment operation, snow removal, etc.) List any specialties outside of the required scope of services (i.e., fire damage cleanup, water damage cleanup, construction site cleanup, etc.).
2. Provide a statement of the Responding Contractor's qualifications, experience for similar accounts to the one described in the RFP, number of accounts managed and at least three customer references along with the reference contact information. Identify toll road operations.
3. What are the names of persons, firms or corporations having a 10% or greater ownership interest in Contractor? (Show the percent ownership interest of each.)
4. Identify the individuals that will directly administer the prospective contract and manage the services provided thereunder, stating their training and experience in performing their respective duties.
5. Give the total number of employees currently engaged directly in janitorial service operations. Identify all material suppliers and subcontractors that the Responding Contractor is considering using to perform the Janitorial Services, their general scopes of materials/work, and their MBE, DBE, or EDGE certification status.
6. Explain training programs and the method of training employees to achieve consistently clean and sanitary facilities, including rest rooms, common areas and all other areas of responsibility, and to render efficient and courteous service.
7. Does the Responding Contractor presently perform janitorial services that are required on a twenty-four (24) hours a day, seven (7) day a week basis? Where is the closest such operation in proximity to the Ohio Turnpike?
8. Submit the Responding Contractor's audited financial statements for the most recent year, and if it is as of more than fifteen (15) months prior to the opening of Proposals, submit the Contractor's most recent unaudited balance sheet and profit and loss statement as well. If an audited financial statement is not available submit a balance sheet and income statement for the last two fiscal years.
9. State the length of time the Responding Contractor has been engaged in providing janitorial services under its present name. If the Responding Contractor operated under a different name, please provide the name of that company and years in business.
10. List any contracts to provide janitorial services that have been cancelled or terminated, and why. List also any active litigation or claims involving the Responding Contractor's company.

**CONTRACTOR'S EXHIBIT 2**  
**STAFFING AND SERVICE PLAN** (per Part 2; Par. C)

1. **STAFFING: Using the Staffing Plan template provided on the following two pages,** Responding Contractors shall provide a documented Staffing Plan that clearly outlines the minimum level of hourly, supervisory and management positions and labor hours to be assigned to this Agreement in order to successfully accomplish to requirements of this Contract. It is understood that the Staffing Plans shall include at least one (1) male and one (1) female non-supervisory employee on duty at all times and should clearly define plans to supplement staffing for the holidays including Easter, Memorial Day, July Fourth, Thanksgiving, Christmas and New Years, **the cost of which shall be included in the Contractor's Price Proposal:**

- ▶ **PEAK TRAVEL PERIODS:** Twenty-four (24) hours per day from 12:01 A.M. on Memorial Day to 11:59 P.M. Labor Day each year during the term of the Agreement.
- ▶ **OFF PEAK TRAVEL PERIOD:** Twenty-four (24) hours per day, from 12:01 A.M. the day after Labor Day to 11:59 P.M. the day before Memorial Day, each year during the term of the Agreement.

2. **NON-ROUTINE SERVICES: Using the Service Plan template provided in Contractor's Exhibit 2,** clearly outline annual schedules and labor hours assigned to accomplish the following non-routine, deep cleaning services, **the cost of which shall be included in the Contractor's Price Proposal:**

- A. Strip clean, wax and buff terrazzo and/or tile floors.
- B. Perform additional floor services per industry recommendations
- C. Shampoo and scrub game room and trucker's lounge carpeted floors.
- D. Pressure wash all sidewalks, patio, patio furniture, exterior trash containers, and dock/dumpster areas.
- E. Clean all window interiors/exterior including high windows.
- F. Dust high ledges and vent covers in food court
- G. Clean and polish service hallway floors.
- H. Shampoo and scrub recessed entry mats.

**See Contractor's Exhibit 3 Schedule of Services and Standards for minimum frequency requirements.** The proposed schedule shall not be less than the minimum frequency of services unless approved by the Commission in writing

**CONTRACTOR'S EXHIBIT 2  
STAFFING PLAN**

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NUMBER OF POSITIONS		FULL YEAR				SUPPLEMENTAL					
# of	SUPERVISORY POSITIONS	Peak > Memorial Day - Labor Day <		Off Peak > Labor Day - Memorial Day <		Supplemental Supervision on and around Holidays					
						Easter	Memorial Day	July 4th	Thanks giving	Christmas	New Years
		<i>Enter combined total number of supervisory hours per line</i>		<i>Enter combined total number of supervisory hours per line</i>							
	Account Manager	<i>Not less than</i>	<i>Not less than</i>	<i>Not less than</i>	<i>Not less than</i>						Addt. Mgmt. Hours
	Site Manager	<i>Not less than</i>	<i>Not less than</i>	<i>Not less than</i>	<i>Not less than</i>						Addt. Mgmt. Hours
	Supervisory Staff	<i>Not less than</i>	<i>Not less than</i>	<i>Not less than</i>	<i>Not less than</i>						Addt. Supervisory Hours
	Other	<i>Not less than</i>	<i>Not less than</i>	<i>Not less than</i>	<i>Not less than</i>						Addt. Supervisory Hours

NUMBER OF POSITIONS		FULL YEAR				SUPPLEMENTAL					
# of	HOURLY POSITIONS	Peak > Memorial Day - Labor Day <		Off Peak > Labor Day - Memorial Day <		Supplemental Staffing on and around Holidays					
						Easter	Memorial Day	July 4th	Thanks giving	Christmas	New Years
		<i>Enter combined total number of labor hours per shift</i>		<i>Enter combined total number of labor hours per shift</i>							
	First Shift 7:00 AM to 3:00 PM	<i>Not less than</i>	<i>Not less than</i>	<i>Not less than</i>	<i>Not less than</i>						Addt. Labor-Hours
	Second Shift 3:00 PM to 11:00 PM	<i>Not less than</i>	<i>Not less than</i>	<i>Not less than</i>	<i>Not less than</i>						Addt. Labor-Hours
	Third Shift 11:00 PM to 7:00 PM	<i>Not less than</i>	<i>Not less than</i>	<i>Not less than</i>	<i>Not less than</i>						Addt. Labor-Hours
	Supplemental	<i>Not less than</i>	<i>Not less than</i>	<i>Not less than</i>	<i>Not less than</i>						Addt. Labor-Hours
	Other	<i>Not less than</i>	<i>Not less than</i>	<i>Not less than</i>	<i>Not less than</i>						Addt. Labor-Hours

1 Supervisory Positions Per ACCOUNT: Specify the combined number of management/supervisory hours dedicated [per "week"] for Peak, Off Peak and Holidays.

2 Hourly Positions Per PLAZA: Specify the number of labor-hours assigned for each shift [per "day"] for Peak, Off Peak and Supplemental Hours for Holidays.

*Note: If no hours are proposed for a particular position or shift, please put a "0" or "N/A" in the appropriate box.*

CONTRACTOR'S EXHIBIT 2  
SERVICE PLAN - SCHEDULE

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NON-ROUTINE SERVICE SCHEDULE

	<u>Jan</u>		<u>Feb</u>		<u>Mar</u>		<u>Apr</u>		<u>May</u>		<u>Jun</u>	
	Date(s)	Labor Hours Assigned	Date(s)	Labor Hours Assigned	Date(s)	Labor Hours Assigned	Date(s)	Labor Hours Assigned	Date(s)	Labor Hours Assigned	Date(s)	Labor Hours Assigned
Strip Clean, Wax, Buff Floors												
Addt. Floor Services												
Shampoo/Scrub Carpets												
Shampoo/Scrub Recessed Entry Mats												
Pressure Wash Walks and Dumpster Pads												
Clean Windows Interior												
Clean Windows Exterior												
Dust High Ledges/Vents												
Clean and Polish Service Hallway												
Other _____												

	<u>Jul</u>		<u>Aug</u>		<u>Sep</u>		<u>Oct</u>		<u>Nov</u>		<u>Dec</u>	
	Date(s)	Labor Hours Assigned	Date(s)	Labor Hours Assigned	Date(s)	Labor Hours Assigned	Date(s)	Labor Hours Assigned	Date(s)	Labor Hours Assigned	Date(s)	Labor Hours Assigned
Strip Clean, Wax, Buff Floors												
Addt. Floor Services												
Shampoo/Scrub Carpets												
Shampoo/Scrub Recessed Entry Mats												
Pressure Wash Walks and Dumpster Pads												
Clean Windows Interior												
Clean Windows Exterior												
Dust High Ledges/Vents												
Clean and Polish Service Hallway												
Other _____												

- 1 Enter the date(s) proposed to perform Non-Routine Services in the month column(s).
- 2 For the date(s) proposed, enter any additional labor-hours assigned to complete the services as scheduled. If no addt. hours are proposed, enter "0" or "N/A".

CONTRACTOR'S  
EXHIBIT 3

**SCHEDULE OF SERVICES AND STANDARDS**

OHIO TURNPIKE AND INFRASTRUCTURE COMMISSION  
REQUEST FOR PROPOSALS FOR JANITORIAL SERVICES  
AT THE MIDDLE RIDGE AND VERMILLION VALLEY  
SERVICE PLAZAS

AGREEMENT 2016 SP-5 JS

**CONTRACTOR'S EXHIBIT 3**  
**SCHEDULE OF SERVICES AND STANDARDS**  
(per RFP PART-2; Par. G; Sec. ii)

By submitting a Proposal, the Responding Contractor acknowledges that the schedule listed in the "MIN. FREQUENCY" column are minimums and that the Contractor will perform any and all "TASKS" with increased frequency when necessary to consistently meet or exceed the "STANDARD".

**AREA OF RESPONSIBILITY: PLAZA EXTERIOR AND GROUNDS**

<b>TASK</b>	<b>STANDARD</b>	<b>MIN. FREQUENCY</b>	<b>SUPPLEMENTAL</b>
Collect and clean all litter from main parking lots and grassy areas.	Areas are free of accumulated debris, litter, trash, and foreign matter. All debris is removed.	Every 8 hours or as needed to meet or exceed the specified Standard.	
Collect and clean trash and litter from truck lot and perimeter fence area.	Paved areas and fencing are free of accumulated debris, litter, trash, and foreign matter. All debris is removed.	Every 8 hours or as needed to meet or exceed the specified Standard.	
Collect and clean trash and litter from RV Lots and bus lots.	RV lot and paved areas are free of dirt, debris, litter, trash, and foreign matter. All debris is removed.	Every 8 hours or as needed to meet or exceed the specified Standard.	
Collect and remove litter from employee lot, grass area and fence.	Lot areas and perimeter are free of accumulated debris, litter, trash, and foreign matter. All debris is removed.	Every 8 hours	
Collect and remove trash from property lines; hill and/or ditch areas.	Lot areas and perimeter are free of accumulated debris, litter, trash, and foreign matter. All debris is removed.	Every 8 hours	
Collect and remove trash and litter from access drive and adjacent property.	Access drive and property areas are free of accumulated debris, litter, trash, and foreign matter. All debris is removed.	Every 8 hours or as needed to meet or exceed the specified Standard.	
Collect and remove trash and debris from all parking lots and curbs.	Parking paved areas are free of accumulated debris, litter, trash, and foreign matter. All debris is removed.	Every 8 hours or as needed to meet or exceed the specified Standard.	
Clean Pet walk/kennel area; free of waste and litter. Replace doggie bags (bags are supplied by Commission).	Pet kennel and adjacent areas are free of accumulated animal waste, debris, litter, trash, and foreign matter. All debris is removed and fresh liners are replaced.	Every 8 hours	
Check that all landscaping, grass and shrub areas are free of trash, litter and cigarette butts.	Landscaped and foliage areas and adjacent areas are free of debris, litter, trash, and foreign matter. Cigarette butts are removed to the appropriate dispensers.	Meet or exceed the specified Standard.	
Clean entry ways of cigarette butts and litter; empty cigarette urns.	Entry ways are free of debris, litter, trash and foreign matter. All debris is removed.	Meet or exceed the specified Standard.	

**CONTRACTOR'S EXHIBIT 3**  
**SCHEDULE OF SERVICES AND STANDARDS**  
(per RFP PART-2; Par. G, Sec. ii)

By submitting a Proposal, the Responding Contractor acknowledges that the schedule listed in the "MIN. FREQUENCY" column are minimums and that the Contractor will perform any and all "TASKS" with increased frequency when necessary to consistently meet or exceed the "STANDARD".

Garbage cans are emptied and cleaned; remove all stickers/vandalism from receptacle.	Trash receptacles and the areas around them are free of dirt and debris. Each receptacle is clean and lined with a clean bag. All trash is transported via caddy to the contractors outside dumpster. No health hazards or unsightly condition is present. Trash may not be visible outside of the container.	Empty when ¾ full	
Clean light posts and handicap posts.	Cleaned surfaces have a clean, uniform appearance, free of streaks, spots, and other evidence of soil and foreign matter. No graffiti, stickers, smudges, fingerprints, marks or other blemishes are present.	3x per week	
Clean mullions, kick plates and door frames.	Cleaned surfaces have a clean, uniform appearance, free of streaks, spots, and other evidence of soil and foreign matter. No graffiti, stickers, smudges, fingerprints, marks or other blemishes are present.	Daily	
Check for stains or spills on all sidewalks; clean as appropriate.	Sidewalk areas are free of dirt, debris, litter, trash, and foreign matter. Stains are spot cleaned.	Daily; meet or exceed the specified Standard.	
All sidewalks are swept, free of gum and stains; (seasonally) snow/ice is removed and walks salted.	Sidewalks are free of gum, tar and stains. Seasonally snow and ice is removed and lightly salted. Excess salt is removed and disposed of.	Continuous to meet or exceed the specified Standard. Increased seasonally for snow and ice.	
Patio area is free of trash and litter; tables and chairs washed.	Patio areas are free of dirt, debris, litter, trash, and foreign matter.	Daily; meet or exceed the specified Standard.	
Check and empty cigarette receptacles regularly; clean exterior as needed.	Cigarette receptacles are emptied and cleaned properly.	Empty when ¾ full	



**CONTRACTOR'S EXHIBIT 3**  
**SCHEDULE OF SERVICES AND STANDARDS**  
(per RFP PART-2; Par. G; Sec. ii)

By submitting a Proposal, the Responding Contractor acknowledges that the schedule listed in the "MIN. FREQUENCY" column are minimums and that the Contractor will perform any and all "TASKS" with increased frequency when necessary to consistently meet or exceed the "STANDARD".

**AREA OF RESPONSIBILITY: PUBLIC LOBBY**

TASK	STANDARD	MIN. FREQUENCY	SUPPLEMENTAL
Clean vestibule entry floors, carpet, windows are clean and gum free.	Floors are free of dust, debris, gum, standing water, odors, and foreign matter. Glass is free of film, dirt, smudges, fingerprints, and other foreign matter.	Every 8 hours	
Clean vestibule entry walls, kick plates, door frames, thresholds and light fixtures.	Fixtures are free of streaks, odor, stains, scale, deposits, splash marks and rust stains.	Daily	
Clean and sanitize all phones and drinking fountains.	Drinking fountains are free of streaks, stains, smudges, scale, spots, gum and other foreign matter. All surfaces are sanitized.	Meet or exceed the specified Standard.	
Sweep, clean and dry lobby floors.	Floors are free of dust, debris, gum, tar, standing water, salt, odors, and foreign matter. Utilize wet floor signs.	Continuous to meet or exceed the specified Standard.	
Ensure that floors are free of trip and slip hazards.	Floors are free of debris, standing water and foreign matter.	Continuous to meet or exceed the specified Standard.	
Machine clean floors including foyer areas.	No wax, dirt or buildup is present underneath bench seating, in corners, along floor edges, or around fixtures such as toilets and lavatory vanities. Floors are free of gum, tar and other materials at all times. Surfaces are free of streaks, splash marks, swirl marks, scuffs, detergent residue, dirt debris, stains, standing water, odors, and mop strands.	Daily	

**CONTRACTOR'S EXHIBIT 3**  
**SCHEDULE OF SERVICES AND STANDARDS**  
(per RFP PART-2; Par. G; Sec. ii)

By submitting a Proposal, the Responding Contractor acknowledges that the schedule listed in the "MIN. FREQUENCY" column are minimums and that the Contractor will perform any and all "TASKS" with increased frequency when necessary to consistently meet or exceed the "STANDARD".

Clean all glass at entries, retail shop exteriors and interior lobby walls (including wall advertisements).	No dust is present on window sides. Glass is free of film, dirt, smudges, water, and other foreign matter at all times. Lobby glass walls are high dusted.	Meet or exceed the specified Standard.	
Clean baseboards, walls, doors vents, ledges, bench seats and pillars.	All flat surface areas are free of dust, debris and foreign matter. No splash marks or dirt buildup is present on baseboards, walls, corners, and edges of floors. No buildup is present on vents, screens, ceilings, and furniture. Doors, walls, and moldings are free of smudges, fingerprints and graffiti.	Daily	
Clean all machines in vending, ATM, game, phone center, Travel Board areas.	Telephones, booths, and machines are free of streaks, stains, smudges, fingerprints, and other foreign matter. Receivers, screens, push pads and equipment are free of buildup.	Daily	
Clean Information Center desk, sweep and mop floor in this area.	After spot-cleaning, flat surfaces have a clean, uniform appearance, free of streaks, spots, and other evidence of soil and foreign matter. No graffiti, stickers, smudges, fingerprints, marks, spills, or other blemishes are present.	Meet or exceed the specified Standard.	
Vacuum and clean game room carpet.	Carpets are free of all visible lint, dirt, debris, and other foreign matter. Stains are spot cleaned.	Daily	
Empty, clean and sanitize trash cans. Replace liners.	Trash cans and adjacent areas are free of accumulated debris, litter, trash, and foreign matter. All debris is removed and fresh liners are replaced.	Empty when ¾ full	
Inspect floor mat conditions to ensure no raised or frayed edges, and that mats are secured. Replace mats as necessary.	Mats are free of all visible lint, dirt, debris, and other foreign matter, including soil under mat. Excess moisture is removed or mats are changed out. Floor mats are in good condition with no fraying, cuts, overlapped or rolled edges.	Daily	

**CONTRACTOR'S EXHIBIT 3**  
**SCHEDULE OF SERVICES AND STANDARDS**  
(per RFP PART-2; Par. G; Sec. ii)

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**AREA OF RESPONSIBILITY: FOOD COURT**

TASK	STANDARD	MIN. FREQUENCY	
Clean vestibule entry floor, carpet (ensure that it is clean and free of gum).	No wax, dirt or buildup is present underneath bench seating, in corners, along floor edges, or around fixtures. Floors are free of gum, tar and other materials at all times. Surfaces are free of streaks, splash marks, swirl marks, scuffs, detergent residue, dirt debris, stains, standing water, odors, and mop strands.	Meet or exceed the specified Standard.	
Clean vestibule entry wall, mullions, kick plates, door frames and thresholds.	Fixtures are free of streaks, odor, stains, scale, deposits, splash marks and rust stains.	Daily	
Clean all light fixtures, vents and ledges.	All surface areas are free of dust, debris and foreign matter. No splash marks or dirt buildup is present on fixtures, walls, ledges, and venting. Equipment is free of smudges, fingerprints and graffiti.	Daily	
Clean and sanitize condiment counters and clean glass.	No dust is present. Counters and glass is free of film, dirt, smudges, water, and other foreign matter.	Continuous to meet or exceed the specified Standard.	
Clean and dust seating partitions, walls and glass.	No dust is present on window sides. Glass is free of film, dirt, smudges, water, and other foreign matter at all times. Walls and partitions are dust free.	Daily	
Clean waste cabinet stations, door flaps and all interior surfaces.	All areas are free of dust, debris and foreign matter. No splash marks or dirt buildup is present on baseboards, side walls, corners, and edges of floors. No buildup is present on door flaps and interior floor. Doors, walls, and moldings are free of smudges, fingerprints and graffiti.	Continuous to meet or exceed specified Standard. Based on volume.	

**CONTRACTOR'S EXHIBIT 3**  
**SCHEDULE OF SERVICES AND STANDARDS**  
(per RFP PART-2; Par. G, Sec. ii)

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Empty, clean and sanitize trash cans. Replace liners.	Trash cans and adjacent areas are free of accumulated debris, litter, trash, and foreign matter. All debris is removed and fresh liners are replaced.	Empty when $\frac{3}{4}$ full.	
Clean and sanitize tables, bases, chair arms, legs, seats and backs.	After spot-cleaning, flat surfaces have a clean, uniform appearance, free of streaks, spots, and other evidence of soil and foreign matter. Approved sanitizer is used in conjunction with towel segregation system. Chrome is polished with no streaking. No visible buildup on bases.	Continuous to meet or exceed specified Standard. Based on volume.	
Clean tile under counters and condiment stand wall.	No dust is present on surface areas and is free of film, dirt, smudges, water, and other foreign matter at all times.	Daily	
Clean baseboards, walls and pillars.	All flat surface areas are free of dust, debris and foreign matter. No splash marks or dirt buildup is present on baseboards, walls, corners, and edges of floors. No buildup is present on vents, screens, walls. Areas are free of smudges, fingerprints and graffiti.	Weekly or as needed.	
Clean radiated heat fixtures and ensure they are spill free.	Fixtures are free of streaks, odor, stains, scale, deposits, splash marks and rust stains.	Daily or as needed	
Clean all interior and exterior glass windows and doors.	No dust is present on window sides. Glass is free of film, dirt, smudges, water, and other foreign matter at all times. Lobby, doors and glass walls are high dusted.	Meet or exceed the specified Standard.	
Sweep and mop floors.	No wax, dirt or buildup is present underneath seating, in corners, along floor edges, or around fixtures such. Floors are free of gum, tar and other materials at all times. Surfaces are free of streaks, splash marks, swirl marks, scuffs, detergent residue, dirt debris, stains, standing water, odors, and mop strands. Utilize wet floor signs.	Continuous to meet or exceed the specified Standard.	

**CONTRACTOR'S EXHIBIT 3**  
**SCHEDULE OF SERVICES AND STANDARDS**  
(per RFP PART-2; Par. G; Sec. ii)

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Machine scrub floors.	Machine scrubbed with cleaning chemicals. Approved safety cones are in use.	Daily	
Clean and sanitize all baby chairs and boosters (as needed).	After spot-cleaning, flat surfaces have a clean, uniform appearance, free of streaks, spots, and other evidence of soil and foreign matter. Approved sanitizer is used in conjunction with towel segregation system.	After each use	

**AREA OF RESPONSIBILITY: TRUCKERS SHOWERS**

TASK	STANDARD	MIN. FREQUENCY	
Clean and dust all light fixtures, vents, walls and ceiling.	All surface areas are free of dust, debris and foreign matter. No splash marks or dirt buildup is present on fixtures, vents, walls and ceiling No buildup is present and is free of smudges, fingerprints and graffiti.	Weekly	
Check and stock all restroom supplies.	Toilet paper, seat tissues, soap and paper towels are stocked and replaced with no shortages of product.	Continuous to meet or exceed the specified Standard.	
Clean and sanitize toilets, rim, seat, inside and outside of bowl.	Toilets, rims and bowls and adjacent areas are free of accumulated debris and foreign matter. All debris is removed. Urinal deodorant screens are replaced. Approved sanitizer is used.	Meet or exceed the specified Standard.	
Clean and sanitize shower stalls/curtains. Replace curtains as needed with commercial grade.	Cleaned surfaces have a clean, uniform appearance, free of streaks, spots, and other evidence of soil and foreign matter. Approved sanitizer is used. Shower curtains are replaced as necessary.	Meet or exceed the specified Standard.	
Clean sink bowl and counter.	Surfaces have a clean, uniform appearance, free of streaks, spots, and other evidence of soil and foreign matter.	Meet or exceed the specified Standard.	

**CONTRACTOR'S EXHIBIT 3**  
**SCHEDULE OF SERVICES AND STANDARDS**  
(per RFP PART-2; Par. G, Sec. ii)

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Clean mirror, sinks, soap and towel dispensers, and fixtures.	All surface areas are free of dust, debris and foreign matter. No splash marks or dirt buildup is present on equipment.	Meet or exceed the specified Standard.	
Clean waste paper container and empty trash. Replace liners.	Trash cans and adjacent areas are free of accumulated debris, litter, trash, and foreign matter. All debris is removed and fresh liners are replaced.	Empty when $\frac{3}{4}$ full	
Empty sanitary container, clean and replace liner.	Sanitary cans and adjacent areas are free of accumulated debris, litter, trash, and foreign matter. All debris is removed and fresh liners are replaced. Approved sanitizer is used in conjunction with supply segregation system.	Meet or exceed the specified Standard.	
Sweep, clean and dry floors.	No wax, dirt or buildup is present underneath bench seating, in corners, along floor edges, or around fixtures such as toilets and lavatory vanities. Floors are free of gum, tar and other materials at all times. Surfaces are free of streaks, splash marks, swirl marks, scuffs, detergent residue, dirt debris, stains, standing water, odors, and mop strands. Mop segregation system in place. Utilize wet floor signs.	After each use if available.	
Scrub floor and shower stalls.	No wax, dirt or buildup is present underneath bench seating, in corners, along floor edges, or around fixtures such as toilets and lavatory vanities. Floors are free of gum, tar and other materials at all times. Surfaces including stainless areas are free of streaks, splash marks, swirl marks, scuffs, detergent residue, dirt debris, stains, standing water, odors, and mop strands. Utilize wet floor signs.	Daily	

**CONTRACTOR'S EXHIBIT 3**  
**SCHEDULE OF SERVICES AND STANDARDS**  
(per RFP PART-2; Par. G; Sec. ii)

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Clean hallway walls, floors, doors frames and handles.	No dust is present on surfaces. Areas are free of film, dirt, smudges, water, and other foreign matter at all times. Areas are high dusted. No wax, dirt or buildup is present underneath in corners, along floor edges, or around fixtures.	Daily	
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**AREA OF RESPONSIBILITY: TRUCKERS LOUNGE AREA**

TASK	STANDARD	MIN. FREQUENCY	
Clean ceiling, vents, and light fixtures.	All surface areas are free of dust, debris and foreign matter. No splash marks or dirt buildup is present on baseboards, walls, corners, and edges of floors. No buildup is present on vents, ceilings and light fixtures. Areas are free of smudges, fingerprints and graffiti.	Weekly	
Clean glass and mullions inside and out.	No dust is present on window sides. Glass is free of film, dirt, smudges, water, and other foreign matter at all times. Lobby glass walls are high dusted.	Weekly	
Clean tables, chairs, game machines and televisions.	Areas are free of streaks, stains, smudges, fingerprints, and other foreign matter. Receivers, screens, push pads and equipment are sanitized and free of buildup.	Daily	
Vacuum carpet and furniture.	Carpets are free of all visible lint, dirt, debris, and other foreign matter. Stains are spot cleaned.	Daily	

**AREA OF RESPONSIBILITY: LAUNDRY AREA**

TASK	STANDARD	MIN. FREQUENCY	
Clean washers, dryers, lint filters.	Areas are free of lint, debris and lint buildup.	Daily	

**CONTRACTOR'S EXHIBIT 3**  
**SCHEDULE OF SERVICES AND STANDARDS**  
(per RFP PART-2; Par. G; Sec. ii)

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Clean sink, table and vending machines.	Sink, table and vending machines are free of streaks, stains, smudges, fingerprints, and other foreign matter. Areas and equipment are sanitized and free of buildup.	Daily	
Clean all light fixtures, vents, walls, ceiling.	All surface areas are free of dust, debris and foreign matter. No splash marks or dirt buildup is present on baseboards, walls, corners, and edges of floors. No buildup is present on vents, lighting screens and ceilings. Doors, walls, and moldings are free of smudges, fingerprints and graffiti.	Weekly	
Clean door frame and glass.	No dust is present on window sides. Glass is free of film, dirt, smudges, water, and other foreign matter at all times. Lobby glass walls are high dusted.	Weekly	
Sweep and mop floor.	No dust is present on surfaces. Areas are free of film, dirt, smudges, water, and other foreign matter at all times. Utilize wet floor signs.	Daily	

**AREA OF RESPONSIBILITY: MENS' RESTROOMS**

TASK	STANDARD	MIN. FREQUENCY	
Clean and polish, stall partitions and brackets.	Partitions and adjacent areas are free of accumulated debris, litter, trash, and foreign matter. All debris is removed. Urinal deodorant screens are replaced. Approved sanitizer is used. All stainless surface areas are free of dust, debris and foreign matter. Areas should be streak free and without swirl marks.	Daily	



**CONTRACTOR'S EXHIBIT 3**  
**SCHEDULE OF SERVICES AND STANDARDS**  
(per RFP PART-2; Par. G; Sec. ii)

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Clean and dust all light fixtures, vents, walls and ceiling.	All surface areas are free of dust, debris and foreign matter. No splash marks or dirt buildup is present on walls, fixtures, and vents. Areas are high dusted.	Weekly	
Clean and sanitize changing table and child seat.	Changing table and child seat and adjacent areas are free of accumulated debris and foreign matter. All debris is removed. Approved sanitizer is used in conjunction with towel segregation system.	After each use.	
Check and stock all toilet paper, seat tissues covers, soap and paper towels.	Toilet paper, seat tissue covers; soap and paper towels are stocked and replaced. There are to be no shortages of product.	Continuous to meet or exceed the specified Standard.	
Clean and sanitize toilets, urinal and rims, seats, inside/outside of bowl, urinal screens in place.	Toilets, rims and bowls and adjacent areas are free of accumulated debris and foreign matter. All debris is removed. Urinal deodorant screens are replaced. Sanitizer is used.	Continuous to meet or exceed the specified Standard. Checked not less than every 1/2 hour.	
Clean sink bowls and counters.	All surface areas are free of dust, debris and foreign matter. No splash marks or dirt buildup is present on equipment. Approved sanitizer is used.	Continuous to meet or exceed the specified Standard. Checked not less than every 1/2 hour.	
Clean mirrors, soap and towel dispensers, and plumbing fixtures.	All surface areas are free of dust, debris and foreign matter. No splash marks or dirt buildup is present on equipment. Approved sanitizer is used.	Continuous to meet or exceed the specified Standard. Checked not less than every 1/2 hour.	
Clean waste paper container and empty trash.	Trash cans and adjacent areas are free of accumulated debris, litter, trash, and foreign matter. All debris is removed and fresh liners are replaced	Empty when ¾ full.	
Sweep, clean and dry floors.	Floors are free of streaks, splash marks, swirl marks, detergent residue, dirt, debris, stains,	Continuous to meet or exceed the specified	

**CONTRACTOR'S EXHIBIT 3**  
**SCHEDULE OF SERVICES AND STANDARDS**  
(per RFP PART-2; Par. G; Sec. ii)

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	standing water, odors, and mop strands. Floors are disinfected and kept dry at all times. Mop segregation system in place. Utilize wet floor signs.	Standard. Checked not less than every 1/2 hour.	
Machine clean floors.	Machine scrubbed with cleaning chemicals. Utilize wet floor signs. Utilize wet floor signs.	Daily	
Check, refill and replace air fresheners.	No unpleasant odors are present.	When empty	
Clean and dust hallway walls, floors, doors and frames.	After spot-cleaning, flat surfaces have a clean, uniform appearance, free of streaks, spots, and other evidence of soil and foreign matter. No graffiti, stickers, smudges, fingerprints, marks, spills, or other blemishes are present.	Weekly	

**AREA OF RESPONSIBILITY: WOMENS RESTROOMS**

TASK	STANDARD	MIN. FREQUENCY	
Clean and polish stainless steel, stall partitions and brackets.	All stainless surface areas are free of dust, debris and foreign matter. No splash marks or dirt buildup. Areas should be streak free and without swirl marks.	Daily	
Clean and dust all light fixtures, vents, walls and ceiling.	All surface areas are free of dust, debris and foreign matter. No splash marks or dirt buildup is present on baseboards, walls, corners, and edges of floors. No buildup is present on vents, lighting screens and ceilings. Doors, walls, and moldings are free of smudges, fingerprints and graffiti.	Weekly	

**CONTRACTOR'S EXHIBIT 3**  
**SCHEDULE OF SERVICES AND STANDARDS**  
(per RFP PART-2; Par. G; Sec. ii)

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Clean and sanitize changing table and child seat.	Changing table and child seat and adjacent areas are free of accumulated debris and foreign matter. All debris is removed. Approved sanitizer is used in conjunction with towel segregation system.	After each use.	
Check and stock all toilet paper, seat tissue covers, soap and paper towels.	Toilet paper, seat tissue covers; soap and paper towels are stocked and replaced. There are no shortages of product.	Continuous to meet or exceed the specified Standard.	
Clean and sanitize toilets, rims, seats, inside and outside of bowl.	Toilets, rims and bowls and adjacent areas are free of accumulated debris and foreign matter. All debris is removed. Appropriate sanitizer is used.	Continuous to meet or exceed the specified Standard. Checked not less than every 1/2 hour.	
Clean sink bowls and counters.	All surface areas are free of dust, debris and foreign matter. No splash marks or dirt buildup is present on equipment. Appropriate sanitizer is used.	Continuous to meet or exceed the specified Standard. Checked not less than every 1/2 hour.	
Clean mirrors, soap and towel dispensers, and fixtures.	All surface areas are free of dust, debris and foreign matter. No splash marks or dirt buildup is present on equipment.	Continuous to meet or exceed the specified Standard. Checked not less than every 1/2 hour.	
Clean waste paper container and empty trash.	Trash cans and adjacent areas are free of accumulated debris, litter, trash, and foreign matter. All debris is removed and fresh liners are replaced.	Empty when $\frac{3}{4}$ full.	
Floors swept, cleaned and dried.	Floors are free of streaks, splash marks, swirl marks, detergent residue, dirt, debris, stains, standing water, odors, and mop strands. Floors are cleaned and kept dry. Mop segregation system in place. Utilize wet	Continuous to meet or exceed the specified Standard. Checked not less than every 1/2 hour.	

**CONTRACTOR'S EXHIBIT 3**  
**SCHEDULE OF SERVICES AND STANDARDS**  
(per RFP PART-2; Par. G, Sec. ii)

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	floor signs.		
Machine clean floors.	Machine scrubbed with cleaning chemicals. Utilize wet floor signs.	Daily	
Check, refill and replace air fresheners.	No unpleasant odors are present.	When empty	
Dust hallway walls, floors, door and frames.	Cleaned surfaces have a clean, uniform appearance, free of streaks, spots, and other evidence of soil and foreign matter. No graffiti, stickers, smudges, fingerprints, marks, spills, or other blemishes are present.	Weekly	
Sanitary napkin dispenser supplied and operational.	Dispenser to be cleaned, filled and in working order.	Daily	
Empty sanitary container, clean and replace liner.	Sanitary cans and adjacent areas are free of accumulated debris, litter, trash, and foreign matter. All debris is removed and fresh liners are replaced. Approved sanitizer is used in conjunction with towel segregation system.	Continuous to meet or exceed the specified Standard.	

**AREA OF RESPONSIBILITY: FAMILY RESTROOM**

TASK	STANDARD	MIN. FREQUENCY	
Clean and sanitize toilet, rim seat,	Toilets, rims and bowls and adjacent areas are free of accumulated debris and foreign matter. All	Continuous to meet or exceed the specified	

**CONTRACTOR'S EXHIBIT 3**  
**SCHEDULE OF SERVICES AND STANDARDS**  
(per RFP PART-2; Par. G; Sec. ii)

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inside and outside of bowl.	debris is removed. Appropriate sanitizer is used.	Standard. Checked not less than every hour.	
Clean and sanitize sink, soap and towel dispensers, and fixtures.	All surface areas are free of dust, debris and foreign matter. No splash marks or dirt buildup is present on equipment. Approved sanitizer is used.	Continuous to meet or exceed the specified Standard. Checked not less than every hour.	
Clean mirror.	Surface areas are free of dust, debris and foreign matter. No splash marks or dirt buildup is present on equipment. Appropriate cleaner is used.	Continuous to meet or exceed the specified Standard. Checked not less than every hour.	
Clean and sanitize changing table and child seat.	Changing table and child seat and adjacent areas are free of accumulated debris and foreign matter. All debris is removed. Approved sanitizer is used in conjunction with towel segregation system.	After each use.	
Clean light fixtures, vents, door frames and handles.	All surface areas are free of dust, debris and foreign matter. No splash marks or dirt buildup is present on baseboards, walls, corners, and edges of floors. No buildup is present on vents, lighting screens and ceilings. Doors, walls, and moldings are free of smudges, fingerprints and graffiti.	Weekly	
Clean walls and ceiling.	All surface areas are free of dust, debris and foreign matter. No splash marks or dirt buildup is present on baseboards, walls, corners, and edges of floors. No buildup is present on vents, lighting screens and ceilings. Doors, walls, and moldings are free of smudges, fingerprints and graffiti.	Weekly	
Sweep, mop floor, and scrub floor.	Floors are free of streaks, splash marks, swirl marks, detergent residue, dirt, debris, stains,	Continuous to meet or exceed the specified	

**CONTRACTOR'S EXHIBIT 3**  
**SCHEDULE OF SERVICES AND STANDARDS**  
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	standing water, odors, and mop strands. Floors are disinfected and kept dry at all times. Mop segregation system is used. Utilize wet floor signs.	Standard. Checked not less than every hour.	
Check and stock all restroom supplies.	Toilet paper, seat tissues, soap and paper towels are stocked and replaced. There are to be no shortages of product.	Continuous to meet or exceed the specified Standard. Checked not less than every hour.	
Empty and clean trash can. Replace liners.	Trash cans and adjacent areas are free of accumulated debris, litter, trash, and foreign matter. All debris is removed and fresh liners are replaced	Empty when $\frac{3}{4}$ full.	
Empty sanitary container, clean and replace liner.	Sanitary cans and adjacent areas are free of accumulated debris, litter, trash, and foreign matter. All debris is removed and fresh liners are replaced. Approved sanitizer is used in conjunction with towel segregation system.	Continuous to meet or exceed the specified Standard.	
Check air freshener, replace as necessary.	No unpleasant odors are present.	When empty.	

**AREA OF RESPONSIBILITY: EMPLOYEE RESTROOM**

TASK	STANDARD	MIN. FREQUENCY	
Clean and polish stainless steel, and stall partitions.	All stainless surface areas are free of dust, debris and foreign matter. No splash marks or dirt buildup. Areas should be streak free and without swirl marks	Daily	
Clean and dust all light fixtures, vents, walls and ceiling.	All surface areas are free of dust, debris and foreign matter. No splash marks or dirt buildup is present on baseboards, walls, corners, and edges of floors. No	Weekly	

**CONTRACTOR'S EXHIBIT 3**  
**SCHEDULE OF SERVICES AND STANDARDS**  
(per RFP PART-2; Par. G, Sec. ii)

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	buildup is present on vents, lighting screens and ceilings. Doors, walls, and moldings are free of smudges, fingerprints and graffiti.		
Check and stock all restroom supplies.	Toilet paper, seat tissues, soap and paper towels are stocked and replaced. There are to be no shortages of product.	Continuous to meet or exceed the specified Standard. Checked not less than every 4 hours.	
Clean and sanitize toilets, urinal rims, seats, inside and outside of bowl, urinal screens.	Urinals, stalls, toilets and partitions and adjacent areas are free of accumulated debris, litter, trash, and foreign matter. All debris is removed. Urinal deodorant screens are replaced. Approved sanitizer is used in conjunction with towel segregation system.	Continuous to meet or exceed the specified Standard. Checked not less than every 4 hours.	
Clean sink bowls and counters.	All surface areas are free of dust, debris and foreign matter. No splash marks or dirt buildup is present on equipment. Appropriate cleaner is used.	Continuous to meet or exceed the specified Standard. Checked not less than every 4 hours.	
Clean mirrors, soap and towel dispensers, and fixtures.	All surface areas are free of dust, debris and foreign matter. No splash marks or dirt buildup is present on equipment. Appropriate cleaner is used.	Daily	
Clean waste paper container and empty trash.	Trash cans and adjacent areas are free of accumulated debris, litter, trash, and foreign matter. All debris is removed and fresh liners are replaced.	Empty when $\frac{3}{4}$ full.	
Sweep and clean floors.	Scrubbed with cleaning chemicals. Utilize wet floor signs.	Continuous to meet or exceed the specified Standard.	
Clean and dust walls, floors, door frames and handles.	All surface areas are free of dust, debris and foreign matter. No splash marks or dirt buildup is present on baseboards, walls, corners, and edges of floors. No buildup is present on vents, lighting screens and	Weekly	

**CONTRACTOR'S EXHIBIT 3**  
**SCHEDULE OF SERVICES AND STANDARDS**  
(per RFP PART-2; Par. G, Sec. ii)

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	ceilings. Doors, walls, and moldings are free of smudges, fingerprints and graffiti.		
Empty sanitary container, clean and replace liner.	Sanitary cans and adjacent areas are free of accumulated debris, litter, trash, and foreign matter. All debris is removed and fresh liners are replaced. Approved sanitizer is used in conjunction with towel segregation system.	Continuous to meet or exceed the specified Standard.	

**AREA OF RESPONSIBILITY: EMPLOYEE BREAK ROOM**

TASK	STANDARD	MIN. FREQUENCY	
Clean all vents, light fixtures, walls, ceiling, door and door frames.	All surface areas are free of dust, debris and foreign matter. No splash marks or dirt buildup is present on baseboards, walls, corners, and edges of floors. No buildup is present on vents, lighting screens and ceilings. Doors, walls, and moldings are free of smudges, fingerprints and graffiti.	Weekly	
Clean and sanitize tables, bases, chair arms, legs, seats and backs.	After spot-cleaning, flat surfaces have a clean, uniform appearance, free of streaks, spots, and other evidence of soil and foreign matter. Approved sanitizer is used in conjunction with towel segregation system.	Weekly	
Empty, clean and sanitize trash can, replace liners.	Trash cans and adjacent areas are free of accumulated debris, litter, trash, and foreign matter. All debris is removed and fresh liners are replaced	Empty when $\frac{3}{4}$ full.	
Sweep and mop floor.	Floors are free of streaks, splash marks, swirl marks, detergent residue, dirt, debris, stains, standing water, odors, and mop strands. Floors are cleaned and kept dry at all times. Utilize wet floor	Weekly	



**CONTRACTOR'S EXHIBIT 3**  
**SCHEDULE OF SERVICES AND STANDARDS**  
(per RFP PART-2; Par. G; Sec. ii)

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	signs.		
Machine scrub floors.	Machine scrubbed with cleaning chemicals. Utilize wet floor signs.	Monthly	
Keep basement hallway free of trash and litter.	Areas are free of accumulated debris, litter, trash, and foreign matter. All debris is removed	Continuous to meet or exceed the specified Standard.	
Sweep and mop hallway.	Areas are free of accumulated debris, litter, trash, and foreign matter. All debris is removed. Utilize wet floor signs.	Continuous to meet or exceed the specified Standard.	
Strip and wax.	Follow generally approved industry standard specific floor care procedures for each floor, i.e. terrazzo, ceramic and general tile.	Semi-annually	
Clean janitorial closets, clean and sanitize mop sink.	Areas are free of accumulated debris, litter, trash, and foreign matter. All debris is removed	Weekly.	
Ensure that storage areas are clean and well maintained.	Areas are free of accumulated debris, litter, trash, and foreign matter. All debris is removed.	Weekly.	

**AREA OF RESPONSIBILITY: REAR HALLWAY**

TASK	STANDARD	MIN. FREQUENCY	
Hallway free of trash and litter. (Vendors responsible for their own trash removal).	Areas are free of accumulated debris, litter, trash, and foreign matter. All debris is removed.	Continuous to meet or exceed the specified Standard.	
Clean ceiling vents, tiles, light fixtures.	All surface areas are free of dust, debris and foreign matter. No splash marks or dirt buildup is present on	Monthly.	

**CONTRACTOR'S EXHIBIT 3**  
**SCHEDULE OF SERVICES AND STANDARDS**  
(per RFP PART-2; Par. G; Sec. ii)

By submitting a Proposal, the Responding Contractor acknowledges that the schedule listed in the "MIN. FREQUENCY" column are minimums and that the Contractor will perform any and all "TASKS" with increased frequency when necessary to consistently meet or exceed the "STANDARD".

	walls, fixtures, and vents. Areas are high dusted.		
Wash walls and baseboards top to bottom.	Areas are stain free with no streaks, swirl or splash marks.	Meet or exceed the specified Standard.	
Clean doors, door frames, handles, glass and threshold.	No dust is present on window sides. Glass is free of film, dirt, smudges, water, and other foreign matter at all times.	Meet or exceed the specified Standard.	
Strip/ wax and polish hallway and facility office floors (as needed).	Follow generally approved strip/ wax industry standards specific to floor care procedures for each floor, i.e. terrazzo, ceramic and general tile.	Every 3 months	
Sweep and mop floor.	Areas are free of accumulated debris, litter, trash, and foreign matter. All debris is removed. Utilize wet floor signs.	Continuous to meet or exceed the specified Standard.	
Machine scrub floors.	Machine scrubbed with cleaning chemicals. Utilize wet floor signs.	Daily	
Clean janitorial closet, clean and sanitize mop sink.	Areas are free of accumulated debris, litter, trash, and foreign matter. All debris is removed.	Weekly.	

**AREA OF RESPONSIBILITY: COMMON STAIRWAY**

TASK	STANDARD	MIN. FREQUENCY	
Clean walls and sanitize handrails and doorknobs.	Areas are stain free with no streaks or swirl marks.	Weekly.	
Sweep, mop and deck scrub landing, steps and ledges.	Areas are free of accumulated debris, litter, trash, and foreign matter. All debris is removed. Utilize wet floor signs.	Weekly.	
Clean doors, door frames, handles.	After spot-cleaning, flat surfaces have a clean, uniform appearance, free of streaks, spots, and other evidence of soil and foreign matter. No graffiti, stickers, smudges, fingerprints, marks, spills, or other	Meet or exceed the specified Standard.	

**CONTRACTOR'S EXHIBIT 3**  
**SCHEDULE OF SERVICES AND STANDARDS**  
(per RFP PART-2; Par. G; Sec. ii)

By submitting a Proposal, the Responding Contractor acknowledges that the schedule listed in the "MIN. FREQUENCY" column are minimums and that the Contractor will perform any and all "TASKS" with increased frequency when necessary to consistently meet or exceed the "STANDARD".

	blemishes are present.		
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**AREA OF RESPONSIBILITY: LOADING DOCK/ELEVATOR**

TASK	STANDARD	MIN. FREQUENCY	
Clean elevator light fixture, wall, door and door track.	Areas are free of accumulated debris, litter, trash, and foreign matter. All debris is removed.	Weekly	
Sweep, vacuum floor - mop floor; shampoo carpet (if installed) as needed.	Areas are free of accumulated debris, litter, trash, and foreign matter. All debris is removed. Stains are spot cleaned. Utilize wet floor signs.	Daily	
Keep loading dock free of trash and litter. (Vendors responsible for their own trash removal).	Areas are free of accumulated debris, litter, trash, and foreign matter. All debris is removed.	Daily	
Clean doors, door frames and door glass.	After spot-cleaning, flat surfaces have a clean, uniform appearance, free of streaks, spots, and other evidence of soil and foreign matter. No graffiti, stickers, smudges, fingerprints, marks, spills, or other blemishes are present.	Meet or exceed the specified Standard.	
Clean walls.	Areas are stain free with no streaks or swirl marks.	Meet or exceed the specified Standard.	
Clean mop sink.	Areas are free of accumulated debris, litter, trash, and foreign matter. All debris is removed.	Daily	
Sweep and mop dock floor.	Areas are free of accumulated debris, litter, trash, and foreign matter. All debris is removed. Stains are spot cleaned. Appropriate safety cones are in use.	Daily	
Machine scrub dock floor.	Machine scrubbed with cleaning chemicals. Utilize	Weekly	

**CONTRACTOR'S EXHIBIT 3**  
**SCHEDULE OF SERVICES AND STANDARDS**  
(per RFP PART-2; Par. G, Sec. ii)

By submitting a Proposal, the Responding Contractor acknowledges that the schedule listed in the "MIN. FREQUENCY" column are minimums and that the Contractor will perform any and all "TASKS" with increased frequency when necessary to consistently meet or exceed the "STANDARD".

	wet floor signs.		
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**AREA OF RESPONSIBILITY: DUMPSTER AREAS/DOCK PIT**

TASK	STANDARD	MIN. FREQUENCY	
Swept and free of visible trash and litter. (Vendors responsible for their own immediate trash areas).	Areas are free of accumulated debris, litter, trash, and foreign matter. All debris is removed.	Continuous to meet or exceed the specified Standard.	
Pit is clean and free of accumulated trash and litter.	Areas are free of accumulated debris, litter, trash, and foreign matter. All debris is removed.	Daily	
Curb free of trash and litter.	Areas are free of accumulated debris, litter, trash, and foreign matter. All debris is removed.	Daily	
Dumpsters in good repair and kept closed.	Periodically cleaned and kept in accordance with Ohio EPA requirements.	Continuous to meet or exceed specified Standard.	

**AREA OF RESPONSIBILITY: CONTRACTORS PERSONNEL**

TASK	STANDARD	MIN. FREQUENCY	
Proper uniforms being worn (neat and clean).	Uniforms should be of normal general order approved by janitorial company.	Constantly	
Company name visible on uniforms and equipment.	Uniforms specifically identifiable by company logo and or name	Constantly	

**CONTRACTOR'S EXHIBIT 3**  
**SCHEDULE OF SERVICES AND STANDARDS**  
(per RFP PART-2; Par. G; Sec. ii)

By submitting a Proposal, the Responding Contractor acknowledges that the schedule listed in the "MIN. FREQUENCY" column are minimums and that the Contractor will perform any and all "TASKS" with increased frequency when necessary to consistently meet or exceed the "STANDARD".

**AREA OF RESPONSIBILITY: CONTRACTOR'S SUPERVISORY STAFF**

TASK	STANDARD	MIN. FREQUENCY	
Contractor's Supervisor meets with Commission's Plaza Manager to review Janitorial operations and plans.	A regular meeting is held addressing performance, duties and projects.	Weekly	
Verify MSDS sheets are available for all products used.	Match the chemicals received from invoicing and visual review with the MSDS booklet. All should have specific MSDS forms.	Upon each receipt of supplies.	
Verify all bottles used for cleaning products are labeled appropriately.	All cleaning dispensers have company manufactured chemical labeling. No handwritten labels.	Continuous to meet the Standards.	
Commission's Manager and Contractor review equipment supplies and replacements.	Refer to the Annual Plan requirement of the contract.	Semi-annually	
Meet with Commission's Plaza Manager to review and sign off on monthly hour billing reports.	Monthly hours billing report verified and signed by both OTC and Janitorial supervisory representative.	Monthly	

**CONTRACTOR'S EXHIBIT 3**  
**SCHEDULE OF SERVICES AND STANDARDS**  
(per RFP PART-2; Par. G; Sec. ii)

By submitting a Proposal, the Responding Contractor acknowledges that the schedule listed in the "MIN. FREQUENCY" column are minimums and that the Contractor will perform any and all "TASKS" with increased frequency when necessary to consistently meet or exceed the "STANDARD".

**AREA OF RESPONSIBILITY: SCHEDULED FUNCTIONS**

<b>TASK</b>	<b>STANDARD</b>	<b>MIN. FREQUENCY</b>	
Strip clean, wax and buff terrazzo and/or tile floors.	Follow approved strip/ wax industry standards specific to floor care procedures for each floor, i.e. terrazzo, ceramic and general tile.	Not Less Than 2x Annually. Seasonally adjusted.	Per Contractor's Exhibit 2 Service Schedule
Clean and buff terrazzo and/or tile floors.	Follow approved industry standards specific to floor care procedures for each floor, i.e. terrazzo, ceramic and general tile.	Not Less Than 2x Annually. Seasonally adjusted.	Per Contractor's Exhibit 2 Service Schedule
Shampoo and scrub game room and trucker's lounge carpeted floors.	Spot clean and remove staining.	Quarterly	Per Contractor's Exhibit 2 Service Schedule
Remove gum and foreign materials from dining area furniture.	All foreign materials removed from tables, chairs and high chair furniture.	Monthly	
Inspect condition of dumpsters and lids. Order replacement dumpsters as necessary.	Periodically cleaned and kept in accordance with Ohio EPA standards and recommendations for waste water run off.	Continuous to meet or exceed specified Standard.	
Pressure wash all sidewalks, patio, patio furniture and dock/dumpster areas (may be required more frequently).	High pressure power washing equipment is used with a hot water and chemical application. Duties to be completed during low traffic times.	Not Less Than 2x Annually. Seasonally adjusted.	Per Contractor's Exhibit 2 Service Schedule
Clean all window interiors and exteriors including high windows.	Windows to be free of dust, dirt and streaking.	Not Less Than 2x Annually. Seasonally adjusted.	Per Contractor's Exhibit 2 Service Schedule
Buff floors and clean behind vending machines.	Coordinate with Plaza manager. (Vending operator to physically move out and return) Areas should be free of dust and build up.	Not less than Annually	
Dust high ledges and vent covers in food court.	General high dusting of all areas including high venting and high ledges.	Not less than 2x Annually.	Per Contractor's Exhibit 2 Service Schedule
Shampoo and scrub recessed entry mats.	Spot clean and remove staining.	Not less than 3x Annually. Seasonally adjusted.	Per Contractor's Exhibit 2 Service Schedule
Clean and organize storerooms.	Supplies are properly stored in an organized fashion. General order kept including chemical, propane and fuel segregation.	Continuously	

**EXHIBIT A**

**AREAS OF RESPONSIBILITY**

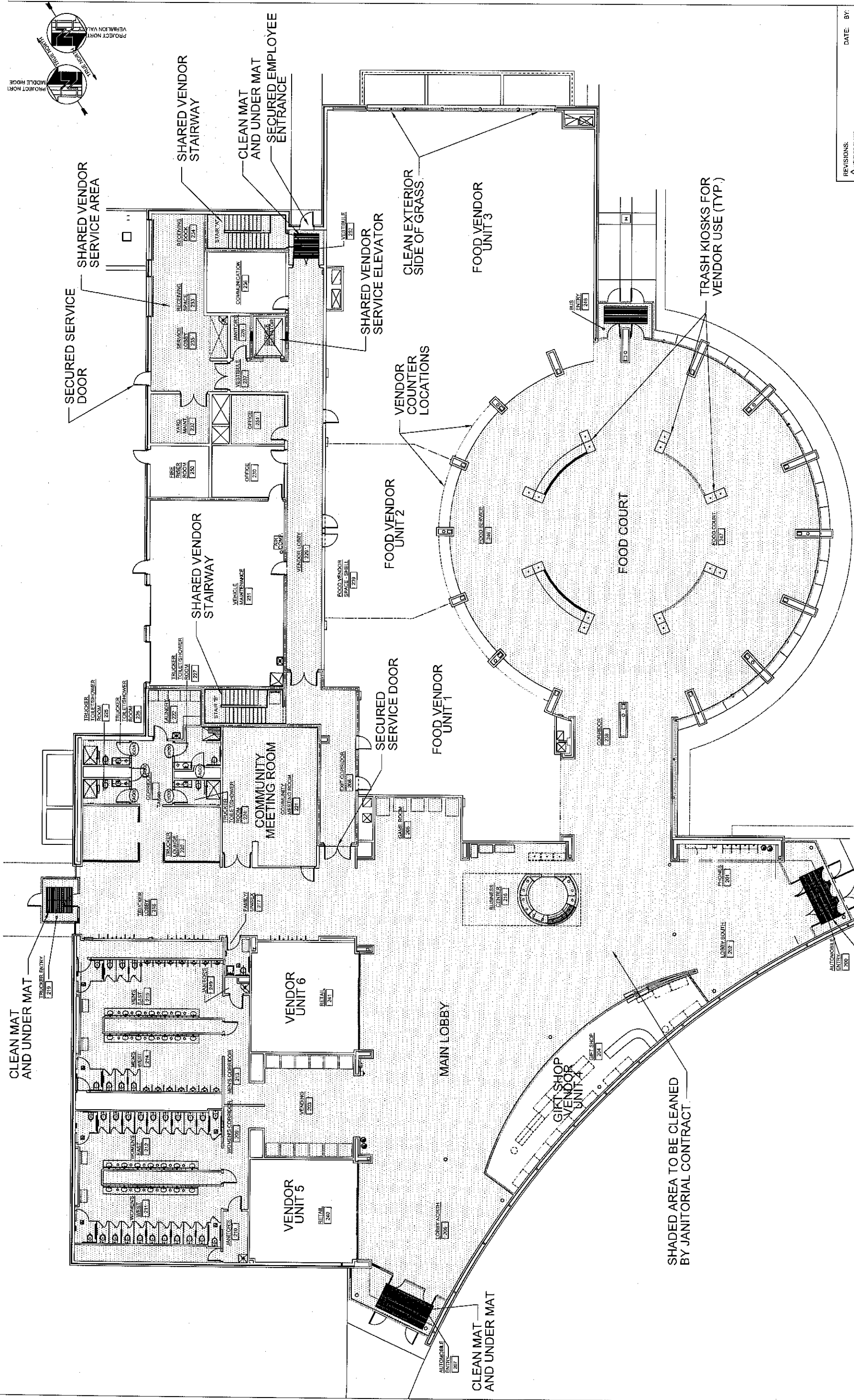
**OHIO TURNPIKE AND INFRASTRUCTURE COMMISSION  
REQUEST FOR PROPOSALS FOR JANITORIAL SERVICES  
AT THE MIDDLE RIDGE AND VERMILLION VALLEY  
SERVICE PLAZAS**

**AGREEMENT 2016 SP-5 JS**







[illegible]

TOTAL FIRST FLOOR AREA TO BE CLEANED  
BY JANITORIAL CONTRACT = 20,679 SF

**EXHIBIT B**

**VENDOR INFORMATION PACKAGE**

**OHIO TURNPIKE AND INFRASTRUCTURE COMMISSION  
REQUEST FOR PROPOSALS FOR JANITORIAL SERVICES  
AT THE MIDDLE RIDGE AND VERMILLION VALLEY  
SERVICE PLAZAS**

**AGREEMENT 2016 SP-5 JS**

**OHIO TURNPIKE COMMISSION: EXHIBIT B**  
**VEHICLES TRAVELED - MONTH TO DATE**

		% Change		% Change		% Change		% Change		% Change		% Change		% Change		% Change	
		2015	vs. 2014	2014	vs. 2013	2013	vs. 2012	2012	vs. 2011	2011	vs. 2010	2010	vs. 2009	2009	vs. 2008	2008	vs. 2007
January	Passenger	2,791,548	10.13%	2,534,817	-6.34%	2,706,353	2.56%	2,638,768	2.13%	2,583,824	2.26%	2,526,825	0.92%	2,503,899	-8.62%	2,740,237	-0.6%
	Commercial	842,351	2.44%	822,285	-2.34%	841,948	6.77%	788,564	3.46%	762,162	6.28%	717,101	-3.19%	740,698	-16.34%	885,405	0.5%
	Total	3,633,899	8.25%	3,357,102	-5.39%	3,548,301	3.53%	3,427,332	2.43%	3,345,986	3.15%	3,243,926	-0.02%	3,244,597	-10.51%	3,625,642	-0.3%
February	Passenger	2,519,065	1.06%	2,492,660	-0.23%	2,498,426	-5.19%	2,635,139	9.99%	2,395,720	3.57%	2,313,120	-6.76%	2,480,695	-5.54%	2,626,095	7.0%
	Commercial	803,046	2.30%	784,977	2.08%	769,014	-2.80%	791,193	9.79%	720,615	2.85%	700,622	-1.33%	710,068	-16.42%	849,593	3.8%
	Total	3,322,111	1.36%	3,277,637	0.31%	3,267,440	-4.64%	3,426,332	9.95%	3,116,335	3.40%	3,013,742	-5.55%	3,190,763	-8.20%	3,475,688	6.2%
March	Passenger	3,185,141	6.53%	2,990,006	-2.36%	3,062,222	0.71%	3,040,696	3.02%	2,951,446	0.14%	2,947,201	1.02%	2,917,579	-1.67%	2,967,140	-3.6%
	Commercial	937,118	6.16%	882,780	3.51%	852,869	-2.25%	872,500	-0.11%	873,420	5.33%	829,261	5.07%	789,261	-10.90%	885,779	-7.6%
	Total	4,122,259	6.44%	3,872,786	-1.08%	3,915,091	0.05%	3,913,196	2.31%	3,824,866	1.28%	3,776,462	1.88%	3,706,840	-3.79%	3,852,919	-4.6%
April <i>Easter Holiday 2005, 2010, 2011, 2012</i>	Passenger	3,410,952	5.10%	3,245,551	4.17%	3,115,742	-0.81%	3,141,332	1.49%	3,095,249	-1.06%	3,128,258	1.10%	3,094,260	0.83%	3,068,859	-3.5%
	Commercial	949,969	3.61%	916,904	2.93%	890,778	5.82%	841,774	1.51%	829,239	0.67%	823,755	3.15%	798,577	-15.38%	943,689	2.3%
	Total	4,360,921	4.77%	4,162,455	3.89%	4,006,520	0.59%	3,983,106	1.49%	3,924,488	-0.70%	3,952,013	1.52%	3,892,837	-2.98%	4,012,548	-2.2%
May	Passenger	3,801,798	4.43%	3,640,537	2.07%	3,566,599	2.32%	3,485,892	4.73%	3,328,417	-2.28%	3,406,065	-0.17%	3,411,838	0.08%	3,409,000	-2.2%
	Commercial	972,413	2.55%	948,205	0.17%	946,626	2.39%	924,520	6.82%	865,489	2.36%	846,560	2.32%	826,381	-14.21%	963,285	-5.6%
	Total	4,774,211	4.04%	4,588,742	1.67%	4,513,225	2.33%	4,410,412	5.16%	4,193,906	-1.36%	4,251,625	0.32%	4,238,219	-3.07%	4,372,285	-3.0%
June	Passenger	3,889,121	2.31%	3,801,145	2.96%	3,691,844	-1.08%	3,732,179	3.92%	3,591,250	-1.64%	3,651,167	1.58%	3,594,284	0.72%	3,568,598	-5.1%
	Commercial	1,002,738	4.22%	962,168	5.19%	914,657	-0.22%	916,681	-0.29%	919,360	2.57%	896,338	2.68%	872,973	-9.81%	967,896	-5.4%
	Total	4,891,859	2.70%	4,763,313	3.40%	4,606,501	-0.91%	4,648,860	3.06%	4,510,610	-0.81%	4,547,505	1.80%	4,467,257	-1.53%	4,536,494	-5.1%
July	Passenger	4,316,057	4.21%	4,141,680	2.63%	4,035,358	1.19%	3,988,024	-1.69%	4,056,698	-1.09%	4,101,463	3.16%	3,975,936	0.21%	3,967,450	-3.0%
	Commercial	1,016,300	3.04%	986,348	6.27%	928,171	3.50%	896,807	2.88%	871,690	-1.42%	884,246	-0.65%	890,060	-8.95%	977,510	-0.8%
	Total	5,332,357	3.98%	5,128,028	3.31%	4,963,529	1.61%	4,884,831	-0.88%	4,928,388	-1.15%	4,985,709	2.46%	4,865,996	-1.60%	4,944,960	-2.6%
August	Passenger	4,204,504	-0.10%	4,208,615	2.03%	4,125,064	3.16%	3,998,554	0.57%	3,976,048	-1.43%	4,033,623	1.74%	3,964,751	-3.15%	4,093,844	-1.3%
	Commercial	1,007,227	2.62%	981,537	0.99%	971,920	-0.13%	973,150	1.20%	961,612	4.29%	922,077	1.49%	908,514	-9.02%	998,639	-7.4%
	Total	5,211,731	0.42%	5,190,152	1.83%	5,096,984	2.52%	4,971,704	0.69%	4,937,660	-0.36%	4,955,700	1.69%	4,873,265	-4.30%	5,092,483	-2.6%
September	Passenger			3,396,517	1.39%	3,349,847	1.98%	3,284,865	-3.23%	3,394,613	1.05%	3,359,193	0.65%	3,337,507	3.68%	3,219,149	-7.2%
	Commercial			949,572	7.32%	884,784	3.52%	854,700	-4.41%	894,116	2.25%	874,407	-0.73%	880,811	-8.19%	959,364	0.9%
	Total			4,346,089	2.63%	4,234,631	2.30%	4,139,565	-3.48%	4,288,729	1.30%	4,233,600	0.36%	4,218,318	0.95%	4,178,513	-5.4%
October	Passenger			3,524,442	3.85%	3,393,698	2.90%	3,298,175	-2.67%	3,388,817	0.20%	3,382,047	4.26%	3,243,865	-2.72%	3,334,671	-4.0%
	Commercial			994,800	3.92%	957,318	3.81%	922,177	3.43%	891,584	1.41%	879,219	3.52%	849,286	-13.97%	987,192	-4.9%
	Total			4,519,242	3.87%	4,351,016	3.10%	4,220,352	-1.40%	4,280,401	0.45%	4,261,266	4.11%	4,093,151	-5.29%	4,321,863	-4.2%
November	Passenger			3,153,773	2.26%	3,084,065	-2.55%	3,164,636	-0.10%	3,167,815	1.18%	3,130,785	2.91%	3,042,150	-0.48%	3,056,786	-5.5%
	Commercial			839,772	1.89%	824,183	-2.76%	847,617	1.69%	833,561	4.15%	800,358	9.72%	729,432	-8.33%	795,739	-11.9%
	Total			3,993,545	2.18%	3,908,248	-2.59%	4,012,253	0.27%	4,001,376	1.79%	3,931,143	4.23%	3,771,582	-2.10%	3,852,525	-6.9%
December	Passenger			3,215,290	3.28%	3,113,250	3.45%	3,009,468	-2.78%	3,095,653	6.01%	2,920,087	-0.33%	2,929,893	-1.83%	2,984,465	-0.6%
	Commercial			854,082	8.49%	787,281	4.09%	756,375	-5.16%	797,501	1.89%	782,715	6.21%	736,943	-3.18%	761,141	-6.3%
	Total			4,069,372	4.33%	3,900,531	3.58%	3,765,843	-3.27%	3,893,154	5.14%	3,702,802	0.98%	3,666,836	-2.10%	3,745,606	-1.8%
YTD Totals	Passenger			40,345,033	1.52%	39,742,468	0.82%	39,417,728	1.00%	39,025,550	0.32%	38,899,834	1.05%	38,496,657	-1.38%	39,036,294	-2.7%
	Commercial			10,923,430	3.35%	10,569,549	1.77%	10,386,058	1.62%	10,220,349	2.66%	9,955,659	2.29%	9,733,004	-11.32%	10,975,232	-3.7%
	Total			51,268,463	1.90%	50,312,017	1.02%	49,803,786	1.13%	49,245,899	0.80%	48,855,493	1.3%	48,229,661	-3.6%	50,011,526	-2.9%

**OHIO TURNPIKE COMMISSION: EXHIBIT B**  
**VEHICLES TRAVELED - MONTH TO DATE**

		% Change		% Change		% Change		% Change		% Change		% Change		% Change		
		2007	vs. 2006	2006	vs. 2005	2005	vs. 2004	2004	vs. 2003	2003	vs. 2002	2002	vs. 2001	2001	vs. 2000	2000
January	Passenger	2,757,165	-1.1%	2,789,001	4.4%	2,670,960	2.2%	2,614,137	1.9%	2,565,359	0.9%	2,542,543	6.0%	2,398,418	2.3%	2,345,209
	Commercial	881,167	1.9%	864,776	10.8%	780,759	14.8%	680,178	-1.2%	688,368	2.8%	669,593	-3.4%	692,927	0.2%	691,526
	Total	3,638,332	-0.4%	3,653,777	5.9%	3,451,719	4.8%	3,294,315	1.2%	3,253,727	1.3%	3,212,136	3.9%	3,091,345	1.8%	3,036,735
February	Passenger	2,455,410	-7.0%	2,641,231	0.1%	2,639,627	-0.6%	2,656,244	12.6%	2,359,020	-1.8%	2,402,713	4.4%	2,301,924	-1.2%	2,329,711
	Commercial	818,221	-1.8%	833,021	6.6%	781,187	12.9%	691,980	7.4%	644,084	0.8%	639,111	0.3%	637,119	-11.2%	717,112
	Total	3,273,631	-5.8%	3,474,252	1.6%	3,420,814	2.2%	3,348,224	11.5%	3,003,104	-1.3%	3,041,824	3.5%	2,939,043	-3.5%	3,046,823
March <i>Easter Holiday</i> 2005, 2010	Passenger	3,078,880	-0.7%	3,100,363	-1.2%	3,137,989	4.3%	3,010,008	5.0%	2,865,778	-0.5%	2,880,602	6.4%	2,708,273	-1.2%	2,740,214
	Commercial	958,953	-3.5%	993,486	9.7%	905,773	12.4%	805,927	12.1%	719,107	-0.3%	721,329	-2.6%	740,409	-8.3%	807,629
	Total	4,037,833	-1.4%	4,093,849	1.2%	4,043,762	6.0%	3,815,935	6.4%	3,584,885	-0.5%	3,601,931	4.4%	3,448,682	-2.8%	3,547,843
April <i>Easter Holiday</i> 2006, 2007, 2009	Passenger	3,180,186	-0.6%	3,197,912	3.2%	3,098,485	-4.3%	3,239,261	6.1%	3,052,551	3.6%	2,947,435	2.4%	2,878,145	0.4%	2,866,962
	Commercial	922,786	-0.8%	930,440	2.8%	904,826	13.5%	797,032	7.1%	743,898	-1.9%	758,158	4.6%	724,838	-3.7%	752,461
	Total	4,102,972	-0.6%	4,128,352	3.1%	4,003,311	-0.8%	4,036,293	6.3%	3,796,449	2.5%	3,705,593	2.8%	3,602,983	-0.5%	3,619,423
May	Passenger	3,486,071	1.4%	3,437,725	-3.4%	3,559,566	1.9%	3,493,319	1.7%	3,433,960	1.9%	3,369,184	6.2%	3,173,958	-0.6%	3,194,360
	Commercial	1,020,317	-0.6%	1,026,634	8.6%	945,562	15.7%	817,514	4.8%	780,230	-4.2%	814,015	1.9%	798,663	-3.0%	823,379
	Total	4,506,388	0.9%	4,464,359	-0.9%	4,505,128	4.5%	4,310,833	2.3%	4,214,190	0.7%	4,183,199	5.3%	3,972,621	-1.1%	4,017,739
June	Passenger	3,758,423	1.2%	3,714,094	-2.2%	3,798,171	1.9%	3,728,846	2.6%	3,633,205	0.0%	3,632,895	5.2%	3,454,091	1.1%	3,416,500
	Commercial	1,023,078	-3.9%	1,064,796	5.8%	1,006,682	15.1%	874,603	9.6%	797,730	-2.5%	817,820	1.9%	802,319	-5.2%	846,592
	Total	4,781,501	0.1%	4,778,890	-0.5%	4,804,853	4.4%	4,603,449	3.9%	4,430,935	-0.4%	4,450,715	4.6%	4,256,410	-0.2%	4,263,092
July	Passenger	4,090,430	0.8%	4,056,158	-4.2%	4,232,136	0.7%	4,204,630	2.6%	4,096,414	1.4%	4,038,238	3.8%	3,891,935	1.4%	3,837,533
	Commercial	984,975	2.9%	957,328	1.9%	939,439	10.0%	854,398	4.0%	821,483	-0.6%	826,667	7.0%	772,576	0.4%	769,124
	Total	5,075,405	1.2%	5,013,486	-3.1%	5,171,575	2.2%	5,059,028	2.9%	4,917,897	1.1%	4,864,905	4.3%	4,664,511	1.3%	4,606,657
August	Passenger	4,148,987	1.8%	4,074,622	-0.3%	4,086,637	-1.8%	4,161,947	-2.4%	4,263,815	2.0%	4,180,534	4.5%	3,998,600	2.7%	3,893,315
	Commercial	1,078,881	-1.3%	1,092,677	4.4%	1,046,180	16.8%	896,031	6.0%	845,152	-4.3%	882,923	2.7%	859,294	-3.8%	893,207
	Total	5,227,868	1.2%	5,167,299	0.7%	5,132,817	1.5%	5,057,978	-1.0%	5,108,967	0.9%	5,063,457	4.2%	4,857,894	1.5%	4,786,522
September	Passenger	3,467,983	0.7%	3,442,630	3.1%	3,338,110	-4.1%	3,479,067	5.9%	3,286,266	-1.1%	3,321,471	4.6%	3,175,400	0.5%	3,158,772
	Commercial	951,014	-3.3%	983,576	3.1%	953,590	8.6%	878,468	9.6%	801,666	2.1%	785,182	5.8%	742,081	-5.6%	785,940
	Total	4,418,997	-0.2%	4,426,206	3.1%	4,291,700	-1.5%	4,357,535	6.6%	4,087,932	-0.5%	4,106,653	4.8%	3,917,481	-0.7%	3,944,712
October	Passenger	3,473,597	1.5%	3,420,923	1.7%	3,363,220	-3.2%	3,475,070	1.9%	3,409,306	3.7%	3,288,336	6.7%	3,082,941	2.0%	3,022,695
	Commercial	1,038,253	1.8%	1,020,222	4.9%	972,495	7.8%	901,742	6.4%	847,749	1.9%	831,714	5.8%	786,098	-4.4%	822,152
	Total	4,511,850	1.6%	4,441,145	2.4%	4,335,715	-0.9%	4,376,812	2.8%	4,257,055	3.3%	4,120,050	6.5%	3,869,039	0.6%	3,844,847
November	Passenger	3,235,530	-0.1%	3,239,876	2.7%	3,154,537	-1.9%	3,215,688	-1.6%	3,163,505	6.8%	2,961,925	-2.0%	3,021,520	6.7%	2,831,530
	Commercial	902,905	-1.6%	917,870	1.3%	906,503	11.8%	811,059	15.0%	705,408	1.0%	698,351	1.0%	691,721	-4.9%	727,454
	Total	4,138,435	-0.5%	4,157,746	2.4%	4,061,040	0.9%	4,026,747	4.1%	3,868,913	5.7%	3,660,276	-1.4%	3,713,241	4.3%	3,558,984
December	Passenger	3,001,393	-4.8%	3,154,240	2.8%	3,069,558	-0.5%	3,085,558	0.6%	3,066,583	0.6%	3,048,064	3.3%	2,950,615	11.2%	2,652,450
	Commercial	811,919	-2.2%	830,247	-3.2%	857,505	9.0%	786,797	13.8%	691,666	6.7%	648,066	5.2%	615,977	-5.1%	649,164
	Total	3,813,312	-4.3%	3,984,487	1.5%	3,927,063	1.4%	3,872,355	3.0%	3,758,249	1.7%	3,696,130	3.6%	3,566,592	8.0%	3,301,614
YTD Totals	Passenger	40,134,055	-0.3%	40,268,775	0.3%	40,148,996	-0.5%	40,363,775	3.0%	39,195,762	1.5%	38,613,940	4.3%	37,035,820	2.1%	36,289,251
	Commercial	11,392,469	-1.1%	11,515,073	4.7%	11,000,501	12.3%	9,795,729	7.8%	9,086,541	-0.1%	9,092,929	2.6%	8,864,022	-4.5%	9,285,740
	Total	51,526,524	-0.5%	51,783,848	1.2%	51,149,497	2.0%	50,159,504	3.9%	48,282,303	1.2%	47,706,869	3.9%	45,899,842	0.7%	45,574,991

Ohio Turnpike Commission  
Restaurant Sales  
2012

**EXHIBIT B**

Loc.	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Totals
1800 Indian Meadow													
Burger King	68,779	64,282	82,801	98,918	115,257	150,275	179,471	164,358	108,108	104,258	108,252	98,341	1,343,099
Sbarro's	41,381	40,680	59,160	73,254	85,942	107,079	126,042	121,738	77,424	73,308	78,654	70,468	955,130
Starbucks	43,226	42,155	57,659	68,069	83,161	101,191	118,066	115,659	81,724	81,387	84,212	77,188	953,697
	153,386	147,117	199,620	240,241	284,360	358,545	423,579	401,755	267,256	258,953	271,117	245,997	3,251,926
1801 Tiffin River													
Burger King	57,441	54,095	74,215	85,459	100,980	123,796	156,354	138,571	93,008	91,221	102,292	92,012	1,169,445
Sbarro's	37,445	35,634	53,456	62,962	77,820	99,169	119,801	111,969	70,566	66,658	68,348	60,068	863,894
Starbucks	40,519	36,067	52,091	60,252	75,872	91,514	108,638	103,736	73,422	70,604	79,200	72,888	864,803
	135,405	125,795	179,762	208,673	254,672	314,479	384,793	354,276	236,995	228,482	249,840	224,968	2,898,142
1802 Oak Openings	0	0	0	0	0	0	0	0	0	0	0	0	0
1803 Fallen Timbers	0	0	0	0	0	0	0	0	0	0	0	0	0
1804 Blue Heron													
Hardee's	69,594	68,336	84,416	98,542	109,414	133,354	256,619	150,153	101,532	99,534	98,390	90,043	1,359,926
Mancino's	10,394	10,177	15,784	22,424	23,246	32,556	39,534	37,946	19,669	19,829	18,038	16,328	265,925
Gloria Jean's Coffees	25,597	24,895	31,158	38,327	42,672	55,505	63,626	62,378	43,302	42,616	40,298	38,258	508,632
	105,585	103,408	131,357	159,293	175,333	221,415	359,779	250,477	164,502	161,979	156,726	144,629	2,134,482
1805 Wyandot													
Hardee's	99,811	96,654	124,946	140,489	160,819	196,869	225,064	214,977	150,981	147,564	144,805	133,935	1,836,913
Mancino's	13,255	16,044	25,977	30,588	32,856	46,765	54,447	51,195	33,522	31,994	31,503	26,600	394,746
Gloria Jean's Coffees	34,819	34,608	43,826	50,401	59,722	75,688	90,619	89,165	59,276	59,274	57,943	53,329	708,670
	147,886	147,305	194,749	221,479	253,396	319,322	370,130	355,337	243,779	238,831	234,251	213,864	2,940,329
1806 Erie Islands													
Starbucks	57,210	54,880	68,772	84,058	92,615	109,734	122,496	126,136	94,773	94,871	86,602	85,588	1,077,736
Sbarro	45,184	42,367	60,540	74,585	80,927	104,929	116,079	112,807	70,538	70,881	72,731	64,801	916,368
Cinnabon	8,822	8,627	10,932	15,262	13,509	17,426	19,548	18,704	13,230	13,952	11,814	8,902	160,729
Burger King	85,379	79,721	101,524	123,555	135,917	162,925	187,811	179,611	121,336	120,335	118,101	106,996	1,523,212
Carvel Ice Cream	1,041	1,772	3,852	5,834	7,507	10,432	8,890	8,723	6,088	4,590	3,404	1,713	63,847
Einstein Bagels	28,840	27,899	36,088	47,528	50,127	63,396	74,396	72,410	51,278	52,195	54,400	50,540	609,096
	226,477	215,266	281,708	350,822	380,603	468,841	529,220	518,391	357,243	356,825	347,052	318,539	4,350,988
1807 Commodore Perry													
Starbucks	55,571	54,158	68,107	79,031	74,494	78,824	91,273	88,419	67,470	69,863	86,406	87,696	901,311
Sbarro	41,441	42,072	59,979	71,513	67,057	76,177	85,623	82,848	50,725	51,862	68,642	60,617	758,556
Cinnabon	6,608	7,445	10,572	13,773	12,794	13,529	14,407	15,062	9,562	9,619	12,444	10,315	136,130
Burger King	73,486	68,580	86,274	105,424	96,062	109,313	130,057	127,273	79,038	82,888	109,940	99,943	1,168,277
Carvel Ice Cream	1,180	1,727	3,426	5,459	5,981	7,388	6,401	4,055	3,264	2,791	3,049	1,684	46,403
Einstein Bagels	28,060	27,179	37,825	47,396	46,985	50,951	61,886	59,206	35,739	38,883	56,704	51,386	542,201
	206,347	201,160	266,183	322,596	303,373	336,182	389,647	376,862	245,798	255,906	337,184	311,641	3,552,879

Ohio Turnpike Commission  
Restaurant Sales  
2012

**EXHIBIT B**

Loc.	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Totals
1808 Middle Ridge													
Popeyes	42,669	46,473	56,909	67,455	73,931	83,222	93,555	93,268	68,823	68,604	69,287	56,115	820,312
Manchu Wok	11,818	10,763	15,367	16,189	19,355	19,052	21,257	18,255	14,445	12,396	14,447	11,830	185,172
Starbucks	54,929	52,698	65,364	75,939	88,803	96,746	108,649	107,836	85,139	84,142	85,403	82,013	987,661
Burger King	75,631	70,243	86,518	103,966	114,710	126,532	142,971	137,952	103,832	104,900	107,930	103,121	1,278,307
Hershey Ice Cream	1,778	2,249	3,350	5,375	7,890	10,245	11,870	10,476	5,800	4,253	3,864	2,404	69,553
Panera Bread	103,249	93,530	119,646	148,348	170,436	197,269	232,590	227,664	164,651	171,458	171,300	150,979	1,951,118
	290,074	275,956	347,155	417,271	475,124	533,066	610,891	595,450	442,690	445,753	452,230	406,463	5,292,123
1809 Vermilion Valley													
Popeyes	43,343	46,356	59,494	60,986	82,484	97,564	112,387	108,783	75,818	73,117	68,845	57,944	887,121
Great Steak	13,546	13,955	19,201	21,085	29,472	37,426	40,573	39,374	25,602	25,307	21,236	17,984	304,760
Starbucks	49,359	47,094	64,690	70,685	94,030	107,152	121,264	119,019	89,394	84,744	80,570	77,469	1,005,471
Burger King	63,524	59,319	79,150	90,203	113,917	140,186	157,750	146,914	102,427	95,287	92,344	86,948	1,227,969
Hershey Ice Cream	1,479	1,980	3,306	4,365	8,077	12,147	14,567	12,088	6,365	4,312	3,066	2,145	73,898
Panera Bread	104,868	96,421	131,073	151,845	201,235	246,826	293,750	273,983	193,634	192,713	182,495	167,505	2,236,347
	276,118	265,125	356,915	399,168	529,214	641,301	740,291	700,161	493,241	475,480	448,556	409,996	5,735,567
1810 Great Lakes													
Starbucks	30,281	27,515	36,271	44,278	49,252	61,966	69,957	65,484	45,510	47,814	50,919	49,223	578,470
Pizza Hut	10,387	9,413	14,035	17,916	18,221	24,120	29,113	26,108	15,161	15,617	16,260	15,036	211,387
KFC Express	15,207	14,533	19,106	23,724	25,144	33,162	37,842	36,598	22,495	22,877	23,959	20,944	295,591
Burger King	46,653	42,640	57,891	67,018	76,046	95,706	113,342	103,151	69,925	67,632	72,795	69,120	881,919
Panera Bread	76,650	67,920	93,201	124,424	134,327	171,825	201,082	190,811	124,418	125,363	136,564	130,114	1,576,699
	179,179	162,022	220,503	277,359	302,990	386,778	451,336	422,153	277,508	279,304	300,497	284,436	3,544,065
1811 Towpath													
Starbucks	29,190	27,991	35,762	38,800	49,091	56,085	65,986	63,302	46,396	46,307	49,206	47,019	555,135
Pizza Hut	8,685	7,736	11,114	14,273	16,134	23,300	26,464	23,991	13,265	12,059	13,154	11,269	181,443
KFC Express	12,366	12,195	15,776	16,978	20,700	25,609	30,182	28,639	18,630	18,225	17,861	15,335	232,496
Burger King	42,183	38,439	51,545	58,803	71,915	84,619	101,047	93,804	65,345	64,938	65,315	59,729	797,681
Panera Bread	67,154	62,094	84,932	96,840	117,105	143,230	167,619	160,082	106,759	114,617	115,247	109,716	1,345,396
	159,577	148,457	199,128	225,694	274,945	332,843	391,298	369,819	250,395	256,144	260,783	243,068	3,112,150

Ohio Turnpike Commission  
Restaurant Sales  
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**EXHIBIT B**

Loc.	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Totals
1812 Portage													
Au Bon Pain	45,067	39,621	54,853	51,011	0	0	0	0	0	0	0	0	190,552
Fresh Attractions	0	0	0	0	44,978	72,013	93,406	92,290	54,081	51,643	50,097	43,053	501,562
Sbarro	41,980	42,813	54,509	65,098	83,006	105,359	127,755	120,742	73,445	70,672	73,916	68,450	927,745
Starbucks	54,164	54,071	71,108	93,226	102,521	119,366	136,631	133,804	93,281	87,163	102,062	95,140	1,142,537
McDonalds	124,877	122,851	157,293	191,696	213,603	234,186	253,582	238,922	175,282	177,626	183,208	171,970	2,245,095
	266,088	259,355	337,763	401,032	444,107	530,924	611,376	585,758	396,088	387,104	409,283	378,614	5,007,492
1813 Brady's Leap													
Au Bon Pain	29,431	26,532	35,137	30,111	0	0	0	0	0	0	0	0	121,211
Fresh Attractions	0	0	0	0	26,746	36,022	51,428	51,538	30,813	28,114	29,708	27,029	281,398
Sbarro	26,328	24,964	34,762	39,277	48,210	57,033	62,876	59,856	40,060	37,627	40,919	36,921	508,834
Starbucks	41,544	40,792	49,937	59,918	69,777	77,124	85,816	83,547	65,064	56,752	71,359	67,622	769,251
McDonalds	86,991	83,054	105,437	126,100	144,449	158,088	169,889	165,239	117,270	121,161	127,208	114,176	1,519,062
	184,293	175,342	225,273	255,407	289,182	328,267	370,008	360,180	253,207	243,655	269,194	245,747	3,199,755
1814 Mahoning Valley	0	0	0	0	0	0	0	0	0	0	0	0	0
1815 Glacier Hills	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>TOTAL</b>	<b>2,330,415</b>	<b>2,226,309</b>	<b>2,940,117</b>	<b>3,479,034</b>	<b>3,967,300</b>	<b>4,771,963</b>	<b>5,632,348</b>	<b>5,290,618</b>	<b>3,628,703</b>	<b>3,588,416</b>	<b>3,736,714</b>	<b>3,427,960</b>	<b>45,019,898</b>

Note: Totals may not add due to rounding



Ohio Turnpike Commission  
Gift Shop Sales  
2012

**EXHIBIT B**

Loc.	Plaza Name	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Totals
1800	Indian Meadow	66,655	65,903	82,917	92,774	112,466	135,447	161,830	154,537	108,681	106,939	103,155	93,896	1,285,199
1801	Tiffin River	56,244	52,003	72,350	76,326	92,508	109,689	130,842	126,862	91,276	90,641	88,369	79,544	1,066,655
1802	Oak Openings	0	0	0	0	0	0	0	0	0	0	0	0	0
1803	Fallen Timbers	0	0	0	0	0	0	0	0	0	0	0	0	0
1804	Blue Heron	37,269	38,952	53,411	62,817	74,775	92,430	110,398	107,190	70,228	66,318	62,248	54,145	830,180
1805	Wyandot	56,793	57,763	79,042	90,792	110,249	134,308	155,867	151,804	101,956	96,428	91,981	79,539	1,206,524
1806	Erie Islands	35,083	38,185	48,738	58,607	70,874	85,781	103,148	94,574	59,760	55,379	54,082	51,611	755,823
1807	Commodore Perry	29,289	29,964	40,680	48,631	45,913	55,179	70,455	64,326	36,700	36,457	50,838	44,649	553,080
1808	Middle Ridge	39,799	41,682	52,442	65,725	75,486	93,608	107,191	103,501	66,024	64,844	67,086	57,172	834,561
1809	Vermilion Valley	35,559	35,852	48,808	54,493	72,902	92,217	114,670	108,581	80,343	74,653	67,056	61,519	846,652
1810	Great Lakes	19,690	19,156	27,710	33,284	37,979	54,083	62,699	58,249	34,595	34,497	34,245	29,887	446,073
1811	Towpath	20,571	21,065	27,972	32,537	41,252	52,438	60,925	60,218	35,243	35,698	32,530	29,619	450,067
1812	Portage	39,004	41,307	57,293	72,325	85,278	105,805	128,744	119,930	75,506	74,082	73,165	67,443	939,882
1813	Brady's Leap	27,964	28,277	37,823	48,547	54,097	65,545	75,238	74,974	50,316	47,163	50,053	44,992	604,990
1814	Mahoning Valley	0	0	0	0	0	0	0	0	0	0	0	0	0
1815	Glacier Hills	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>TOTAL</b>		<b>463,920</b>	<b>470,109</b>	<b>629,185</b>	<b>736,857</b>	<b>873,778</b>	<b>1,076,530</b>	<b>1,282,008</b>	<b>1,224,746</b>	<b>810,627</b>	<b>783,099</b>	<b>774,809</b>	<b>694,017</b>	<b>9,819,685</b>

Note: Totals may not add due to rounding

Ohio Turnpike Commission  
Gasoline Sales (Gallons)  
2012

**EXHIBIT B**

Loc.	Plaza Name	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Totals
1800	Indian Meadow	145,448	122,731	168,936	203,873	238,744	303,322	370,017	365,558	235,448	244,197	234,128	217,787	2,850,189
1801	Tiffin River	98,994	91,556	144,833	178,711	206,132	240,271	306,057	324,054	205,816	184,969	194,151	172,732	2,348,276
1802	Oak Openings	0	0	0	0	0	0	0	0	0	0	0	0	0
1803	Fallen Timbers	0	0	0	0	0	0	0	0	0	0	0	0	0
1804	Blue Heron	117,054	117,992	144,796	162,457	170,880	221,003	275,822	275,874	177,470	186,557	194,313	181,546	2,225,764
1805	Wyandot	143,909	136,106	186,544	213,770	246,478	304,237	390,517	396,122	253,663	239,078	250,833	223,469	2,984,726
1806	Erie Islands	172,221	159,916	210,792	230,984	241,072	300,149	368,120	371,993	244,748	254,298	259,836	247,011	3,061,140
1807	Commodore Perry	117,198	121,306	158,253	183,713	169,540	180,550	234,577	225,222	143,184	151,018	210,875	191,538	2,086,974
1808	Middle Ridge	142,802	143,833	152,584	206,980	227,683	272,174	328,907	327,718	218,114	216,658	243,119	225,619	2,706,191
1809	Vermilion Valley	167,610	157,419	205,515	190,745	294,930	352,988	440,098	446,895	294,571	272,778	269,792	256,794	3,350,135
1810	Great Lakes	114,953	100,105	128,721	158,226	165,153	207,047	243,285	238,235	152,661	157,215	185,667	173,430	2,024,698
1811	Towpath	104,228	99,048	130,495	147,212	168,079	192,549	243,355	236,306	153,158	152,241	172,051	158,992	1,957,714
1812	Portage	200,091	203,415	250,778	321,243	340,840	405,218	478,238	454,751	309,953	325,471	334,321	335,181	3,959,500
1813	Brady's Leap	137,890	136,670	171,114	195,356	215,871	234,776	287,276	288,689	189,792	197,653	236,951	219,428	2,511,466
1814	Mahoning Valley	0	0	0	0	0	0	0	0	0	0	0	0	0
1815	Glacier Hills	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>TOTAL</b>		<b>1,662,398</b>	<b>1,590,097</b>	<b>2,053,361</b>	<b>2,393,270</b>	<b>2,685,402</b>	<b>3,214,284</b>	<b>3,966,269</b>	<b>3,951,417</b>	<b>2,578,578</b>	<b>2,582,133</b>	<b>2,786,037</b>	<b>2,603,527</b>	<b>32,066,773</b>

Note: Totals may not add due to rounding

Ohio Turnpike Commission  
Diesel Sales (Gallons)  
2012

**EXHIBIT B**

Loc.	Plaza Name	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Totals
1800	Indian Meadow	76,487	90,018	94,173	85,561	95,343	108,355	105,265	116,138	105,674	108,267	101,601	84,469	1,171,351
1801	Tiffin River	47,346	50,794	50,343	46,848	53,344	63,115	70,997	77,904	71,387	72,302	60,586	54,220	719,186
1802	Oak Openings	0	0	0	0	0	0	0	0	0	0	0	0	0
1803	Fallen Timbers	0	0	0	0	0	0	0	0	0	0	0	0	0
1804	Blue Heron	48,805	55,560	58,171	50,246	52,994	59,086	61,332	65,309	57,431	57,509	60,518	49,903	676,864
1805	Wyandot	49,274	46,092	53,530	53,209	55,606	62,754	70,926	74,787	63,307	70,839	59,213	47,814	707,351
1806	Erie Islands	62,447	68,375	85,306	65,763	65,932	70,411	76,861	79,076	70,258	79,667	78,833	61,858	864,787
1807	Commodore Perry	33,689	33,885	34,356	39,355	34,831	41,083	45,042	43,631	34,318	43,036	43,580	32,689	459,495
1808	Middle Ridge	68,098	64,541	57,589	67,327	78,195	79,999	82,673	85,426	70,189	81,952	87,095	65,527	888,611
1809	Vermilion Valley	58,150	58,461	64,027	48,076	63,414	64,571	73,583	80,635	69,705	79,476	66,463	61,463	788,024
1810	Great Lakes	44,275	41,701	45,879	44,044	43,831	46,959	51,330	52,201	44,052	44,827	50,331	39,160	548,590
1811	Towpath	41,090	38,520	42,427	45,645	47,365	47,821	47,055	51,368	42,438	52,414	47,884	39,179	543,206
1812	Portage	81,938	80,702	85,844	85,632	89,262	95,138	99,907	97,378	84,156	92,406	87,444	68,918	1,048,725
1813	Brady's Leap	73,257	76,096	81,267	84,677	89,287	90,707	84,612	91,341	74,952	91,628	85,726	72,586	996,136
1814	Mahoning Valley	0	0	0	0	0	0	0	0	0	0	0	0	0
1815	Glacier Hills	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>TOTAL</b>		<b>684,856</b>	<b>704,745</b>	<b>752,912</b>	<b>716,383</b>	<b>769,404</b>	<b>829,999</b>	<b>869,583</b>	<b>915,194</b>	<b>787,867</b>	<b>874,323</b>	<b>829,274</b>	<b>677,786</b>	<b>9,412,326</b>

Note: Totals may not add due to rounding

Ohio Turnpike Commission  
Total Sales  
2012

**EXHIBIT B**

Loc.	Plaza Name	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Totals
1800	Indian Meadow	224,363	218,107	287,822	340,262	406,748	503,913	598,258	569,706	382,985	373,259	380,791	344,537	4,630,751
1801	Tiffin River	195,018	181,827	256,885	290,299	354,987	431,880	525,469	492,283	333,945	325,272	343,674	308,574	4,040,114
1802	Oak Openings	0	0	0	0	0	0	0	0	0	0	0	0	0
1803	Fallen Timbers	0	0	0	0	0	0	0	0	0	0	0	0	0
1804	Blue Heron	147,655	148,334	189,618	229,232	258,612	323,309	481,899	372,033	242,151	236,734	225,866	204,008	3,059,451
1805	Wyandot	209,579	210,846	279,667	319,737	374,444	464,950	539,073	521,972	353,435	343,719	333,563	298,935	4,249,922
1806	Erie Islands	270,942	262,903	340,313	422,851	468,958	571,931	652,453	636,960	429,876	426,793	413,452	380,061	5,277,493
1807	Commodore Perry	243,051	240,038	315,747	382,889	364,000	402,038	472,750	456,764	291,122	301,878	398,843	364,221	4,233,341
1808	Middle Ridge	337,846	325,340	407,476	493,169	563,842	639,205	734,457	717,606	517,815	520,200	530,106	471,722	6,258,782
1809	Vermilion Valley	320,670	310,246	415,596	465,620	621,273	751,770	875,143	832,768	581,279	559,080	525,572	478,497	6,737,514
1810	Great Lakes	205,302	185,940	254,080	318,327	350,996	451,706	525,312	493,894	320,464	323,132	345,014	322,060	4,096,227
1811	Towpath	186,069	174,253	232,807	265,441	327,038	395,722	463,658	442,880	293,090	300,359	302,886	279,748	3,663,952
1812	Portage	313,804	309,023	404,047	487,748	548,278	655,136	763,466	728,036	479,183	469,707	492,072	453,447	6,103,947
1813	Brady's Leap	218,395	209,169	269,094	312,258	356,736	405,542	459,097	448,911	310,905	299,086	328,855	297,718	3,915,768
1814	Mahoning Valley	0	0	0	0	0	0	0	0	0	0	0	0	0
1815	Glacier Hills	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>TOTAL</b>		<b>2,872,694</b>	<b>2,776,028</b>	<b>3,653,152</b>	<b>4,327,834</b>	<b>4,995,913</b>	<b>5,997,101</b>	<b>7,091,036</b>	<b>6,713,814</b>	<b>4,536,250</b>	<b>4,479,219</b>	<b>4,620,693</b>	<b>4,203,528</b>	<b>56,267,262</b>
Vehicles		3427332	3426332	3913196	3983106	4410412	4648860	4884831	4971704	4139565	4220352	4012253	3765843	49,803,786
\$ per Vehicle		\$ 0.84	\$ 0.81	\$ 0.93	\$ 1.09	\$ 1.13	\$ 1.29	\$ 1.45	\$ 1.35	\$ 1.10	\$ 1.06	\$ 1.15	\$ 1.12	# \$ 1.13

Ohio Turnpike and Infrastructure Commission  
Restaurant Sales  
2013

**EXHIBIT B**

Loc.	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Totals
1800 Indian Meadow													
Burger King	67,863	58,067	89,581	97,180	128,386	155,271	192,399	149,475	105,304	100,329	99,348	110,752 #	1,353,953
Sbarro's	49,902	41,068	62,629	64,999	89,035	110,227	130,879	107,664	53,670	50,016	51,725	71,183 #	882,996
Starbucks	50,213	41,692	63,580	64,901	91,407	105,730	130,931	116,596	80,935	74,240	78,704	86,445 #	985,374
	167,978	140,827	215,789	227,080	308,828	371,227	454,208	373,735	239,909	224,585	229,777	268,381 #	3,222,323
1801 Tiffin River													
Burger King	60,923	52,390	79,141	80,956	106,583	130,147	160,204	181,643	120,519	113,049	100,130	102,817 #	1,288,503
Sbarro's	39,439	33,538	52,700	52,976	72,465	94,513	114,729	119,736	80,453	74,493	68,896	58,371 #	862,310
Starbucks	43,982	38,442	60,169	57,784	82,906	98,493	117,603	126,267	86,443	84,422	80,062	82,335 #	958,910
	144,344	124,371	192,011	191,716	261,954	323,153	392,536	427,647	287,415	271,964	249,089	243,522 #	3,109,722
1804 Blue Heron													
Hardee's	67,431	59,828	86,352	93,602	119,430	141,794	169,034	166,763	109,694	109,231	90,919	97,665 #	1,311,743
Mancino's	10,940	10,711	16,902	18,856	24,890	34,904	45,456	41,271	21,334	21,705	16,260	14,921 #	278,150
Gloria Jean's Coffees	26,410	23,231	35,007	35,727	47,661	60,052	72,820	73,511	43,523	42,986	38,402	36,665 #	535,994
	104,782	93,770	138,260	148,185	191,981	236,749	287,310	281,546	174,552	173,922	145,581	149,250 #	2,125,887
1805 Wyandot													
Hardee's	100,116	88,883	127,516	134,298	172,218	199,461	229,384	226,697	161,133	158,459	138,987	150,422 #	1,887,573
Mancino's	17,512	16,409	27,122	27,816	35,738	46,739	57,015	53,239	31,938	31,035	26,833	23,271 #	394,667
Gloria Jean's Coffees	36,981	32,970	46,594	48,171	66,783	82,908	99,509	100,612	62,865	60,269	54,925	50,130 #	742,715
	154,608	138,261	201,233	210,284	274,739	329,108	385,908	380,548	255,936	249,763	220,745	223,822 #	3,024,956
1806 Erie Islands													
Starbucks	61,000	55,734	77,579	81,328	101,186	115,137	137,553	138,649	93,576	95,147	90,944	94,028 #	1,141,862
Sbarro	47,077	44,151	62,214	67,971	83,858	105,283	123,232	121,373	63,835	60,063	58,030	62,816 #	899,904
Cinnabon	7,538	7,746	11,972	13,396	14,396	19,277	23,194	23,316	12,319	12,197	12,493	10,050 #	167,895
Burger King	84,236	73,861	98,769	109,260	137,344	162,053	191,819	196,100	128,119	125,188	111,405	113,828 #	1,531,982
Carvel Ice Cream	363	2,089	3,550	4,200	6,931	8,373	10,935	9,135	4,806	2,404	2,200	2,242 #	57,229
Einstein Bagels	33,310	27,713	42,564	48,686	56,839	67,441	82,616	83,326	52,748	53,538	48,569	49,455 #	646,804
	233,524	211,295	296,648	324,841	400,554	477,564	569,350	571,899	355,403	348,537	323,641	332,419 #	4,445,676
1807 Commodore Perry													
Starbucks	60,911	52,572	77,602	76,361	98,550	104,736	121,936	125,749	95,103	90,284	91,594	95,773 #	1,091,172
Sbarro	44,100	39,244	59,746	57,561	74,318	92,855	109,459	103,323	68,152	64,760	58,387	61,041 #	832,945
Cinnabon	7,629	7,488	11,814	11,360	15,599	19,431	23,982	23,902	13,737	12,259	11,510	11,441 #	170,151
Burger King	74,480	63,678	95,250	97,030	124,827	141,932	171,450	167,517	112,439	115,269	104,836	106,858 #	1,375,567
Carvel Ice Cream	1,394	1,489	2,539	3,552	6,608	8,086	9,401	8,126	4,439	2,598	1,791	1,132 #	51,155
Einstein Bagels	31,229	28,486	44,642	41,925	59,449	66,006	76,369	76,442	46,384	48,224	46,207	50,704 #	616,068
	219,743	192,957	291,594	287,788	379,352	433,047	512,597	505,059	340,253	333,394	314,325	326,949 #	4,137,058

Ohio Turnpike and Infrastructure Commission  
Restaurant Sales  
2013

**EXHIBIT B**

Loc.	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Totals
<b>1808 Middle Ridge</b>													
Popeyes	50,398	48,771	64,257	73,588	85,095	90,126	105,285	99,025	78,087	76,486	68,559	68,411 #	908,087
Manchu Wok	10,199	8,175	11,497	12,797	15,434	18,303	17,536	16,813	12,337	14,002	11,584	11,271 #	159,949
Starbucks	60,222	53,256	72,812	74,271	92,685	101,162	115,689	113,827	88,027	86,888	86,511	89,639 #	1,034,989
Burger King	78,319	69,741	92,903	102,437	120,838	136,979	153,652	145,052	111,987	108,590	103,079	104,021 #	1,327,598
Hershey Ice Cream	2,091	1,776	3,548	5,410	7,959	10,060	11,789	10,647	6,501	5,520	3,605	2,607 #	71,513
Panera Bread	116,676	98,862	141,300	156,395	193,356	211,540	244,196	246,078	168,923	173,091	164,549	174,141 #	2,089,108
	317,904	280,581	386,317	424,898	515,368	568,170	648,147	631,442	465,863	464,577	437,886	450,090 #	5,591,244
<b>1809 Vermilion Valley</b>													
Popeyes	46,400	43,042	63,698	64,646	82,525	90,262	99,285	97,670	70,412	67,528	61,689	60,889 #	848,047
Great Steak	14,432	12,945	19,030	19,172	25,199	29,656	30,639	30,727	22,233	20,605	18,161	18,793 #	261,591
Starbucks	53,116	44,686	66,168	64,695	85,271	90,906	100,097	101,428	77,189	74,821	77,675	80,449 #	916,502
Burger King	64,704	55,210	81,873	83,347	107,272	121,796	136,915	131,777	93,202	90,968	87,382	91,386 #	1,145,830
Hershey Ice Cream	1,749	1,592	3,730	4,218	6,931	9,722	10,295	8,247	4,913	3,935	2,488	2,074 #	59,895
Panera Bread	115,452	97,574	150,854	151,302	195,657	220,069	253,825	255,665	178,063	168,853	167,370	186,476 #	2,141,161
	295,853	255,049	385,353	387,381	502,855	562,411	631,055	625,514	446,013	426,710	414,765	440,067 #	5,373,026
<b>1810 Great Lakes</b>													
Starbucks	33,407	28,853	41,684	43,148	53,114	62,069	73,740	71,878	46,961	47,370	48,669	51,401 #	602,292
Pizza Hut	11,083	8,999	13,560	15,211	17,344	22,436	27,925	24,983	12,584	12,306	11,403	13,452 #	191,287
KFC Express	16,687	14,168	19,171	22,446	26,254	31,988	36,731	35,348	21,577	21,697	18,130	20,001 #	284,198
Burger King	50,887	44,285	61,765	70,793	83,463	95,363	113,753	107,003	69,558	69,294	64,248	68,955 #	899,368
Panera Bread	86,053	69,380	109,724	121,642	148,251	163,142	193,009	195,700	116,221	121,414	114,757	134,841 #	1,574,134
	198,117	165,685	245,903	273,241	328,426	374,999	445,157	434,912	266,901	272,081	257,207	288,651 #	3,551,279
<b>1811 Towpath</b>													
Starbucks	32,488	28,522	41,308	38,826	42,533	46,161	57,936	54,381	36,403	40,285	44,801	49,621 #	513,267
Pizza Hut	8,154	6,969	10,891	10,445	12,125	15,295	20,827	17,548	9,780	9,707	10,679	11,115 #	143,535
KFC Express	12,332	10,383	15,699	16,036	17,063	20,105	25,763	23,800	14,973	15,452	14,543	15,045 #	201,194
Burger King	44,714	39,563	57,059	60,901	64,305	69,505	89,751	84,839	52,489	59,169	58,646	59,483 #	740,425
Panera Bread	71,259	61,698	95,369	99,487	106,715	120,324	150,000	148,877	95,496	103,899	106,166	118,833 #	1,278,124
	168,947	147,136	220,327	225,696	242,742	271,389	344,278	329,446	209,140	228,512	234,835	254,097 #	2,876,545

Ohio Turnpike and Infrastructure Commission  
Restaurant Sales  
2013

**EXHIBIT B**

Loc.	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Totals
<b>1812 Portage</b>													
Fresh Attractions	28,055	21,497	35,194	37,836	49,670	37,719	47,277	46,572	22,839	23,953	23,740	27,270 #	401,621
Sbarro	44,584	37,733	60,777	70,176	81,363	68,807	85,520	83,944	52,674	51,545	49,019	53,832 #	739,974
Starbucks	66,351	55,632	80,181	89,823	108,519	96,981	113,030	113,417	76,048	75,015	82,029	83,256 #	1,040,281
McDonalds	140,531	117,185	163,251	180,661	186,314	174,513	196,726	186,393	129,896	131,889	126,448	128,612 #	1,862,418
	279,521	232,047	339,403	378,495	425,865	378,020	442,553	430,327	281,457	282,402	281,235	292,970 #	4,044,293
<b>1813 Brady's Leap</b>													
Fresh Attractions	14,656	12,585	22,637	21,232	34,272	40,618	49,631	47,362	27,745	22,601	18,996	20,610 #	332,946
Sbarro	23,900	22,270	32,639	36,081	52,997	58,274	67,511	72,396	47,455	40,376	38,547	38,385 #	530,829
Starbucks	44,978	41,399	59,050	61,046	83,714	86,599	103,374	100,316	70,112	62,868	66,387	69,829 #	849,670
McDonalds	87,322	76,164	109,982	112,662	141,072	148,916	179,571	170,755	116,932	103,632	98,220	98,768 #	1,443,996
	170,857	152,417	224,308	231,021	312,055	334,407	400,087	390,828	262,243	229,476	222,150	227,592 #	3,157,442
<b>1814 Mahoning Valley</b>													
Panera Bread	0	0	0	0	0	247,600	290,281	286,770	189,608	193,532	189,259	163,256 #	1,560,305
Dairy Queen/Orange Julius						103,396	138,120	126,759	77,295	79,310	68,076	52,420 #	645,377
						350,997	428,401	413,529	266,903	272,842	257,336	215,676 #	2,205,683
<b>1815 Glacier Hills</b>													
Panera Bread	0	0	0	0	0	205,521	234,662	229,592	155,781	159,611	148,120	205,879 #	1,339,165
Dairy Queen/Orange Julius						79,300	101,217	94,956	59,932	56,781	50,506	68,548 #	511,240
						284,821	335,879	324,548	215,713	216,392	198,626	274,427 #	1,850,406
<b>TOTAL</b>	<b>2,456,178</b>	<b>2,134,395</b>	<b>3,137,145</b>	<b>3,310,626</b>	<b>4,144,719</b>	<b>5,296,061</b>	<b>6,277,467</b>	<b>6,120,979</b>	<b>4,067,700</b>	<b>3,995,158</b>	<b>3,787,197</b>	<b>3,987,913</b>	<b>48,715,539</b>

Note: Totals may not add due to rounding

Ohio Turnpike and Infrastructure Commission  
Gift Shop Sales  
2013

**EXHIBIT B**

Loc.	Plaza Name	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Totals
1800	Indian Meadow	74,243	67,735	92,149	95,727	121,197	138,601	165,300	162,945	117,732	110,999	96,142	107,210	1,349,981
1801	Tiffin River	63,363	57,575	75,820	79,359	102,012	117,359	139,266	136,559	98,723	91,786	79,960	93,367	1,135,149
1804	Blue Heron	40,202	36,690	55,468	62,625	86,033	101,199	118,860	121,941	77,191	73,477	60,212	60,953	894,849
1805	Wyandot	58,329	50,523	80,307	85,686	118,895	137,023	157,973	165,936	111,527	104,213	91,451	91,698	1,253,563
1806	Erie Islands	37,556	35,681	51,535	49,062	81,914	111,620	134,506	135,368	78,676	74,693	64,341	67,138	922,090
1807	Commodore Perry	31,840	28,363	45,499	44,616	70,841	93,089	116,670	112,570	69,882	66,342	58,085	59,201	796,996
1808	Middle Ridge	42,785	39,125	59,283	63,387	84,160	103,806	118,510	109,927	76,131	72,464	66,005	66,758	902,339
1809	Vermilion Valley	44,391	40,932	64,633	64,654	89,822	111,160	118,295	114,060	78,332	73,598	71,265	72,985	944,127
1810	Great Lakes	21,874	18,609	30,490	34,222	42,254	53,496	60,641	59,452	33,232	33,501	30,561	32,127	450,460
1811	Towpath	20,551	17,791	28,576	28,952	31,920	42,329	50,498	47,893	26,601	30,970	29,291	31,687	387,058
1812	Portage	46,610	39,862	62,792	72,678	80,861	69,888	81,705	79,148	51,562	49,138	45,819	45,648	725,711
1813	Brady's Leap	31,168	26,598	41,079	44,650	63,464	67,998	82,012	77,210	50,586	39,454	36,871	38,997	600,089
1814	Mahoning Valley	0	0	0	0	41,016	111,770	131,403	125,345	98,856	97,281	93,718	97,102	796,491
1815	Glacier Hills	0	0	0	0	34,004	91,813	106,558	99,974	84,625	79,382	76,284	85,176	657,817
<b>TOTAL</b>		<b>512,912</b>	<b>459,486</b>	<b>687,630</b>	<b>725,619</b>	<b>1,048,392</b>	<b>1,351,151</b>	<b>1,582,197</b>	<b>1,548,328</b>	<b>1,053,656</b>	<b>997,297</b>	<b>900,006</b>	<b>950,047</b>	<b>11,816,720</b>

Note: Totals may not add due to rounding



Ohio Turnpike and Infrastructure Commission  
Gasoline Sales (Gallons)  
2013

**EXHIBIT B**

Loc.	Plaza Name	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Totals
1800	Indian Meadow	150,836	116,616	180,033	180,768	244,386	295,561	373,977	380,666	237,859	217,315	218,227	250,488	2,846,732
1801	Tiffin River	108,841	94,234	144,940	148,986	220,273	269,976	335,796	329,701	203,886	176,990	186,623	202,183	2,422,429
1804	Blue Heron	136,252	110,939	159,642	164,068	205,142	245,663	306,417	306,937	192,486	188,516	184,984	205,041	2,406,087
1805	Wyandot	153,524	130,689	191,409	196,081	278,668	324,495	404,805	401,478	258,845	237,574	236,677	249,090	3,063,335
1806	Erie Islands	184,004	154,236	214,372	225,281	274,793	316,061	389,817	412,162	256,390	258,881	251,605	284,642	3,222,244
1807	Commodore Perry	135,816	116,729	172,440	164,815	226,455	251,399	319,608	317,440	203,426	194,490	200,238	212,495	2,515,351
1808	Middle Ridge	166,063	139,720	194,515	206,186	256,294	283,075	330,423	328,077	232,774	234,256	235,002	256,413	2,862,798
1809	Vermilion Valley	173,336	149,800	223,928	210,617	284,879	307,858	361,042	365,754	252,474	248,282	246,988	262,460	3,087,418
1810	Great Lakes	119,497	96,660	141,954	155,211	179,537	205,236	251,292	250,333	157,491	158,158	159,294	181,712	2,056,375
1811	Towpath	109,007	94,954	141,633	133,575	135,994	147,350	198,552	193,572	118,961	138,499	151,578	166,804	1,730,478
1812	Portage	230,448	185,727	273,116	290,481	302,828	258,207	333,716	334,608	217,941	216,494	225,607	258,160	3,127,333
1813	Brady's Leap	153,561	127,784	185,927	184,044	242,992	224,148	288,955	292,508	201,377	176,530	174,139	190,925	2,442,890
1814	Mahoning Valley	0	0	0	0	70,763	241,633	330,944	325,009	217,489	222,729	231,969	246,164	1,886,599
1815	Glacier Hills	0	0	0	0	62,375	195,848	250,815	256,931	182,063	179,266	179,340	208,754	1,515,392
<b>TOTAL</b>		<b>1,821,185</b>	<b>1,518,088</b>	<b>2,223,909</b>	<b>2,260,113</b>	<b>2,985,379</b>	<b>3,566,410</b>	<b>4,476,159</b>	<b>4,495,176</b>	<b>2,933,462</b>	<b>2,847,980</b>	<b>2,882,270</b>	<b>3,175,330</b>	<b>35,185,461</b>

Note: Totals may not add due to rounding

Ohio Turnpike and Infrastructure Commission  
Diesel Sales (Gallons)  
2013

**EXHIBIT B**

Loc.	Plaza Name	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Totals
1800	Indian Meadow	101,059	97,562	100,399	93,700	96,152	100,700	107,555	106,330	90,233	89,734	90,070	89,216	1,162,710
1801	Tiffin River	60,098	62,206	55,816	68,254	73,239	76,597	72,257	80,267	67,702	73,698	71,312	75,290	836,736
1804	Blue Heron	57,915	57,348	59,828	62,145	65,109	67,818	63,914	69,968	52,996	65,345	63,688	60,113	746,188
1805	Wyandot	45,876	45,470	53,819	61,198	67,539	75,726	74,730	74,409	67,188	69,514	59,413	55,467	750,349
1806	Erie Islands	66,132	58,490	67,091	63,950	64,203	69,796	79,645	84,316	68,840	79,818	74,976	82,144	859,402
1807	Commodore Perry	33,534	35,562	41,196	42,398	46,649	45,652	50,993	55,123	48,098	51,492	44,920	43,962	539,580
1808	Middle Ridge	73,501	69,199	79,695	84,648	85,151	86,940	91,927	83,572	85,028	90,106	87,144	80,425	997,336
1809	Vermilion Valley	61,440	61,928	77,098	75,025	73,723	74,284	80,219	76,269	76,270	77,082	74,989	70,068	878,395
1810	Great Lakes	44,078	39,432	49,159	48,903	48,506	46,158	49,353	50,627	44,725	52,979	47,473	45,607	567,001
1811	Towpath	42,451	37,147	48,922	52,839	45,956	42,576	45,427	43,430	39,234	46,216	46,523	42,553	533,274
1812	Portage	79,143	69,432	84,122	85,210	81,892	67,686	77,385	76,644	67,553	67,523	67,224	65,249	889,062
1813	Brady's Leap	76,503	76,274	82,913	86,847	83,764	70,797	75,795	70,049	71,481	75,676	67,597	63,234	900,931
1814	Mahoning Valley	0	0	0	0	17,849	65,353	77,412	81,549	70,650	84,135	73,146	71,631	541,725
1815	Glacier Hills	0	0	0	0	15,078	51,589	63,250	70,256	64,634	70,768	60,181	57,899	453,655
<b>TOTAL</b>		<b>741,730</b>	<b>710,050</b>	<b>800,058</b>	<b>825,117</b>	<b>864,810</b>	<b>941,672</b>	<b>1,009,862</b>	<b>1,022,809</b>	<b>914,632</b>	<b>994,086</b>	<b>928,656</b>	<b>902,859</b>	<b>10,656,341</b>

Note: Totals may not add due to rounding

Ohio Turnpike and Infrastructure Commission  
Total Sales  
2013

**EXHIBIT B**

Loc.	Plaza Name	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Totals
1800	Indian Meadow	247,683	212,506	312,893	329,745	440,738	520,428	635,260	548,621	364,790	343,823	330,761	381,640	4,668,889
1801	Tiffin River	212,347	185,048	272,963	276,251	371,427	448,733	543,487	573,298	391,842	369,866	333,400	341,285	4,319,947
1804	Blue Heron	151,475	135,199	199,338	217,962	287,595	347,948	420,926	415,789	259,072	256,027	210,648	216,354	3,118,332
1805	Wyandot	219,065	193,528	287,380	303,462	404,613	477,024	560,411	560,146	376,091	364,322	318,200	322,875	4,387,118
1806	Erie Islands	281,764	254,446	356,777	384,734	495,619	600,990	723,651	724,421	445,831	437,529	395,803	410,498	5,512,063
1807	Commodore Perry	261,610	227,865	344,092	341,804	462,015	534,910	644,761	630,549	419,459	410,691	378,618	394,668	5,051,041
1808	Middle Ridge	370,497	326,507	452,648	498,796	611,506	684,467	784,231	755,750	552,352	549,080	511,050	527,933	6,624,819
1809	Vermilion Valley	350,012	302,663	458,097	463,456	606,121	685,903	764,917	753,709	534,782	512,069	493,564	524,079	6,449,371
1810	Great Lakes	226,649	189,031	282,389	314,922	380,432	437,972	517,678	508,436	308,181	313,258	293,170	329,074	4,101,193
1811	Towpath	195,573	169,145	255,192	262,425	283,745	321,854	405,001	389,012	242,159	266,869	269,395	293,857	3,354,228
1812	Portage	336,493	278,304	410,918	464,578	521,686	457,021	537,154	525,118	340,894	339,667	333,224	347,339	4,892,396
1813	Brady's Leap	209,090	183,799	271,874	283,515	388,177	411,660	494,217	484,569	321,917	277,605	265,109	274,658	3,866,190
1814	Mahoning Valley	0	0	0	0	41,016	477,537	575,246	551,763	373,648	379,280	357,327	318,678	3,074,496
1815	Glacier Hills	0	0	0	0	34,004	387,899	454,571	434,391	307,986	301,358	279,348	364,182	2,563,739
<b>TOTAL</b>		<b>3,062,258</b>	<b>2,658,043</b>	<b>3,904,562</b>	<b>4,141,650</b>	<b>5,328,694</b>	<b>6,794,348</b>	<b>8,061,512</b>	<b>7,855,572</b>	<b>5,239,003</b>	<b>5,121,443</b>	<b>4,769,616</b>	<b>5,047,120</b>	<b>61,983,822</b>
Vehicles		3548301	3267440	3915091	4006520	4513225	4606501	4963529	5096984	4234631	4351016	3908248	3900531	50,312,017
\$ per Vehicle		\$ 0.86	\$ 0.81	\$ 1.00	\$ 1.03	\$ 1.18	\$ 1.47	\$ 1.62	\$ 1.54	\$ 1.24	\$ 1.18	\$ 1.22	\$ 1.29	# \$ 1.23

Ohio Turnpike and Infrastructure Commission  
Restaurant Sales  
2014

**EXHIBIT B**

Loc.	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Totals
1800 Indian Meadow													
Burger King	78,585	66,496	91,441	116,545	136,520	159,182	190,609	182,435	119,542	119,773	107,250	80,280 #	1,448,659
Sbarro's	45,426	42,763	54,937	66,175	75,176	100,679	122,711	115,321	72,095	77,078	75,206	51,383 #	898,949
Starbucks	50,614	44,001	65,669	79,590	98,847	112,438	135,267	124,654	85,305	86,899	82,390	61,917 #	1,027,590
	174,624	153,260	212,047	262,310	310,543	372,298	448,588	422,410	276,942	283,750	264,846	193,579 #	3,375,198
1801 Tiffin River													
Burger King	65,737	57,328	83,361	97,696	114,127	140,973	171,462	167,920	105,141	100,972	98,870	74,839 #	1,278,428
Sbarro's	36,643	35,678	52,207	55,137	74,272	99,610	120,454	109,984	60,633	66,516	66,083	51,286 #	828,504
Starbucks	46,054	39,030	64,737	72,834	93,296	108,749	131,570	131,858	85,960	87,830	88,156	65,957 #	1,016,033
	148,435	132,036	200,305	225,668	281,695	349,333	423,487	409,763	251,734	255,318	253,110	192,082 #	3,122,966
1804 Blue Heron													
Hardee's	73,936	67,198	98,315	115,219	126,256	147,059	173,902	178,661	114,352	124,003	104,523	100,160 #	1,423,586
Mancino's	8,968	9,372	15,207	21,731	24,023	31,242	37,167	36,818	20,945	22,819	17,400	15,830 #	261,522
Gloria Jean's Coffees	22,090	21,611	33,010	37,212	45,823	53,321	65,852	62,757	39,762	42,349	37,852	35,174 #	496,814
	104,995	98,181	146,533	174,162	196,101	231,623	276,921	278,237	175,059	189,171	159,775	151,164 #	2,181,921
1805 Wvandt													
Hardee's	112,970	99,915	139,637	161,595	185,252	210,016	243,251	249,356	170,954	173,606	157,286	148,318 #	2,052,156
Mancino's	16,524	15,792	21,826	30,946	34,859	42,077	50,994	43,948	28,401	31,109	26,734	26,160 #	369,371
Gloria Jean's Coffees	31,409	29,365	39,255	49,660	60,668	70,485	84,133	79,431	52,774	57,344	52,899	47,109 #	654,532
	160,903	145,072	200,718	242,201	280,778	322,578	378,379	372,735	252,130	262,060	236,919	221,587 #	3,076,060
1806 Erie Islands													
Starbucks	63,308	56,016	67,117	76,822	101,202	117,139	136,416	136,990	99,632	105,053	97,581	91,824 #	1,149,099
Sbarro	43,358	40,153	45,157	56,493	73,789	88,887	110,541	107,302	64,730	63,903	61,476	58,015 #	813,804
Cinnabon	6,773	7,068	9,768	11,036	14,009	18,903	22,336	18,246	12,273	12,071	9,556	8,842 #	150,882
Burger King	83,480	71,624	84,099	100,373	132,809	164,467	191,655	186,325	120,898	126,631	109,837	112,861 #	1,485,060
Carvel Ice Cream	685	1,482	2,422	4,530	7,092	10,124	10,383	6,538	5,926	2,632	1,537	1,989 #	55,340
Einstein Bagels	31,092	30,856	35,541	43,058	60,077	76,529	95,229	96,248	56,866	62,040	56,205	49,205 #	692,945
	228,696	207,198	244,105	292,313	388,978	476,048	566,561	551,649	360,325	372,331	336,192	322,735 #	4,347,131
1807 Commodore Perry													
Starbucks	62,111	55,244	62,910	72,134	97,645	112,566	130,337	137,458	95,043	99,846	99,114	94,856 #	1,119,264
Sbarro	40,125	37,666	47,292	50,636	68,556	100,803	113,378	119,569	59,250	62,454	57,557	53,597 #	810,883
Cinnabon	6,520	7,309	9,618	10,972	14,113	18,461	20,310	21,221	10,104	11,308	10,962	9,282 #	150,181
Burger King	76,816	66,683	81,495	88,989	113,214	138,849	156,540	162,526	104,924	106,051	103,169	102,561 #	1,301,818
Carvel Ice Cream	580	1,076	1,540	2,693	4,893	3,227	154	3,480	2,900	1,561	575	399 #	23,077
Einstein Bagels	29,893	27,830	33,485	39,481	55,902	69,078	78,805	83,981	49,693	46,119	49,611	49,212 #	613,090
	216,044	195,808	236,340	264,905	354,322	442,984	499,524	528,236	321,913	327,340	320,989	309,907 #	4,018,313

Ohio Turnpike and Infrastructure Commission  
Restaurant Sales  
2014

**EXHIBIT B**

Loc.	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Totals
1808 Middle Ridge													
Popeyes	52,723	51,076	65,060	77,687	87,959	96,174	110,699	112,128	75,420	83,250	73,463	67,695 #	953,333
Manchu Wok	7,649	8,279	9,706	12,107	13,707	14,424	19,867	21,360	16,115	15,696	13,396	10,815 #	163,120
Starbucks	58,392	54,923	73,654	85,195	98,184	103,112	121,739	126,655	94,094	99,083	96,504	91,725 #	1,103,259
Burger King	76,815	72,536	96,566	113,285	126,546	136,811	158,434	154,484	110,537	116,690	106,968	103,063 #	1,372,735
Hershey Ice Cream	1,183	1,705	2,881	5,893	7,343	9,334	12,496	12,308	5,315	5,024	3,117	2,387 #	68,986
Panera Bread	109,770	99,078	135,809	173,480	195,512	213,320	252,216	248,082	162,255	178,502	165,689	157,137 #	2,090,850
	306,532	287,597	383,677	467,648	529,250	573,174	675,451	675,016	463,736	498,244	459,138	432,822 #	5,752,284
1809 Vermilion Valley													
Popeyes	48,396	47,245	64,979	75,617	81,970	97,504	109,346	108,737	73,901	77,212	69,096	65,919 #	919,921
Great Steak	13,456	13,694	18,531	22,446	26,121	33,743	36,132	37,025	23,645	23,539	19,718	18,108 #	286,161
Starbucks	51,244	46,498	67,891	80,536	90,250	99,576	117,535	119,039	80,737	88,942	87,646	84,389 #	1,014,282
Burger King	65,806	58,530	84,862	98,067	106,460	121,721	143,341	143,474	92,269	93,887	90,639	87,385 #	1,186,441
Hershey Ice Cream	1,327	1,614	2,211	3,565	6,236	9,326	10,002	10,311	5,239	3,681	2,279	1,897 #	57,688
Panera Bread	106,871	94,553	141,196	177,943	204,696	241,818	279,676	286,551	168,885	182,054	174,074	170,479 #	2,228,796
	287,101	262,134	379,669	458,175	515,733	603,688	696,031	705,138	444,676	469,315	443,452	428,177 #	5,693,289
1810 Great Lakes													
Starbucks	31,624	30,529	40,329	47,609	59,312	66,211	77,633	74,134	46,878	51,276	50,678	50,366 #	626,580
Pizza Hut	7,989	8,305	10,848	14,206	17,371	21,547	28,044	26,758	14,467	13,979	13,552	12,879 #	189,944
KFC Express	13,330	14,353	18,321	23,599	26,851	31,942	39,022	37,631	23,529	24,194	20,769	19,770 #	293,311
Burger King	51,760	45,678	59,284	73,417	87,227	97,764	117,363	109,302	72,048	74,325	68,997	66,733 #	923,898
Panera Bread	77,338	67,446	97,124	121,268	149,791	164,563	202,173	199,828	120,664	128,737	126,162	123,385 #	1,578,479
	182,040	166,312	225,906	280,100	340,551	382,026	464,234	447,653	277,587	292,511	280,158	273,134 #	3,612,212
1811 Towpath													
Starbucks	29,560	27,522	38,409	44,264	54,776	62,439	71,278	68,644	45,957	48,032	49,373	47,918 #	588,171
Pizza Hut	6,776	6,475	9,939	11,507	14,956	19,460	22,681	21,547	12,168	12,005	11,445	11,566 #	160,526
KFC Express	10,311	10,135	14,413	16,808	21,714	27,036	30,919	30,485	18,805	17,789	15,627	15,721 #	229,764
Burger King	42,937	37,054	53,925	61,904	74,581	86,448	97,786	92,845	65,141	63,483	60,123	55,731 #	791,957
Panera Bread	73,093	63,691	87,620	106,802	130,384	149,232	180,173	185,861	113,667	119,173	115,257	110,012 #	1,434,966
	162,677	144,877	204,305	241,285	296,413	344,615	402,837	399,383	255,738	260,482	251,826	240,948 #	3,205,385

Ohio Turnpike and Infrastructure Commission  
Restaurant Sales  
2014

**EXHIBIT B**

Loc.	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Totals
1812 Portage													
Fresh Attractions	12,903	8,662	13,671	22,240	13,907	2,513	0	0	0	0	0	0 #	73,897
Greens	0	0	0	0	0	23,869	47,650	47,401	23,510	24,264	23,590	21,961	212,245
Sbarro	35,507	32,216	44,314	40,038	0	5,201	0	0	0	0	0	0 #	157,276
PZA	0	0	0	0	12,672	64,141	79,227	78,074	48,008	50,716	49,299	44,468	426,604
Starbucks	49,711	45,883	61,422	74,100	93,611	102,485	114,513	121,488	81,536	88,974	91,087	85,325 #	1,010,135
McDonalds	91,963	85,586	107,554	138,205	167,604	173,347	189,869	187,610	128,981	136,569	130,319	119,421 #	1,657,028
	190,083	172,347	226,962	274,584	287,794	371,555	431,260	434,572	282,034	300,524	294,295	271,175 #	3,537,185
1813 Brady's Leap													
Fresh Attractions	10,666	10,349	10,249	17,304	11,870	2,947	0	0	0	0	0	0 #	63,384
Greens	0	0	0	0	0	17,005	29,935	32,154	17,106	16,927	15,958	15,149 #	144,234
Sbarro	27,085	25,775	34,355	32,325	0	0	0	0	0	0	0	0 #	119,540
PZA	0	0	0	0	12,637	47,610	57,176	59,154	34,651	37,919	33,483	30,686 #	313,316
Starbucks	42,951	38,229	53,278	61,720	73,181	80,248	95,816	97,320	67,903	71,420	72,846	70,350 #	825,261
McDonalds	70,560	63,599	84,932	104,864	129,540	131,083	147,935	153,359	103,610	107,443	103,426	96,603 #	1,296,954
	151,260	137,952	182,814	216,213	227,228	278,892	330,862	341,988	223,270	233,709	225,713	212,788 #	2,762,689
1814 Mahoning Valley													
Panera Bread	121,893	109,258	157,268	152,700	185,124	201,973	304,935	299,989	188,390	202,995	198,417	155,914 #	2,278,856
Dairy Queen/Orange Juli	42,220	41,330	60,711	56,817	68,166	81,977	124,847	114,320	71,344	72,923	65,286	43,891 #	843,830
	164,113	150,588	217,978	209,516	253,290	283,950	429,782	414,308	259,734	275,919	263,702	199,805 #	3,122,686
1815 Glacier Hills													
Panera Bread	98,950	88,710	125,172	197,715	228,181	256,154	240,615	237,003	153,603	160,800	155,692	155,914 #	2,098,510
Dairy Queen/Orange Juli	32,368	31,945	45,708	76,987	87,860	109,928	92,656	87,466	55,761	53,831	47,005	43,891 #	765,406
	131,318	120,656	170,880	274,702	316,041	366,081	333,272	324,469	209,364	214,631	202,697	199,805 #	2,863,916
<b>TOTAL</b>	<b>2,608,820</b>	<b>2,374,018</b>	<b>3,232,239</b>	<b>3,883,782</b>	<b>4,578,717</b>	<b>5,398,846</b>	<b>6,357,186</b>	<b>6,305,556</b>	<b>4,054,242</b>	<b>4,235,306</b>	<b>3,992,813</b>	<b>3,649,708</b>	<b>50,671,235</b>

Note: Totals may not add due to rounding

Ohio Turnpike and Infrastructure Commission  
Gift Shop Sales  
2014

**EXHIBIT B**

Loc.	Plaza Name	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Totals
1800	Indian Meadow	88,001	74,222	95,788	107,556	129,470	148,295	175,442	177,243	122,715	125,198	108,461	102,599	1,454,990
1801	Tiffin River	76,141	63,847	83,240	89,793	107,522	121,207	146,414	151,250	102,811	97,203	93,621	89,149	1,222,197
1804	Blue Heron	41,220	39,340	63,797	73,460	84,879	94,626	115,920	118,618	73,757	74,626	63,945	60,487	904,676
1805	Wyandot	63,632	56,917	82,363	103,514	122,396	146,032	170,205	178,221	112,996	110,556	100,409	90,580	1,337,820
1806	Erie Islands	44,268	43,969	47,696	61,636	86,415	115,533	129,156	134,422	77,058	80,185	70,657	63,853	954,848
1807	Commodore Perry	37,784	36,523	43,031	50,177	74,785	103,816	123,368	120,928	68,336	67,174	64,029	58,467	848,419
1808	Middle Ridge	43,677	43,612	60,401	76,977	89,353	106,365	124,901	131,591	80,328	78,078	70,153	62,419	967,856
1809	Vermilion Valley	46,286	46,469	66,292	78,587	91,369	109,736	127,628	134,271	83,107	78,891	73,405	68,015	1,004,057
1810	Great Lakes	20,552	20,259	29,474	35,301	43,201	53,404	65,010	63,966	33,412	33,891	29,004	29,700	457,174
1811	Towpath	20,226	19,561	29,413	34,453	41,711	53,055	59,535	64,835	34,199	32,311	29,174	29,733	448,206
1812	Portage	29,896	26,165	41,227	51,504	64,801	77,241	95,563	91,148	55,563	58,112	54,650	49,325	695,195
1813	Brady's Leap	24,913	24,135	33,058	43,249	53,378	61,608	73,679	76,706	48,008	44,920	44,577	39,297	567,529
1814	Mahoning Valley	74,562	68,310	86,058	100,080	113,165	123,128	150,811	149,431	110,448	115,462	105,485	103,877	1,300,818
1815	Glacier Hills	67,747	62,913	76,790	87,174	98,242	110,463	122,022	123,329	97,127	96,829	88,696	89,794	1,121,125
<b>TOTAL</b>		<b>678,902</b>	<b>626,241</b>	<b>838,629</b>	<b>993,462</b>	<b>1,200,687</b>	<b>1,424,511</b>	<b>1,679,652</b>	<b>1,715,959</b>	<b>1,099,865</b>	<b>1,093,436</b>	<b>996,268</b>	<b>937,297</b>	<b>13,284,909</b>

Note: Totals may not add due to rounding

Ohio Turnpike and Infrastructure Commission  
Gasoline Sales (Gallons)  
2014

**EXHIBIT B**

Loc.	Plaza Name	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Totals
1800	Indian Meadow	143,791	116,869	173,536	201,461	256,593	302,496	389,319	378,832	230,094	231,929	234,975	220,839	2,880,733
1801	Tiffin River	104,649	91,578	142,113	174,994	214,685	267,541	313,962	333,114	195,136	184,472	190,654	184,892	2,397,790
1804	Blue Heron	121,830	109,701	242,402	291,209	253,616	243,244	302,386	298,223	194,100	192,507	193,874	184,684	2,627,776
1805	Wyandot	150,161	134,571	222,633	278,958	293,282	327,518	383,049	401,576	251,156	240,862	244,543	213,714	3,142,021
1806	Erie Islands	174,300	159,107	11,068	0	181,618	323,731	396,242	405,821	262,898	276,245	268,414	252,564	2,712,007
1807	Commodore Perry	124,413	116,990	9,586	0	140,368	257,126	300,632	321,854	193,222	191,702	206,383	189,481	2,051,757
1808	Middle Ridge	159,091	147,630	206,796	276,020	291,428	301,961	360,775	371,026	238,762	248,487	242,541	237,085	3,081,602
1809	Vermilion Valley	155,606	146,031	264,617	305,718	299,660	317,470	357,333	396,791	243,621	233,857	251,086	229,354	3,201,144
1810	Great Lakes	112,537	99,644	131,934	170,522	195,802	213,061	260,912	267,117	163,809	172,248	179,774	173,988	2,141,347
1811	Towpath	99,493	92,789	130,349	154,580	179,520	201,642	231,964	252,433	153,962	148,935	159,498	144,337	1,949,501
1812	Portage	154,790	134,678	174,641	214,116	255,232	283,106	358,540	358,798	228,006	234,523	253,966	247,645	2,898,041
1813	Brady's Leap	116,972	109,577	147,082	167,227	186,195	209,101	245,785	264,631	171,462	171,548	183,660	169,238	2,142,477
1814	Mahoning Valley	152,974	139,425	181,712	215,798	260,776	281,655	373,355	358,046	229,714	245,130	248,797	261,658	2,949,041
1815	Glacier Hills	132,574	121,910	156,384	187,127	210,286	228,497	273,707	289,200	192,321	199,562	199,657	201,569	2,392,793
<b>TOTAL</b>		<b>1,903,181</b>	<b>1,720,500</b>	<b>2,194,850</b>	<b>2,637,730</b>	<b>3,219,061</b>	<b>3,758,148</b>	<b>4,547,960</b>	<b>4,697,460</b>	<b>2,948,264</b>	<b>2,972,007</b>	<b>3,057,822</b>	<b>2,911,048</b>	<b>36,568,030</b>

Note: Totals may not add due to rounding



Ohio Turnpike and Infrastructure Commission  
Diesel Sales (Gallons)  
2014

**EXHIBIT B**

Loc.	Plaza Name	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Totals
1800	Indian Meadow	114,134	101,027	105,131	114,938	111,628	99,679	119,165	109,212	99,814	113,978	101,631	99,674	1,290,011
1801	Tiffin River	81,930	74,413	81,400	82,207	79,112	87,324	88,052	93,644	79,398	70,640	66,996	74,178	959,295
1804	Blue Heron	71,265	69,166	109,886	108,942	89,607	81,533	87,568	87,915	88,375	85,993	71,597	65,386	1,017,234
1805	Wyandot	63,454	59,359	75,116	85,474	77,758	80,303	96,983	95,312	85,453	79,052	70,487	60,700	929,451
1806	Erie Islands	96,332	85,697	2,945	0	51,565	97,488	99,612	98,541	86,621	96,654	87,418	82,493	885,366
1807	Commodore Perry	52,152	42,811	1,519	0	26,650	53,011	58,858	56,793	60,536	62,770	54,579	50,649	520,330
1808	Middle Ridge	88,103	85,690	114,061	115,149	101,156	97,460	106,287	107,278	105,019	107,583	91,848	84,407	1,204,041
1809	Vermilion Valley	78,741	72,930	99,247	103,199	91,045	84,585	83,652	86,174	84,313	80,581	82,348	80,191	1,027,006
1810	Great Lakes	47,450	49,320	56,453	58,068	55,887	56,991	63,165	62,859	54,860	60,941	52,781	50,335	669,110
1811	Towpath	43,044	42,669	50,170	51,878	49,401	60,435	56,097	54,315	57,897	50,123	54,102	47,228	617,359
1812	Portage	77,571	71,550	76,590	81,331	80,840	85,597	85,949	87,972	85,693	86,317	84,231	74,502	978,144
1813	Brady's Leap	81,761	75,250	75,548	85,759	73,194	76,451	77,009	76,647	82,624	81,623	77,242	77,469	940,579
1814	Mahoning Valley	93,016	94,448	94,921	95,624	93,844	100,191	103,095	95,855	95,436	97,096	78,005	86,537	1,128,068
1815	Glacier Hills	77,268	74,978	79,367	78,805	84,833	90,154	85,314	88,854	93,689	95,561	73,189	84,362	1,006,375
<b>TOTAL</b>		<b>1,066,222</b>	<b>999,308</b>	<b>1,022,355</b>	<b>1,061,375</b>	<b>1,066,521</b>	<b>1,151,204</b>	<b>1,210,807</b>	<b>1,201,372</b>	<b>1,159,727</b>	<b>1,168,911</b>	<b>1,046,455</b>	<b>1,018,111</b>	<b>13,172,368</b>

Note: Totals may not add due to rounding

Ohio Turnpike and Infrastructure Commission  
Total Sales  
2014

**EXHIBIT B**

Loc.	Plaza Name	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Totals
1800	Indian Meadow	267,677	230,835	312,318	378,105	447,343	529,317	639,935	612,753	407,338	417,173	377,050	302,737	4,922,581
1801	Tiffin River	228,657	198,633	287,345	321,611	395,480	477,284	582,011	570,377	360,224	358,416	350,130	286,841	4,417,010
1804	Blue Heron	151,733	141,338	215,653	256,234	288,614	335,844	407,005	408,644	255,659	271,925	227,923	219,008	3,179,578
1805	Wyandot	231,530	207,042	288,522	355,996	412,772	480,638	568,478	566,491	373,995	383,927	343,223	321,283	4,533,898
1806	Erie Islands	282,479	257,898	298,396	363,778	486,009	603,648	713,734	701,787	448,348	464,770	413,510	396,327	5,430,682
1807	Commodore Perry	261,597	237,554	285,354	323,368	438,079	556,796	638,684	662,147	398,951	405,340	391,043	377,111	4,976,024
1808	Middle Ridge	357,309	337,386	451,553	557,266	629,678	691,375	817,938	820,535	556,572	586,328	535,261	504,152	6,845,354
1809	Vermilion Valley	340,711	314,655	454,226	549,569	619,069	726,215	842,455	855,355	540,870	557,571	523,115	505,093	6,828,904
1810	Great Lakes	207,543	190,864	261,082	322,670	391,592	443,844	540,888	525,368	319,404	333,280	313,334	309,337	4,159,205
1811	Towpath	187,733	168,854	239,702	283,737	347,961	406,952	475,019	480,400	299,360	300,415	285,445	277,072	3,752,649
1812	Portage	225,204	203,503	274,148	334,683	360,589	457,837	539,790	537,604	346,362	365,514	353,930	328,425	4,327,589
1813	Brady's Leap	180,922	166,346	222,049	266,402	287,484	347,985	414,471	428,246	278,417	283,475	274,052	257,750	3,407,599
1814	Mahoning Valley	245,084	222,751	309,061	318,642	372,757	419,148	592,208	577,029	377,828	398,301	372,886	308,641	4,514,335
1815	Glacier Hills	204,296	186,894	251,843	369,324	420,278	486,208	464,070	458,504	313,409	317,236	294,463	293,848	4,060,374
<b>TOTAL</b>		<b>3,372,474</b>	<b>3,064,551</b>	<b>4,151,251</b>	<b>5,001,385</b>	<b>5,897,704</b>	<b>6,963,092</b>	<b>8,236,687</b>	<b>8,205,240</b>	<b>5,276,738</b>	<b>5,443,671</b>	<b>5,055,365</b>	<b>4,687,624</b>	<b>65,355,782</b>

Ohio Turnpike and Infrastructure Commission  
Restaurant Sales  
2015

**EXHIBIT B**

Loc.	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Totals
1800 Indian Meadow													
Burger King	73,724	68,622	95,731	121,375	143,644	169,346	203,482	170,825	125,016	0	0	0 #	1,171,765
Sbarro's	53,211	43,615	64,329	73,872	88,739	100,635	124,880	97,994	67,319	0	0	0 #	714,595
Starbucks	55,292	48,297	68,559	83,055	106,306	120,491	142,310	128,627	97,446	0	0	0 #	850,385
	182,227	160,534	228,618	278,302	338,689	390,473	470,672	397,447	289,781	0	0	0 #	2,736,744
1801 Tiffin River													
Burger King	73,121	76,586	107,255	127,846	144,100	170,390	221,137	188,751	140,476	0	0	0 #	1,249,663
Sbarro's	49,319	45,970	65,953	74,760	86,715	113,620	134,780	119,227	75,834	0	0	0 #	766,178
Starbucks	59,013	55,789	82,142	87,551	109,339	122,235	146,690	138,486	105,703	0	0	0 #	906,948
	181,453	178,346	255,351	290,157	340,153	406,245	502,607	446,464	322,012	0	0	0 #	2,922,789
1804 Blue Heron													
Hardee's	78,809	72,144	96,066	118,759	169,147	187,114	238,905	226,038	141,985	0	0	0 #	1,328,967
Mancino's	13,295	22,363	15,896	20,434	35,616	42,832	56,979	54,286	27,375	0	0	0 #	289,077
Gloria Jean's Coffees	25,692	10,844	31,343	36,199	57,717	66,006	87,566	76,587	43,779	0	0	0 #	435,733
	117,796	105,351	143,306	175,392	262,479	295,952	383,450	356,911	213,139	0	0	0 #	2,053,777
1805 Wyandot													
Hardee's	118,368	106,853	142,538	169,370	194,091	221,218	270,702	250,381	183,591	0	0	0 #	1,657,113
Mancino's	20,100	17,479	24,679	31,677	38,527	47,607	56,794	52,393	35,559	0	0	0 #	324,816
Gloria Jean's Coffees	35,261	30,501	42,102	50,853	56,825	70,618	90,053	84,697	57,822	0	0	0 #	518,731
	173,729	154,833	209,319	251,900	289,443	339,444	417,548	387,470	276,972	0	0	0 #	2,500,659
1806 Erie Islands													
Starbucks	71,594	62,650	84,696	97,347	95,198	98,334	117,614	110,327	101,043	0	0	0 #	838,805
Sbarro	44,758	41,557	61,090	69,790	72,345	83,963	98,272	83,009	71,436	0	0	0 #	626,221
Cinnabon	7,142	6,925	9,223	12,267	12,507	14,673	18,094	14,783	10,943	0	0	0 #	106,555
Burger King	84,994	76,489	103,079	125,245	121,531	130,097	150,939	145,828	124,907	0	0	0 #	1,063,109
Carvel Ice Cream	1,347	1,325	2,368	5,759	6,479	7,816	4,125	6,814	4,406	0	0	0 #	40,440
Einstein Bagels	35,297	31,195	43,743	55,586	51,087	55,587	69,218	63,741	59,295	0	0	0 #	464,749
	245,133	220,142	304,198	365,996	359,147	390,471	458,262	424,501	372,030	0	0	0 #	3,139,880
1807 Commodore Perry													
Starbucks	69,544	61,735	85,092	100,982	120,918	130,216	148,598	140,152	107,208	0	0	0 #	964,445
Sbarro	37,474	35,486	51,738	57,418	68,772	84,971	105,238	97,871	65,803	0	0	0 #	604,771
Cinnabon	7,105	6,320	10,910	12,512	16,991	19,235	21,734	21,911	13,083	0	0	0 #	129,800
Burger King	75,977	67,460	81,879	110,479	131,065	148,821	178,020	154,010	114,842	0	0	0 #	1,062,554
Carvel Ice Cream	710	708	2,231	3,133	6,175	4,060	8,053	7,407	3,725	0	0	0 #	36,201
Einstein Bagels	30,811	25,708	39,979	49,757	66,484	73,928	90,270	86,995	60,733	0	0	0 #	524,665
	221,621	197,416	271,829	334,281	410,406	461,231	551,912	508,346	365,393	0	0	0 #	3,322,435

Ohio Turnpike and Infrastructure Commission  
Restaurant Sales  
2015

**EXHIBIT B**

Loc.	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Totals
1808 Middle Ridge													
Popeyes	59,907	53,810	73,453	82,544	93,046	100,836	117,320	113,435	89,270	0	0	0 #	783,619
Manchu Wok	9,159	8,347	12,003	14,836	16,650	21,525	27,444	25,287	20,020	0	0	0 #	155,271
Starbucks	68,422	59,773	79,634	95,667	112,323	118,009	141,134	133,649	107,259	0	0	0 #	915,871
Burger King	82,607	72,037	97,551	113,956	127,372	138,734	166,566	153,510	120,888	0	0	0 #	1,073,220
Hershey Ice Cream	1,838	1,566	2,989	5,857	8,280	9,241	14,246	13,301	6,659	0	0	0 #	63,979
Panera Bread	116,619	100,957	137,457	165,806	197,715	219,758	268,634	242,632	179,486	0	0	0 #	1,629,064
	338,551	296,491	403,088	478,666	555,386	608,104	735,344	681,813	523,581	0	0	0 #	4,621,023
1809 Vermilion Valley													
Popeyes	53,652	48,893	68,232	76,250	88,142	102,284	114,668	108,565	79,137	0	0	0 #	739,825
Great Steak	14,579	12,599	19,487	21,594	24,672	29,384	33,755	29,210	22,098	0	0	0 #	207,378
Starbucks	58,783	50,807	70,992	84,444	99,142	106,383	124,277	113,451	90,510	0	0	0 #	798,789
Burger King	65,648	55,330	81,552	96,399	110,712	124,112	148,502	135,010	102,606	0	0	0 #	919,871
Hershey Ice Cream	1,506	1,014	3,022	4,087	5,491	7,989	10,200	9,076	5,496	0	0	0 #	47,882
Panera Bread	114,519	96,688	139,880	170,989	207,859	244,682	303,162	277,814	187,096	0	0	0 #	1,742,689
	308,687	265,333	383,166	453,763	536,019	614,834	734,564	673,126	486,943	0	0	0 #	4,456,433
1810 Great Lakes													
Starbucks	35,710	29,966	42,675	50,857	59,688	66,772	80,023	72,856	53,408	0	0	0 #	491,955
Pizza Hut	9,539	8,664	12,203	17,703	18,481	21,468	30,678	22,718	15,408	0	0	0 #	156,862
KFC Express	15,096	14,056	20,958	27,786	30,859	34,749	43,917	39,592	23,569	0	0	0 #	250,581
Burger King	54,517	45,601	59,998	76,402	89,499	100,872	121,308	108,807	79,198	0	0	0 #	736,202
Panera Bread	85,580	68,629	99,960	133,838	150,261	169,441	211,876	189,597	126,667	0	0	0 #	1,235,849
	200,441	166,916	235,793	306,585	348,788	393,302	487,802	433,569	298,251	0	0	0 #	2,871,448
1811 Towpath													
Starbucks	34,293	28,852	40,023	45,182	59,191	62,415	76,050	70,713	52,158	0	0	0 #	468,876
Pizza Hut	7,368	6,664	10,033	14,020	17,042	19,772	24,462	21,664	13,925	0	0	0 #	134,948
KFC Express	12,241	11,168	15,518	20,157	24,260	29,297	33,851	32,157	20,915	0	0	0 #	199,564
Burger King	43,810	38,135	54,205	65,638	79,831	87,039	109,214	103,785	70,650	0	0	0 #	652,306
Panera Bread	75,958	58,935	86,698	113,121	138,192	159,101	192,014	176,442	120,200	0	0	0 #	1,120,662
	173,669	143,754	206,478	258,118	318,516	357,624	435,589	404,760	277,848	0	0	0 #	2,576,357

Ohio Turnpike and Infrastructure Commission  
Restaurant Sales  
2015

**EXHIBIT B**

Loc.	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Totals
1812 Portage													
Fresh Attractions	14,849	11,749	17,184	23,190	30,859	37,694	53,692	45,416	24,163	0	0	0 #	258,795
Sbarro	35,214	28,270	43,859	51,417	67,286	75,783	91,300	84,174	59,003	0	0	0 #	536,305
Starbucks	62,716	51,163	75,038	89,327	104,650	111,040	138,688	129,831	91,943	0	0	0 #	854,396
McDonalds	96,269	80,133	111,244	133,984	151,772	167,317	201,171	184,730	136,951	0	0	0 #	1,263,569
	209,047	171,314	247,325	297,918	354,567	391,834	484,851	444,151	312,060	0	0	0 #	2,913,067
1813 Brady's Leap													
Fresh Attractions	10,423	8,692	12,973	16,482	23,425	26,598	33,671	32,210	20,655	0	0	0 #	185,130
Sbarro	22,614	20,655	30,357	33,919	42,806	49,692	60,388	52,587	36,986	0	0	0 #	350,004
Starbucks	50,198	43,476	58,041	65,341	82,298	87,726	103,547	95,885	75,273	0	0	0 #	661,783
McDonalds	73,952	63,964	88,098	104,448	120,926	129,138	156,386	142,773	110,842	0	0	0 #	990,526
	157,186	136,787	189,469	220,189	269,454	293,154	353,992	323,455	243,755	0	0	0 #	2,187,442
1814 Mahoning Valley													
Panera Bread	132,076	106,397	158,394	204,315	229,113	268,509	329,274	295,497	216,034	0	0	0 #	1,939,611
Dairy Queen/Orange Juli	46,975	38,804	59,939	81,327	97,231	114,395	144,452	129,369	91,630	0	0	0 #	804,121
	179,051	145,201	218,333	285,642	326,344	382,905	473,727	424,866	307,664	0	0	0 #	2,743,731
1815 Glacier Hills													
Panera Bread	112,462	90,531	127,890	161,356	186,019	213,192	258,960	235,249	170,148	0	0	0 #	1,555,807
Dairy Queen/Orange Juli	38,919	31,573	44,319	60,079	73,969	83,237	100,393	92,718	67,111	0	0	0 #	592,318
	151,382	122,103	172,210	221,435	259,988	296,429	359,353	327,967	237,259	0	0	0 #	2,148,125
<b>TOTAL</b>	<b>2,839,972</b>	<b>2,464,521</b>	<b>3,468,485</b>	<b>4,218,345</b>	<b>4,969,380</b>	<b>5,622,000</b>	<b>6,849,674</b>	<b>6,234,847</b>	<b>4,526,688</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>41,193,912</b>

Note: Totals may not add due to rounding

Ohio Turnpike and Infrastructure Commission  
Gift Shop Sales  
2015

**EXHIBIT B**

Loc.	Plaza Name	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Totals
1800	Indian Meadow	87,703	81,558	100,958	119,259	143,781	169,253	211,093	192,808	143,065	0	0	0	1,249,479
1801	Tiffin River	77,100	80,270	101,399	107,614	123,304	145,453	181,853	171,376	129,790	0	0	0	1,118,159
1804	Blue Heron	44,577	41,566	61,095	73,075	114,730	128,577	164,961	157,441	96,354	0	0	0	882,375
1805	Wyandot	67,121	62,905	81,152	101,872	124,676	142,776	178,146	173,439	121,702	0	0	0	1,053,788
1806	Erie Islands	47,499	44,079	63,488	75,762	79,114	92,860	112,677	100,969	87,506	0	0	0	703,954
1807	Commodore Perry	42,159	38,746	54,769	67,177	91,965	110,015	128,623	117,172	80,605	0	0	0	731,232
1808	Middle Ridge	47,071	43,846	62,651	77,094	95,638	117,187	145,303	137,829	93,588	0	0	0	820,206
1809	Vermilion Valley	51,015	43,521	65,954	75,979	93,015	114,015	142,607	133,867	92,224	0	0	0	812,198
1810	Great Lakes	23,849	22,301	32,295	41,428	52,053	65,301	80,295	70,585	47,657	0	0	0	435,763
1811	Towpath	22,969	19,790	30,814	37,188	51,290	62,270	79,872	72,735	47,482	0	0	0	424,410
1812	Portage	36,314	32,133	45,922	61,066	73,089	87,471	108,540	100,633	65,010	0	0	0	610,180
1813	Brady's Leap	29,991	27,281	37,373	44,238	58,617	69,288	79,958	77,480	55,000	0	0	0	479,225
1814	Mahoning Valley	91,357	79,735	101,713	111,007	134,774	142,642	171,201	155,698	124,862	0	0	0	1,112,990
1815	Glacier Hills	81,320	73,594	85,755	98,622	110,839	122,217	140,245	133,397	106,291	0	0	0	952,281
<b>TOTAL</b>		<b>750,046</b>	<b>691,327</b>	<b>925,337</b>	<b>1,091,382</b>	<b>1,346,885</b>	<b>1,569,325</b>	<b>1,925,374</b>	<b>1,795,428</b>	<b>1,291,137</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>11,386,240</b>

Note: Totals may not add due to rounding

Ohio Turnpike and Infrastructure Commission  
Gasoline Sales (Gallons)  
2015

**EXHIBIT B**

Loc.	Plaza Name	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Totals
1800	Indian Meadow	153,611	121,763	183,986	220,422	277,958	322,923	406,483	388,118	261,705	0	0	0	2,336,970
1801	Tiffin River	122,944	113,248	165,747	186,538	243,804	283,859	361,238	348,819	247,729	0	0	0	2,073,925
1804	Blue Heron	138,390	114,186	164,718	193,886	279,050	303,307	389,947	389,786	224,956	0	0	0	2,198,226
1805	Wyandot	157,871	140,072	196,743	233,193	286,288	325,800	414,456	406,059	287,759	0	0	0	2,448,240
1806	Erie Islands	190,643	157,989	207,110	245,636	241,017	254,578	303,044	292,731	253,597	0	0	0	2,146,344
1807	Commodore Perry	137,665	122,965	166,398	191,397	252,370	287,009	332,612	316,850	226,381	0	0	0	2,033,648
1808	Middle Ridge	175,970	149,088	207,152	250,043	303,126	316,659	388,179	377,914	264,749	0	0	0	2,432,880
1809	Vermilion Valley	174,363	157,587	209,336	244,691	299,139	333,949	403,396	391,251	270,549	0	0	0	2,484,261
1810	Great Lakes	124,388	105,090	146,912	185,071	205,031	227,820	279,090	261,440	179,728	0	0	0	1,714,569
1811	Towpath	108,217	98,516	131,422	156,943	190,281	208,881	251,893	249,473	163,728	0	0	0	1,559,356
1812	Portage	182,725	148,016	204,724	243,104	281,445	305,888	384,803	356,345	243,988	0	0	0	2,351,039
1813	Brady's Leap	131,794	116,150	146,857	177,851	212,075	219,019	268,057	256,821	187,352	0	0	0	1,715,977
1814	Mahoning Valley	192,788	152,187	206,350	250,947	298,588	321,623	402,829	360,828	266,450	0	0	0	2,452,590
1815	Glacier Hills	163,384	132,327	178,051	209,908	243,543	254,352	304,077	290,328	215,701	0	0	0	1,991,672
<b>TOTAL</b>		<b>2,154,754</b>	<b>1,829,184</b>	<b>2,515,507</b>	<b>2,989,630</b>	<b>3,613,715</b>	<b>3,965,667</b>	<b>4,890,105</b>	<b>4,686,764</b>	<b>3,294,372</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>29,939,697</b>

Note: Totals may not add due to rounding

Ohio Turnpike and Infrastructure Commission  
Diesel Sales (Gallons)  
2015

**EXHIBIT B**

Loc.	Plaza Name	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Totals
1800	Indian Meadow	116,473	115,616	122,419	116,061	119,394	126,589	137,901	134,194	126,928	0	0	0	1,115,574
1801	Tiffin River	85,761	88,170	100,755	85,765	88,860	97,352	90,178	99,612	101,851	0	0	0	838,304
1804	Blue Heron	78,775	82,555	95,282	85,425	91,241	87,469	95,884	97,665	85,869	0	0	0	800,165
1805	Wyandot	69,015	68,488	87,124	78,897	75,012	89,401	89,721	99,857	91,017	0	0	0	748,530
1806	Erie Islands	93,177	87,101	107,721	95,412	87,909	90,300	91,131	89,299	92,522	0	0	0	834,573
1807	Commodore Perry	58,152	62,768	70,992	66,059	68,739	72,572	73,847	66,689	67,585	0	0	0	607,402
1808	Middle Ridge	99,945	99,483	111,711	104,197	105,966	116,481	125,712	111,170	108,244	0	0	0	982,909
1809	Vermilion Valley	83,936	88,496	94,898	91,537	95,427	113,463	103,573	104,261	100,124	0	0	0	875,716
1810	Great Lakes	52,769	55,630	67,211	63,823	65,117	73,295	68,109	67,902	61,694	0	0	0	575,549
1811	Towpath	48,747	55,216	61,200	60,827	61,109	60,867	69,882	66,704	64,946	0	0	0	549,499
1812	Portage	83,688	87,059	96,052	100,436	97,856	103,652	106,994	95,547	98,205	0	0	0	869,490
1813	Brady's Leap	88,808	76,458	86,591	89,222	93,848	97,940	97,499	93,197	95,171	0	0	0	818,735
1814	Mahoning Valley	102,201	101,797	108,827	117,278	114,928	132,858	125,190	121,011	103,519	0	0	0	1,027,609
1815	Glacier Hills	91,884	96,437	111,997	110,895	109,283	129,170	125,150	114,477	107,522	0	0	0	996,816
<b>TOTAL</b>		<b>1,153,331</b>	<b>1,165,274</b>	<b>1,322,780</b>	<b>1,265,834</b>	<b>1,274,688</b>	<b>1,391,408</b>	<b>1,400,772</b>	<b>1,361,587</b>	<b>1,305,196</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>11,640,871</b>

Note: Totals may not add due to rounding



Ohio Turnpike and Infrastructure Commission  
Total Sales  
2015

**EXHIBIT B**

Loc.	Plaza Name	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Totals
1800	Indian Meadow	274,000	245,607	334,361	406,397	490,365	569,983	697,700	601,515	441,575	0	0	0	4,061,502
1801	Tiffin River	261,930	262,054	362,079	405,191	470,597	560,031	697,804	627,591	459,234	0	0	0	4,106,512
1804	Blue Heron	166,810	150,890	209,534	257,073	386,848	436,281	566,518	529,097	319,640	0	0	0	3,022,691
1805	Wyandot	246,240	222,745	297,099	365,021	424,168	494,472	615,933	576,637	410,747	0	0	0	3,653,060
1806	Erie Islands	299,142	270,404	376,165	454,665	448,495	493,266	586,524	537,971	472,072	0	0	0	3,938,704
1807	Commodore Perry	269,590	241,984	333,603	412,281	512,935	582,261	697,295	637,832	456,691	0	0	0	4,144,471
1808	Middle Ridge	394,915	346,261	473,960	567,989	662,055	737,837	898,740	834,794	628,252	0	0	0	5,544,802
1809	Vermilion Valley	368,974	314,623	458,086	541,870	640,347	741,856	894,704	821,938	590,352	0	0	0	5,372,751
1810	Great Lakes	228,267	193,105	272,819	356,280	407,808	468,650	578,734	513,930	352,589	0	0	0	3,372,183
1811	Towpath	200,973	167,239	242,193	303,686	378,268	431,136	527,491	488,441	333,026	0	0	0	3,072,454
1812	Portage	250,330	207,814	298,952	369,231	435,383	491,924	606,185	557,305	385,375	0	0	0	3,602,500
1813	Brady's Leap	191,264	167,681	231,162	271,646	334,646	372,057	443,378	409,821	305,212	0	0	0	2,726,869
1814	Mahoning Valley	276,434	228,871	326,401	403,115	467,653	538,486	656,338	593,035	439,547	0	0	0	3,929,879
1815	Glacier Hills	237,816	199,370	262,981	325,830	376,415	428,721	508,286	471,044	349,346	0	0	0	3,159,810
<b>TOTAL</b>		<b>3,666,685</b>	<b>3,218,648</b>	<b>4,479,394</b>	<b>5,440,275</b>	<b>6,435,984</b>	<b>7,346,963</b>	<b>8,975,629</b>	<b>8,200,951</b>	<b>5,943,659</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>53,708,188</b>

### **Exhibit B. Authorized Operating Expenses**

The Contractor agrees that only expenses directly incurred in connection with the provision of Janitorial Services covered under this Agreement shall be considered as Operating Expenses, as follows;

1. Management and Supervisory Expense;
2. Hourly Labor;
3. Salaries, Wages and Benefits;
4. Supply Costs (not to exceed) Midwest-Region Producer Price Index (PPI) and/or Consumer Price Index (CPI) for the previous twelve (12) month average;
5. Supply Usage;
6. Equipment Costs (beyond specified scope of services);
7. Trash Dumpsters and Hauling;
8. Administrative Expense (beyond specified scope of services);
9. Insurance and Bonding Required under the Agreement
10. Pest Control
11. Uniform and Laundry Expense

### **Exhibit B. Unapproved Operating Expenses**

Expenses, which are to be paid by the Contractor and are **not** to be included on Contractor's request for a Price Adjustment include but are not limited to:

1. The expense of payroll computations and the disbursement of the payroll.
2. Wages, salaries, employee benefits, and bonuses of home office employees and general administrative, executive, and management officers.
3. Corporate or regional office accounting expenses including costs of producing financial reports.
4. Home office management costs such as general management overhead, transportation of management personnel, and any other indirect management costs not related to this agreement.
5. Repairs necessary as the result of the acts or omissions of the Contractor or its employees
6. Monies or other property, lost or stolen, either on or off Commission's premises
7. Excessive overtime pay
8. Legal expenses
9. Insurance retentions or deductibles under insurance policies specified herein.
10. All taxes, except for payroll and taxes.
11. Relocation expenses of any of the Contractor's employees
12. Memberships in local or national groups of any type
13. Costs for any contractor employee to attend seminars or conferences of any type
14. Travel expenses of all personnel above the GM.
15. Contractor's personal use of the facilities.
16. Vehicle and Fuel Expense
17. Anything else not expressly set forth herein

At no time shall any expenditure be charged to the Janitorial Services unless such expense has been approved as part of the Annual Plan or otherwise previously and specifically approved in writing by the Commission.

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The Contractor agrees that only expenses directly incurred in connection with the provision of Janitorial Services covered under this Agreement shall be considered as Operating Expenses, as follows;

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2. Hourly Labor;
3. Salaries, Wages and Benefits;
4. Supply Costs (not to exceed) Midwest-Region Producer Price Index (PPI) and/or Consumer Price Index (CPI) for the previous twelve (12) month average;
5. Supply Usage;
6. Equipment Costs (beyond specified scope of services);
7. Trash Dumpsters and Hauling;
8. Administrative Expense (beyond specified scope of services);
9. Insurance and Bonding Required under the Agreement
10. Pest Control
11. Uniform and Laundry Expense

### **Exhibit B. Unapproved Operating Expenses**

Expenses, which are to be paid by the Contractor and are not to be included on Contractor's request for a Price Adjustment include but are not limited to:

1. The expense of payroll computations and the disbursement of the payroll.
2. Wages, salaries, employee benefits, and bonuses of home office employees and general administrative, executive, and management officers.
3. Corporate or regional office accounting expenses including costs of producing financial reports.
4. Home office management costs such as general management overhead, transportation of management personnel, and any other indirect management costs not related to this agreement
5. Repairs necessary as the result of the acts or omissions of the Contractor or its employees.
6. Monies or other property, lost or stolen, either on or off Commission's premises.
7. Excessive overtime pay
8. Legal expenses
9. Insurance retentions or deductibles under insurance policies specified herein.
10. All taxes, except for payroll and taxes
11. Relocation expenses of any of the Contractor's employees.
12. Memberships in local or national groups of any type.
13. Costs for any contractor employee to attend seminars or conferences of any type.
14. Travel expenses of all personnel above the GM.
15. Contractor's personal use of the facilities.
16. Vehicle and Fuel Expense
17. Anything else not expressly set forth herein.

At no time shall any expenditure be charged to the Janitorial Services unless such expense has been approved as part of the Annual Plan or otherwise previously and specifically approved in writing by the Commission.

EXHIBIT C

**FIXTURES AND DISPENSING EQUIPMENT IN THE  
RESTROOMS**

OHIO TURNPIKE AND INFRASTRUCTURE COMMISSION  
REQUEST FOR PROPOSALS FOR JANITORIAL SERVICES  
AT THE MIDDLE RIDGE AND VERMILLION VALLEY  
SERVICE PLAZAS

AGREEMENT 2016 SP-5 JS

PLAZA		Roll Towel Dispenser	C-Fold Dispenser	Pump Soap Dispensers	Soap Disp Wall Mnt.	Auto-Soap	Hand Sanitizer Dispenser
Blue Heron		MODEL	MODEL	MODEL	MODEL	MODEL	MODEL
Public Restrooms, Men	10	Bobrick B-2860		14	1		1
	10	Bobrick B-2860		14			1
	1	Bobrick B-2860					1
	4	Kimb-Clik Lever Op.		4			
	2	Kimb-Clik Lever Op.		4			
Sub-total		27	0	34	1	0	3
Public Restrooms, Women	10	Bobrick B-2860		14			1
	10	Bobrick B-2860		14			1
	1	Bobrick B-2860					1
	4	Kimb-Clik Lever Op.		4			
	2	Kimb-Clik Lever Op.		4			
Sub-total		27	0	34	1	0	3
Employee Restrooms	10	Bobrick B-2860		14			
	10	Bobrick B-2860		14			
	1	Bobrick B-2860					
	4	Kimb-Clik Lever Op.		4			
	2	Kimb-Clik Lever Op.		4			
Sub-total		27	0	34	1	0	3
Public Restrooms, Men	6	Bobrick B-2860	6	12			1
	6	Bobrick B-2860	6	13			2
	1	Bobrick B-2860					1
	2	Kimb-Clik Lever Op.		4			
	2	Kimb-Clik Lever Op.		4			
Sub-total		17	14	33	1	3	3
Middle Ridge	6	Bobrick B-2860	6	12			1
	6	Bobrick B-2860	6	13			2
	1	Bobrick B-2860					1
	2	Kimb-Clik Lever Op.		4			
	2	Kimb-Clik Lever Op.		4			
Sub-total		17	14	33	1	3	3
Vermilion Valley	6	Bobrick B-2860	6	14			1
	6	Bobrick B-2860	6	14			1
	1	Bobrick B-2860					1
	2	Kimb-Clik Lever Op.		4			
	2	Kimb-Clik Lever Op.		4			
Sub-total		17	14	36	1	0	3
Employee Restrooms	6	Bobrick B-2860	6	14			
	6	Bobrick B-2860	6	14			
	1	Bobrick B-2860					
	2	Kimb-Clik Lever Op.		4			
	2	Kimb-Clik Lever Op.		4			
Sub-total		17	14	36	1	0	3



PLAZA NAME	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
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TOTAL

06E

400

195

77

165

13

46

6

8

551

430

497

50  
C0740  
105

COT

96  
CT6  
94

6







## Technical Data

# MIRROR WITH STAINLESS STEEL CHANNEL FRAME

# B-165 SERIES

## SNAP LOCKING DESIGN (Rear View)

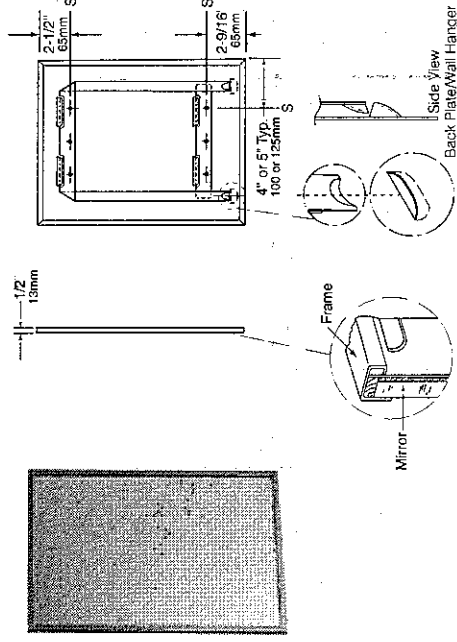


Figure 1

### STANDARD B-165 SERIES MIRRORS

MODEL NO.	OVERALL SIZE	
	W	H
B-165 1624	16" (41cm)	24" (61cm)
B-165 1824	18" (46cm)	24" (61cm)
B-165 1830	18" (46cm)	30" (76cm)
B-165 1836	18" (46cm)	36" (91cm)
B-165 2430	24" (61cm)	30" (76cm)
B-165 2436	24" (61cm)	36" (91cm)
B-165 2448	24" (61cm)	48" (122cm)
B-165 2460	24" (61cm)	60" (152cm)

## SCREW LOCKING DESIGN (Rear View)

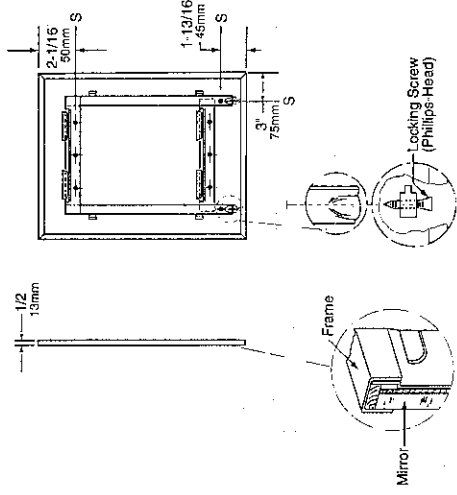


Figure 2

### STANDARD B-165 SERIES MIRRORS

MODEL NO.	OVERALL SIZE	
	W	H
B-165 3636	36" (91cm)	36" (91cm)
B-165 4836	48" (122cm)	36" (91cm)
B-165 6036	60" (152cm)	36" (91cm)

All Other Size Mirrors

### Designer's Notes:

- 1 Special-order sizes available on request.
- 2 Maximum size mirror available: 72" x 60" (183 x 152cm); minimum size: 12" x 12" (30 x 30cm).
- 3 All Bobrick framed mirrors are manufactured to overall width and height dimensions. EXAMPLE: A 24" x 36" (61 x 91cm) mirror will be furnished 24" x 36" (61 x 91cm) outside-of-frame to outside-of-frame.
- 4 To specify special sizes use Series Number followed by width then height in inches. EXAMPLE: B-165 2024.
- 5 Bobrick framed mirrors are manufactured to a tolerance 1/8" (3.2mm).
- 6 For sufficient space to lift mirror onto wall hanger(s), provide 3-1/4" (85mm) minimum clearance above center line of mounting screw holes.
- 7 Provide 1" (25mm) minimum clearance at bottom of mirror for engaging locking screws and 1" (25mm) clearance on each side.

### MATERIALS:

**Frame** — Type-430 stainless steel, 1/2" x 1/2" x 3/8" (13 x 13 x 9.5mm) channel with 1/4" (6mm) return at rear with bright polished finish. One piece frame with 90 degree mitered corners. Galvanized steel back has integral horizontal hanging brackets near the top for hanging the mirror and near the bottom to prevent the bottom of the mirror from pulling away from the wall. Locking devices secure mirror to concealed wall hanger. In Screw Locking Design (see figure 2), concealed Phillips-head locking screws securely fasten mirror to wall hanger.

**Mirror** — No. 1 quality, 1/4" (6mm) select float glass; selected for silvering, electrolytically copper-plated by the galvanic process, and guaranteed for 10 years against silver spoilage. Corners are protected by friction-absorbing filler strips; back is protected by full-size, shock-absorbing, water-resistant, nonabrasive, 3/16" (5mm) thick polyethylene padding.

**Concealed Wall Hanger** — 20-gauge (0.9mm) galvanized steel. Incorporates lower support member, forming rigid rectangle, which engages lower backplate louvers to keep bottom of mirror against wall.

continued

## INSTALLATION:

Mount wall hanger on wall with screws (not furnished) at points indicated by an S. For plaster or dry wall construction, provide backing to comply with local building codes, then secure wall hanger with screws (not furnished). When providing a concealed backing, allow backing to cover minimum range of mounting hole locations shown on drawing. For other wall surfaces, provide fiber plugs or expansion shields for use with screws (not furnished), or provide 1/8" (3mm) toggle bolts or expansion bolts. Hang mirror on wall hanger with all four backplate louvers engaged behind horizontal wall hanger members. Hang mirror on wall hanger with all four backplate louvers engaged behind horizontal wall hanger members. To do this, mirror must be centered in front of the wall hanger horizontally, pressed flat against the wall approximately 1" (25mm) above final position and then lowered into final position.

**Snap Locking Design** — Locking devices automatically secure mirror to concealed wall hanger when it is lowered into final position. Locking devices may be unlocked by inserting two flat blade screwdrivers behind each side of mirror near the bottom or under the bottom of the mirror and pulling mirror bottom forward and then up (see figure 3).

**Screw Locking Design** — Lock mirror to wall hanger by tightening Phillips-head locking screws that are concealed in the bottom of frame at points indicated by a T. Mirror may be unlocked from wall hanger by loosening locking screws and lifting mirror off of concealed wall hanger (see figure 4).

### SNAP LOCKING DESIGN (Front View)

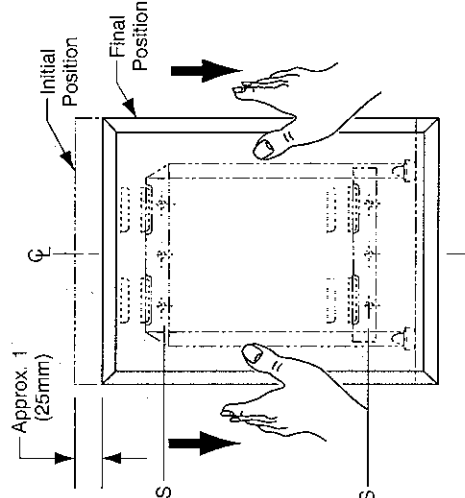


Figure 3

### SCREW LOCKING DESIGN (Front View)

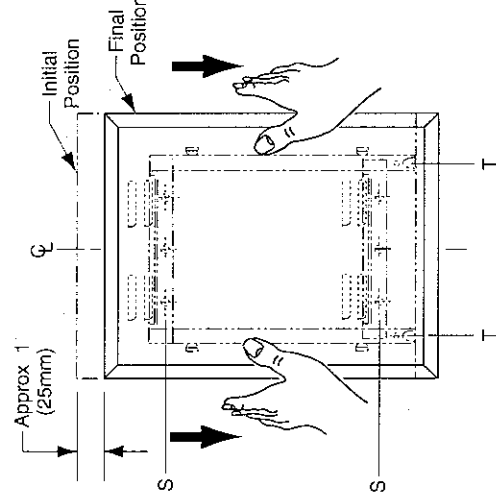
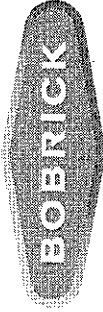


Figure 4

## SPECIFICATION:

Mirror shall have a one-piece type-430 stainless steel channel frame, 1/2" x 1/2" x 3/8" (13 x 13 x 9.5mm), with 90° mitered corners; all exposed surfaces shall have bright polished finish. Select float glass mirror shall be guaranteed for 10 years against silver spoilage. Corners shall be protected by friction-absorbing filler strips and the back shall be protected by full-size shock-absorbing, water-resistant, nonabrasive, 3/16" (5mm) thick polyethylene padding. Galvanized steel back shall have integral horizontal hanging brackets located at top and bottom for mounting on concealed rectangular wall hanger to prevent the mirror from pulling away from the wall. Locking devices secure mirror to concealed wall hanger. Mirror shall be removable from the wall.

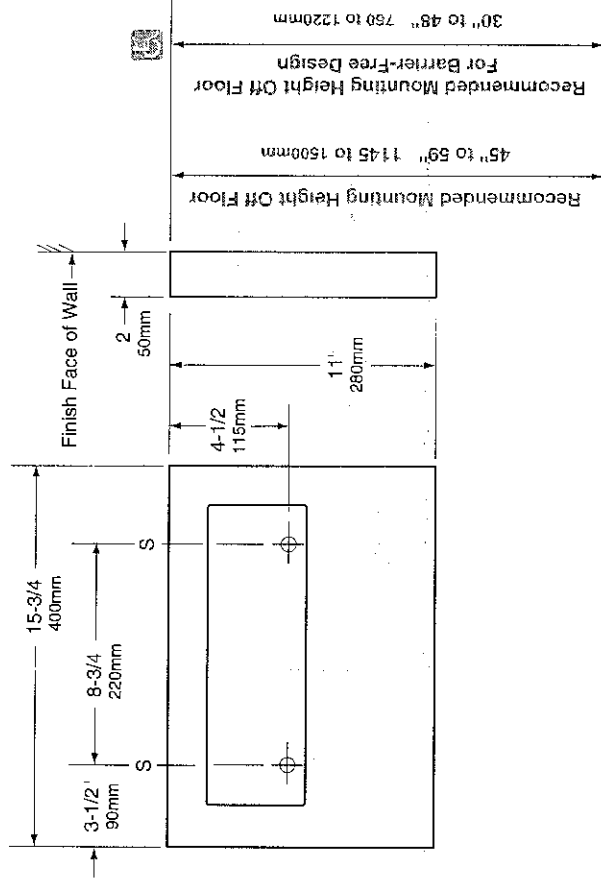
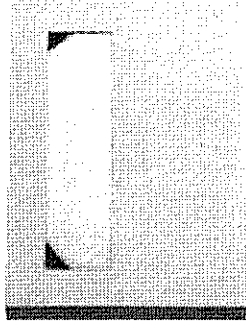
Framed Mirror shall be Model B-165 \_\_\_\_\_ (insert width and height) of Bobrick Washroom Equipment, Inc., Clifton Park, New York; Jackson, Tennessee; Los Angeles, California; Bobrick Washroom Equipment Company, Scarborough, Ontario; Bobrick Washroom Equipment Pty. Ltd., Australia; and Bobrick Washroom Equipment Limited, United Kingdom.



# ClassicSeries™ SURFACE-MOUNTED SEAT-COVER DISPENSER

## B-221

### Technical Data



#### MATERIALS:

18-8 S, type-304, 22-gauge (0.8mm) stainless steel with satin finish. All-welded construction with beveled opening.

#### OPERATION:

Dispenses single- or half-fold paper toilet seat covers from beveled opening. Dispenser fills from bottom through concealed opening. Capacity: 250 toilet seat covers.

#### INSTALLATION:

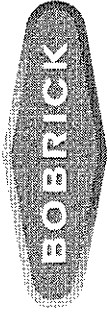
Mount unit on wall or toilet partition with two flat-head screws, not furnished by manufacturer, at points indicated by an S. For plaster or dry wall construction, provide concealed backing that complies with local building codes; then secure unit with flat-head screws not furnished. For other wall surfaces, provide fiber plugs or expansion shields for use with screws, not furnished, or provide 1/8" (3mm) toggle bolts or expansion bolts.

**Note:** Provide a 5" (125mm) minimum clearance from bottom of dispenser to top of any horizontal projection to provide room for filling dispenser from bottom.

#### SPECIFICATION:

Surface-mounted toilet-seat-cover dispenser shall be type-304, 22-gauge (0.8mm) stainless steel with all-welded construction; exposed surfaces shall have satin finish. Dispenser shall have a concealed opening in bottom for filling. Capacity shall be 250 paper toilet seat covers.

Surface-Mounted Seat-Cover Dispenser shall be Model B-221 of Bobrick Washroom Equipment, Inc., Clifton Park, New York; Jackson, Tennessee; Los Angeles, California; Bobrick Washroom Equipment Company, Scarborough, Ontario; Bobrick Washroom Equipment Pty. Ltd., Australia; and Bobrick Washroom Equipment Limited, United Kingdom.



## GLASS MIRROR WITH STAINLESS STEEL ANGLE FRAME

## B-290 SERIES

### Technical Data

#### SNAP LOCKING DESIGN (Rear View)

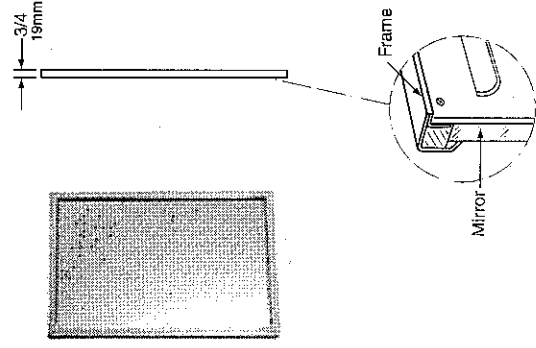


Figure 1

#### SCREW LOCKING DESIGN (Rear View)

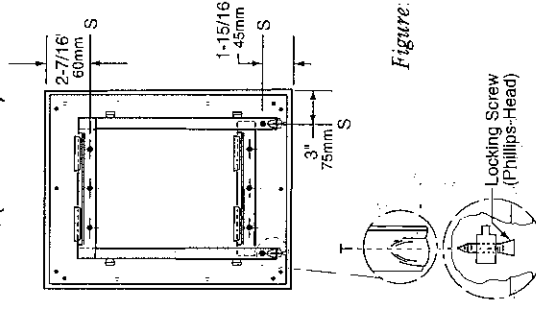


Figure 2

#### STANDARD B-290 SERIES MIRRORS

MODEL NO.	OVERALL SIZE	
	W	H
B-290 1824	18" (46cm)	24" (61cm)
B-290 1830	18" (46cm)	30" (76cm)
B-290 1836	18" (46cm)	36" (91cm)
B-290 2430	24" (61cm)	30" (76cm)
B-290 2436	24" (61cm)	36" (91cm)
B-290 2448	24" (61cm)	48" (122cm)
B-290 2460	24" (61cm)	60" (152cm)
B-290 2472	24" (61cm)	72" (183cm)

#### STANDARD B-290 SERIES MIRRORS

MODEL NO.	OVERALL SIZE	
	W	H
B-290 3636	36" (91cm)	36" (91cm)
B-290 4836	48" (122cm)	36" (91cm)
B-290 7236	72" (183cm)	36" (91cm)

#### All Other Size Mirrors

#### Designer's Notes:

- 1 Special-order sizes available on request.
- 2 Maximum size one-piece angle-frame mirror, 144" x 72" (366 x 183cm); minimum size, 12" x 12" (30 x 30cm). Maximum frame size available, 180" x 72" (457 x 183cm) with two pieces of glass in one-piece frame. Stainless steel 1-section with polished finish covers seam where two pieces of glass butt together.
- 3 All Bobrick framed mirrors are manufactured to overall width and height dimensions. EXAMPLE: A 24" x 36" (61 x 91cm) mirror will be furnished 24" x 36" (61 x 91cm) outside-of-frame to outside-of-frame.
- 4 To specify special sizes use Series Number followed by width then height in inches. EXAMPLE: B-290 2024
- 5 Bobrick framed mirrors are manufactured to a tolerance  $\pm 1/8$  (3.2mm).
- 6 For sufficient space to lift mirror onto wall hanger(s), provide 3-1/4" (85mm) minimum clearance above center line of mounting screw holes.
- 7 Provide 1" (25mm) minimum clearance at bottom of mirror for engaging locking screws and 1" (25mm) clearance on each side.

#### MATERIALS:

**Frame** — 18-8 S, type 304, heavy-gauge stainless steel, 3/4" x 3/4" (19 x 19mm) angle with vertical-grain satin finish. One-piece, roll-formed construction forms continuous integral stiffener on all sides. Bevel design on front of angle holds frame tightly against mirror. Corners of mirror frame are heliarc welded, ground and polish smooth. Galvanized steel back is fastened to frame with concealed screws and equipped with integral horizontal hanging brackets near the top and bottom of the mirror for hanging the mirror and to prevent the mirror from pulling away from the wall. Locking devices secure mirror to concealed wall hanger. In Screw Locking Design (see figure 2), concealed Phillips-head locking screws securely fasten mirror to wall hanger.

**Designer's Note** Type 304 stainless steel provides superior corrosion resistance, compared to 400 Series stainless steel, against environmental moisture, hose-down maintenance and strong cleaning solution.

continued...

**Mirror** — No 1 quality, 1/4" (6mm) select float glass (standard glass): selected for silvering, electrolytically copper-plated by the galvanic process, and guaranteed for 15 years against silver spoilage. All edges protected by plastic filler strips; back is protected by full-size, shock-absorbing, water-resistant, nonabrasive, 3/16" (5mm) thick polyethylene padding

**Concealed Wall Hanger** — 20-gauge (0.9mm) galvanized steel. Incorporates lower support member, forming rigid rectangle, which engages lower backplate louvers to keep bottom of mirror against wall

#### INSTALLATION:

Mount wall hanger on wall with screws (not furnished) at points indicated by an S. For plaster or dry wall construction, provide backing to comply with local building codes, then secure wall hanger with screws (not furnished). When providing a concealed backing, allow backing to cover range of mounting hole locations shown on drawing. For other wall surfaces, provide fiber plugs or expansion shields for use with screws (not furnished), or provide 1/8" (3mm) toggle bolts or expansion bolts. Hang mirror on wall hanger with all four backplate louvers engaged behind horizontal wall hanger members. To do this, mirror must be centered in front of the wall hanger horizontally, pressed flat against the wall approximately 1" (25mm) above final position and then lowered into final position

**Snap Locking Design** — Locking devices automatically secure mirror to concealed wall hanger when it is lowered into final position. Locking devices may be unlocked by inserting two flat blade screwdrivers behind each side of mirror near the bottom or under the bottom of the mirror and pulling mirror bottom forward and then up (see figure 3)

**Screw locking Design** — Lock mirror to wall hanger by tightening Phillips-head locking screws that are concealed in the bottom of frame at points indicated by a T. Mirror may be unlocked from wall hanger by loosening locking screws and lifting mirror off of concealed wall hanger (see figure 4)

#### SNAP LOCKING DESIGN (Front View)

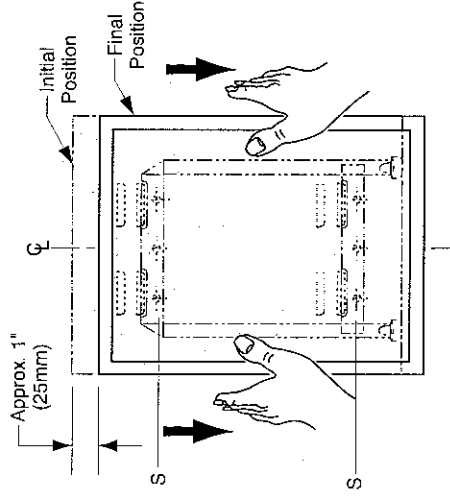


Figure 3

#### SCREW LOCKING DESIGN (Front View)

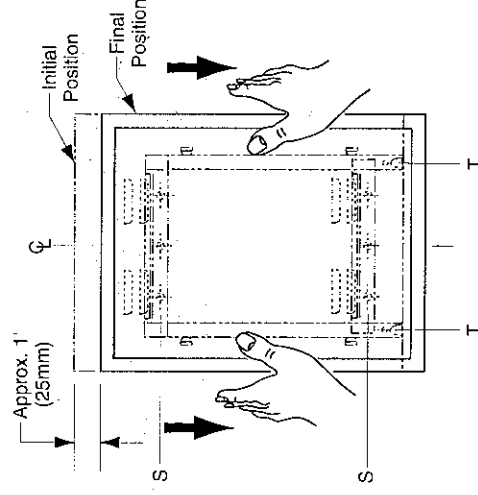


Figure 4

#### SPECIFICATION:

Mirror shall have a one-piece, type 304 stainless steel angle frame, 3/4" x 3/4" (19 x 19mm) with continuous integral stiffener on all sides and beveled front to hold frame tightly against mirror; corners shall be heliarc welded, ground, and polished smooth; all exposed surfaces shall have satin finish with vertical grain. Reflective surfaces shall be guaranteed for 15 years against silver spoilage. All edges shall be protected by plastic filler strips and the back shall be protected by full-size, shock-absorbing, water-resistant, nonabrasive, 3/16" (5mm) thick polyethylene padding. Galvanized steel back shall have integral horizontal hanging brackets located at top and bottom for mounting on concealed rectangular wall hanger and to prevent the mirror from pulling away from the wall. Locking devices secure mirror to concealed wall hanger. Mirror shall be removable from wall hanger for reglazing mirror.

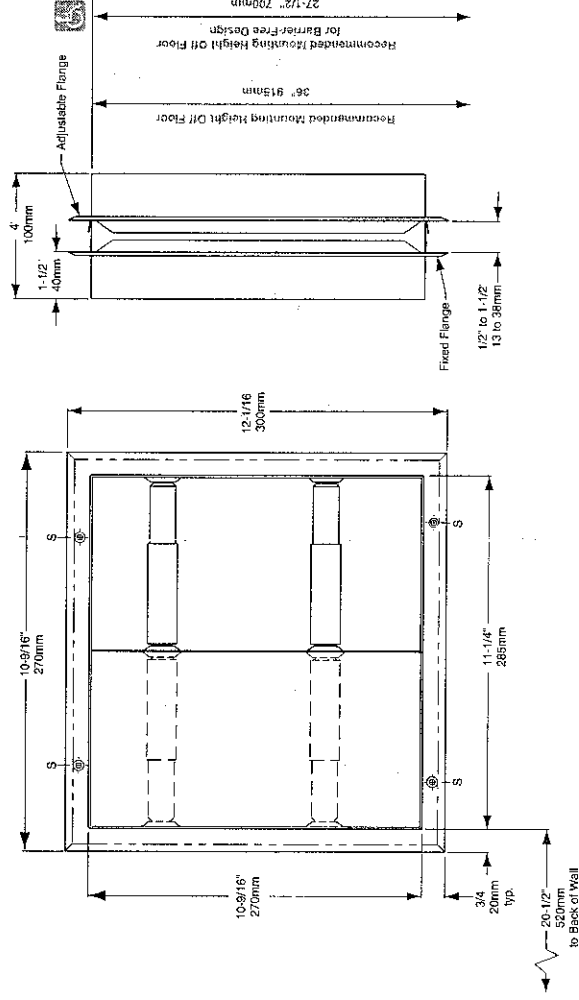
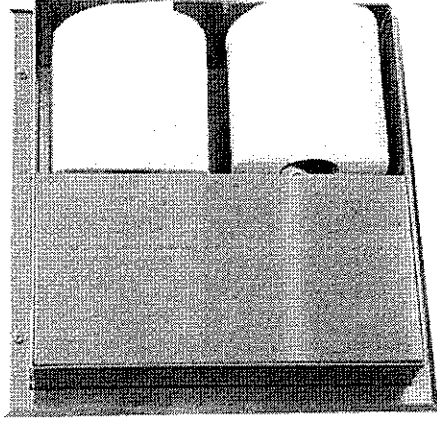
Framed Mirror shall be Model B-290 \_\_\_\_\_ (insert width and height) of Bobrick Washroom Equipment, Inc., Clifton Park, New York; Jackson, Tennessee; Los Angeles, California; Bobrick Washroom Equipment Company, Scarborough, Ontario; Bobrick Washroom Equipment Pty. Ltd., Australia; and Bobrick Washroom Equipment Limited, United Kingdom.



## Technical Data

# PARTITION-MOUNTED DUAL-SIDED MULTI-ROLL TOILET TISSUE DISPENSER (SERVES TWO TOILET COMPARTMENTS)

# B-386



### Rough Partition Cutout

11-1/2" (290mm) wide  
10-7/8" (275mm) high  
1-2" to 2" (12 to 50mm) partition thickness

## MATERIALS:

- Cabinet** — 18-8 S, type-304, 22-gauge (0.8mm) stainless steel All-welded construction. Exposed surfaces have satin finish
- Flanges (2)** — 18-8 S, type-304, 22-gauge (0.8mm) stainless steel with satin finish. Drawn and beveled, one-piece, seamless construction
- Toilet Tissue Dispensers (4)** — 18-8 S, Type-304, 22 gauge (0.8mm) stainless steel with satin finish. Holds two standard-core toilet tissue rolls up to 5-1/8" (130mm) diameter (1500 sheets) for each toilet compartment
- Spindles (4)** — Chrome-plated plastic, equipped with heavy-duty internal springs

*Designer's Note.* Theft-resistant spindles, which are removable only with special key provided. Order Part Number 283-604.

continued

#### **OPERATION:**

Unit holds four standard-core toilet tissue rolls up to 5-1/8" (130mm) diameter (1500 sheets), two for each compartment. Spindles may be removed from each compartment for servicing.

*Designers Note:* It is recommended that one full toilet tissue roll remain wrapped until the other roll has been depleted to avoid wasting ends of both rolls.

#### **INSTALLATION:**

Mount unit, with seam in wrapper at bottom, in toilet partition 1/2" to 2" (13 to 50mm) thick, centered through a cutout specially ordered from partition manufacturer or field cut. Dimensions of cutout are to be 11-1/2" wide x 10-7/8" high (290 x 275mm). For factory-made cutouts, location and size details should be furnished to partition manufacturer. For hollow-core metal partitions, provide solid framing into which sheet-metal mounting screws can be secured.

For installation with sheet-metal screws furnished, place unit firmly in partition cutout, making certain that entire perimeter of fixed flange is flush with and tight against partition surface. Secure to partition with screws through four mounting holes at points indicated by an S. On other side of partition, position adjustable flange (which serves as an escutcheon) so mounting holes are not in-line with mounting holes in fixed flange. Make certain entire perimeter of adjustable flange is flush with and tight against partition surface before securing with sheet-metal screws furnished by manufacturer.

For through-bolting method of installation, make sure that mounting holes in adjustable flange are in-line with holes in fixed flange. Using adjustable flange as template to mark locations, drill 9/32" or 5/16" (7 or 8mm) holes through partition. Provide four binder posts and #6 (3.5mm) flat-head screws to secure unit and its adjustable flange. Obtain binder posts and screws by ordering Bobrick Binder Post Kit No. 354-119 for partitions 1/2" (13mm) thick only or Kit No. 354-124 for partitions 3/4" to 1-1/4" (19 to 32mm) thick.

**Note:** Cutouts in Bobrick toilet partitions can be pre-cut for Bobrick partition-mounted accessories at factory if location and size of cutouts are specified and the order for both partitions and accessories are received together.

#### **SPECIFICATION:**

Partition-mounted dual-sided multi-roll toilet tissue dispenser shall be type-304 stainless steel with all-welded construction; exposed surfaces shall have satin finish. Flanges shall be drawn and beveled, one-piece, seamless construction. Unit shall mount in toilet partition and shall serve two toilet compartments. Unit shall dispense four standard-core toilet tissue rolls up to 5-1/8" (130mm) diameter (1500 sheets). \*Spindles shall be equipped with a heavy-duty internal spring. Manufacturer's service and parts manual shall be provided to the building owner/manager upon request.

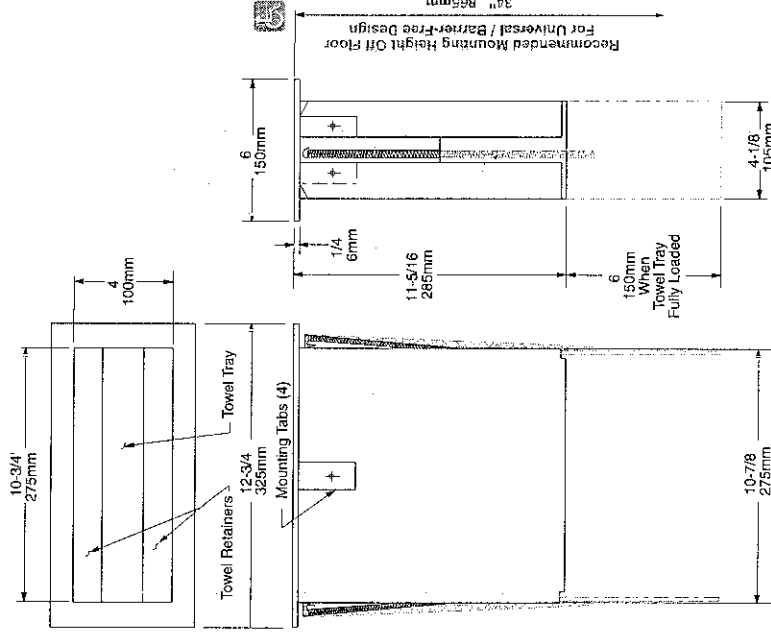
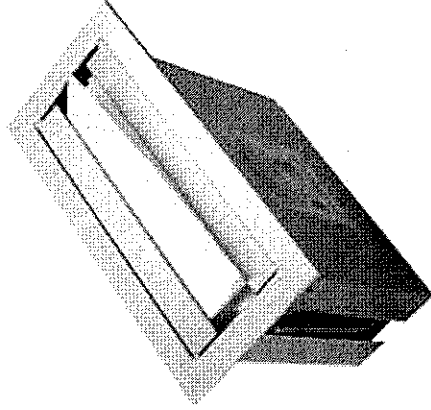
**Partition-Mounted Multi-Roll Toilet Tissue Dispenser shall be Model B-386 of Bobrick Washroom Equipment, Inc., Clifton Park, New York; Jackson, Tennessee; Los Angeles, California; Bobrick Washroom Equipment Company, Scarborough, Ontario; Bobrick Washroom Equipment Pty. Ltd., Australia; and Bobrick Washroom Equipment Limited, United Kingdom.**



# TrimLineSeries™ COUNTERTOP PAPER TOWEL DISPENSER

## B-526

### Technical Data



#### Rough Counter top Cutout

12 1/4" (310mm) wide  
4-1/2" (115mm) high  
3/4" to 1 1/2" (19 to 38mm) mounting thickness  
17" (430mm) minimum clearance below mounting surface

### MATERIALS:

**Flange** — 18-8 S, type-304, 22-gauge (0.8mm) satin finish stainless steel 1/4" (6mm) 90° return for maximum rigidity  
**Paper Towel Dispenser** — 18-8 S, type-304, 22-gauge (0.8mm) satin finish stainless steel All-welded construction Equipped with two hinged towel retainers and a spring-loaded towel tray Capacity: 300 C-fold or multifold paper towels

### OPERATION:

Paper towel dispenser accommodates C-fold and multifold paper towels without adjustment or adapters. Patented *push-through* design allows loading from the top by pushing towels downward into dispenser through the two hinged towel retainers  
*Designer's Notes:* Housing below counter top to conceal paper towel dispenser is not included with unit — must be furnished by others Paper towel dispenser may be mounted in vertical surfaces of counter top also, including aprons, skits, or front of cabinets

### INSTALLATION:

Unit is designed for installation in counter top. Mount unit through a cutout specially ordered from counter top manufacturer or field cut Dimensions of cutout are to be 12-1/4" wide x 4-1/2" high (310 x 115mm). Adjustable mounting tabs accommodate mounting thicknesses from 3/4" to 1-1/2" (19 to 38mm) For complete installation instructions, see Form No 526-69, packed with each shipment; also available in advance on request

**NOTE:** 17" (430mm) minimum clearance below mounting surface is required to allow for full extension of fully loaded towel tray

### SPECIFICATION:

Paper towel dispenser for mounting in counter tops shall be type-304 stainless steel with all-welded construction; exposed surfaces shall have satin finish. Flange shall have 1/4" (6mm) 90° return Paper towel dispenser shall be equipped with two hinged towel retainers and spring-loaded towel tray; capacity shall be 300 C-fold or multifold paper towels Manufacturer's service and parts manual shall be provided to the building owner/manager upon request.

Counter top-Mounted Paper Towel Dispenser shall be Model B-526 of Bobrick Washroom Equipment, Inc., Clifton Park, New York; Jackson, Tennessee; and Los Angeles, California; Bobrick Washroom Equipment Company, Scarborough, Ontario; Bobrick Washroom Equipment Pty. Ltd., Australia; and Bobrick Washroom Equipment Limited, United Kingdom

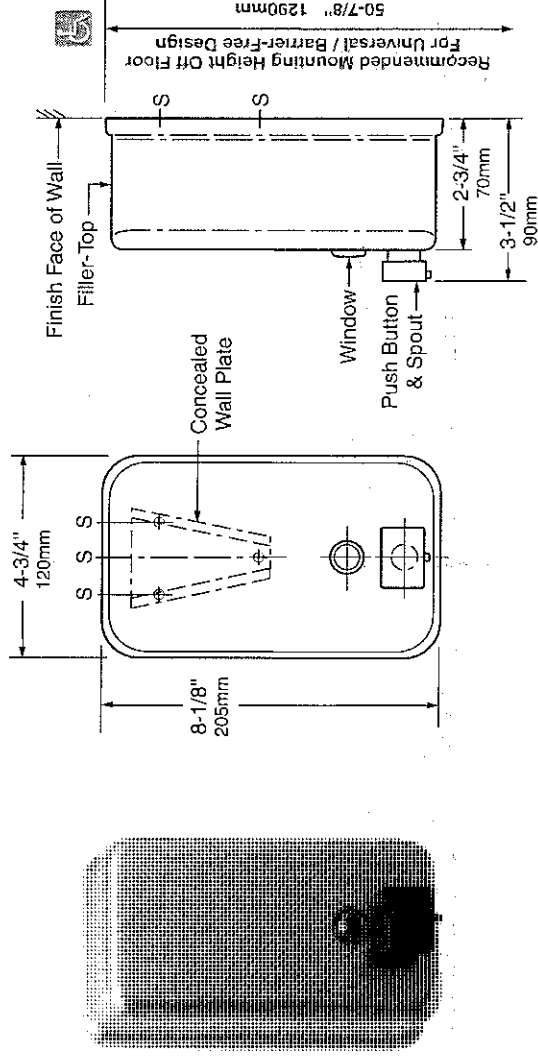




## ClassicSeries® SURFACE-MOUNTED SOAP DISPENSER

# B-2111

### Technical Data



#### MATERIALS:

**Container** — 18-8 S, type-304, 22-gauge (0.8mm) stainless steel with satin-finish. Body is drawn, one-piece, seamless construction. Back plate has mounting bracket attached. Furnished with concealed wall plate. Equipped with a clear acrylic refill-indicator window and a locked, hinged stainless steel lid for top filling. Capacity: 40-fl oz (1.2-L).

**Valve** — Black molded plastic push button and spout. Soap head-holding mushroom valve. Stainless steel spring. Up-packing seal and duckbill. Antibacterial-soap-resistant plastic cylinder.

#### OPERATION:

Corrosion-resistant valve dispenses commercially marketed all-purpose hand soaps. To prevent corrosion of the tank, use only chloride-free pH-neutral liquid soaps. Valve is operable with one hand, without tight grasping, pinching, or twisting of the wrist, and with less than 5 pounds of force (22.2 N) to comply with barrier-free accessibility guidelines (including ADAAG in the U.S.A.). Window indicates when refill is required. The locked, hinged lid opens for top filling only with special key provided. Concealed, vandal-resistant mounting.

#### INSTALLATION:

Secure wall plate to the wall with three sheet-metal screws, furnished by manufacturer, at points indicated by an S. Slide mounting bracket of container down onto wall plate and secure unit with furnished locking-screw. For plaster or dry wall construction, provide concealed backing to comply with local building codes and secure with sheet-metal screws furnished. For other wall surfaces, provide fiber plugs or expansion shields for use with sheet-metal screws furnished, or provide 1/8" (3mm) toggle bolts or expansion bolts.

**Note:** Surface-mount the dispenser plumb and true with valve 6" (150mm) to right or left of lavatory center. Provide 4" (100mm) minimum clearance from the lid to the underside of any horizontal projection. Push buttons should be located 44" (1120mm) maximum above the finish floor.

#### SPECIFICATION:

Surface-mounted soap dispenser shall be type-304 stainless steel with satin-finish. Corrosion-resistant valve shall dispense commercially marketed all-purpose hand soaps. To prevent corrosion of the tank, use only chloride-free pH-neutral liquid soaps. Valve shall be operable with one hand and with less than 5 pounds of force (22.2 N) to comply with barrier-free accessibility guidelines (including ADAAG in the U.S.A.). Container shall be equipped with a clear acrylic refill-indicator window; a locked, hinged stainless steel lid for top filling; and shall have a capacity of 40-fl oz (1.2-L). Unit shall have concealed, vandal-resistant mounting.

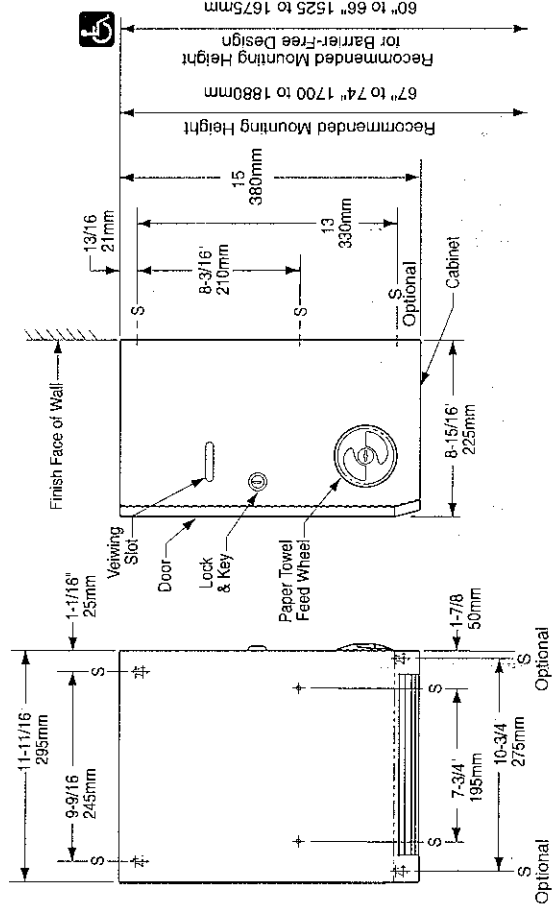
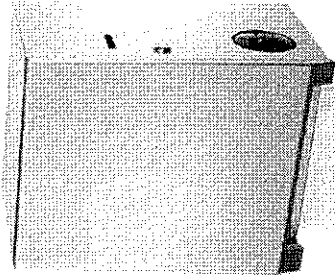
Surface-Mounted Soap Dispenser shall be Model B-2111 of Bobrick Washroom Equipment, Inc., Clifton Park, New York; Jackson, Tennessee; Los Angeles, California; Bobrick Washroom Equipment Company, Scarborough, Ontario; Bobrick Washroom Equipment Pty. Ltd., Australia; and Bobrick Washroom Equipment Limited, United Kingdom.



## Technical Data

# SURFACE MOUNTED ROLL TOWEL DISPENSER

# B-2860



Patented

### MATERIALS:

**Cabinet** — 18-8 S type-304, 22-gauge (0.8mm) stainless steel. All-welded construction. Exposed surfaces have satin finish. Equipped with a tumbler lock keyed like other Bobrick washroom accessories.

**Door** — 18-8 S type-304, 22-gauge (0.8mm) stainless steel with satin finish. Secured to cabinet with a full-length stainless steel piano hinge.

**Roll Towel Mechanism** — Durable, high-impact resin materials. Accepts standard-core rolls up to 8" (205mm) wide, 8" (205mm) diameter. Dispenses one 12" (305mm) length of towel per pull. Accommodates up to 3-1/2" (90mm) diameter stub roll with automatic transfer to full roll.

### OPERATION:

Touch-Free pull towel dispensing mechanism dispenses one 12" (305mm) length of towel per pull and operates smoothly and quietly. User only touches the paper. Exterior paper towel feed wheel available for use when filling dispenser and for use to advance paper should it become necessary to feed paper through dispenser. Automatic transfer dispenses stub roll before new roll is dispensed. When stub roll is depleted, advancement of paper towel feed wheel allows the main roll to start dispensing without the need to open the dispenser. Dispenser accommodates up to 8" (205mm) wide, 8" (205mm) diameter, non-perforated paper towel rolls and pull force to operate 1.8 pounds (8.0 N) to comply with barrier-free accessibility guidelines (including ADAAG in U.S.A.).

### INSTALLATION:

Mount unit on wall with four #8 x 1-1/4" (4 x 32mm) sheet-metal screws (not furnished) at points indicated by an S. Optional mounting screw locations available at installer's discretion. For plaster or dry wall construction, provide concealed backing to comply with local building codes; then secure unit with sheet-metal screws. For other wall surfaces, provide fiber plugs or expansion shields for use with sheet-metal screws or provide 1/8" (3mm) toggle bolts or expansion bolts.

### SPECIFICATION:

Surface-mounted roll-paper-towel dispenser shall be type-304 stainless steel with all-welded construction; exposed surfaces shall have satin finish. Door shall be secured to cabinet with a full-length stainless steel piano-hinge. Unit shall be equipped with a tumbler lock keyed like other Bobrick washroom accessories. Towel mechanism accommodates up to 8" (205mm) wide, 8" (205mm) diameter, non-perforated paper towel rolls. Touch-Free pull towel mechanism dispenses one 12" (305mm) length of towel per pull. User only touches the paper. Automatic transfer shall dispense stub roll up to 3-1/2" (90mm) diameter before new roll is dispensed. Equipped with paper towel feed wheel for use in filling the dispenser, for use to advance paper should it become necessary to feed paper through dispenser. Paper towels are dispensed with pull force to operate 1.8 pounds (8.0 N) in compliance with barrier-free accessibility guidelines (including ADAAG in U.S.A.). Manufacturer's service and parts manual shall be provided to the building owner/manager upon request.

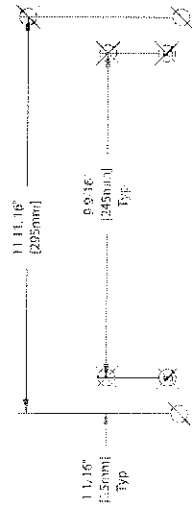
Surface-Mounted Roll-Paper-Towel Dispenser shall be Model B-2860 of Bobrick Washroom Equipment, Inc., Clifton Park, New York; Jackson, Tennessee; Los Angeles, California; Bobrick Washroom Equipment Company, Scarborough, Ontario; Bobrick Washroom Equipment Pty Ltd., Australia; and Bobrick Washroom Equipment Limited, United Kingdom.

## PRODUCT SPECIFICATION

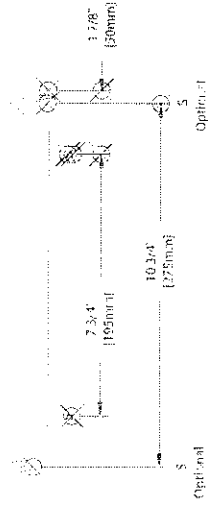
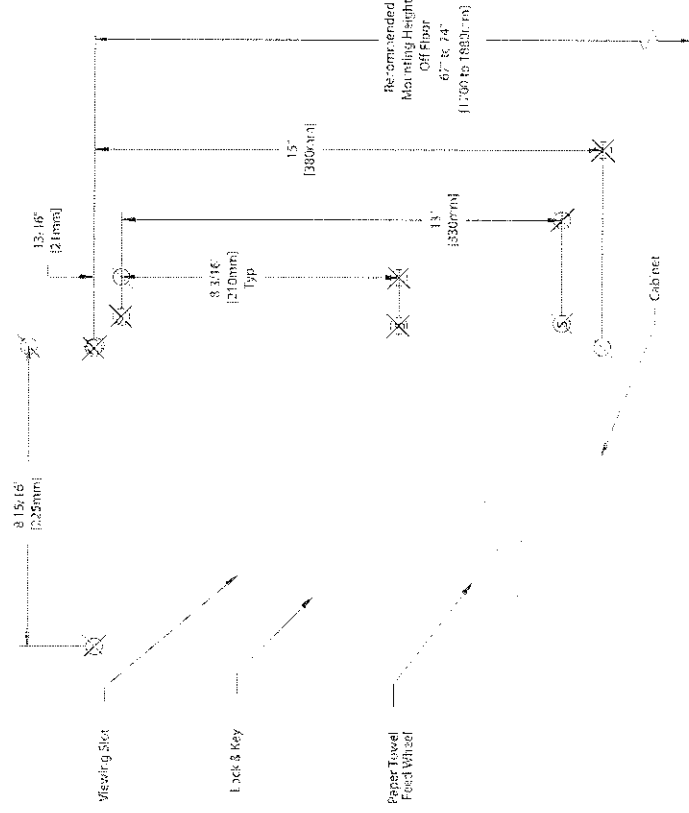
### Surface-mounted roll paper towel dispenser, Bobrick Model B-2860.

Surface-mounted roll paper towel dispenser cabinet and door constructed of type-304, 22-gauge ( 8 mm) stainless steel with satin finish. Door shall be secured to cabinet with full-length stainless steel piano hinge and be equipped with a stainless steel cable door-swing limiter and tumbler lock. Roll-paper towel mechanism shall be adjustable to dispense preset lengths of towels from 1-1/2" (38-mm) standard core diameter rolls 8" (203-mm) to 9" (229-mm) wide and one stub roll up to 4" (102-mm) wide. Roll paper towel mechanism shall have automatic towel transfer system to dispense towels from stub roll before new roll starts to dispense and shall be adjustable to dispense 2-1/2", 4" or 5" (64, 102, 127 mm) preset lengths of towel per stroke. Lever shall be operable with one hand and with less than 5 lb (22.2 N) force to comply with ADA Accessibility Guidelines (ADAAG). Manufacturer's service and parts manual shall be provided to building owner/manager upon completion of project.





Finish Face of Wall

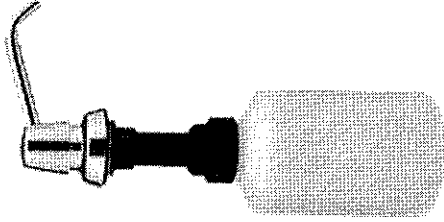




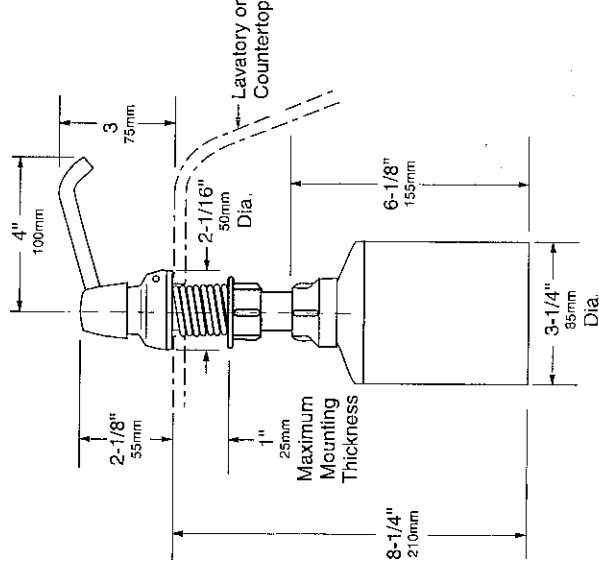
## LAVATORY-MOUNTED SOAP DISPENSER

# B-8221

### Technical Data



Patented



#### MATERIALS:

**Piston, Spout, and Top Cover** — Type-304 stainless steel with bright polished finish

**Cover Spacer** — Rigid, impact-resistant polyester

**Escutcheon** — Chrome-plated, high-impact-resistant ABS with bright polished finish Concealed locking mechanism

**Body and Shank** — High-impact-resistant plastic

**Valve** — ABS cylinder Stainless steel spring U-packing seal and duckbills

**Container** — Translucent, shatter-resistant polyethylene Capacity: 20-fl oz (0.6-L)

#### OPERATION:

Press piston down to dispense commercially marketed all purpose hand soaps Vandal-resistant spout can rotate 360° without damage to unit Escutcheon locks to body with concealed locking mechanism that is opened with special key provided To fill from top, unlock cover and remove piston, spout, and supply-tube assembly Unit may also be filled by removing container from below lavatory

*Designer's Note:* Bobrick liquid soap dispensers are designed to dispense commercially marketed all purpose hand soaps including liquid and lotion soaps, synthetic detergents, and antibacterial soaps containing PCMX and/or Triclosan

#### INSTALLATION:

Unit is designed for installation in 1" (25mm) diameter hole in porcelain-enameled steel, cast-iron or vitreous-china lavatories, as well as in counter tops adjacent to lavatories Unit may be mounted in unused faucet hole or through special hole requisitioned when lavatory is ordered from manufacturer (specify punching location) Shank accommodates maximum 1" (25mm) mounting thickness and can be cut in the field Clearance required for container diameter is 3-5/16" (85mm)

#### SPECIFICATION:

Lavatory-mounted soap dispenser shall dispense commercially marketed all purpose hand soaps Piston and spout assembly shall be type-304 stainless steel with bright polished finish Escutcheon shall lock to body with concealed locking mechanism that is opened only with special key provided Spout shall rotate 360° without damage to valve mechanism Piston, spout, and supply-tube assembly shall be removable from top for filling and maintenance Valve shall be equipped with plastic cylinder, stainless steel spring, U-packing seal, and duckbills Shank shall accommodate mounting thicknesses up to 1" (25mm) Translucent, shatter-resistant polyethylene container shall have a capacity of 20-fl oz (0.6-L) Manufacturer's service and parts manual shall be provided to the building owner/manager upon request

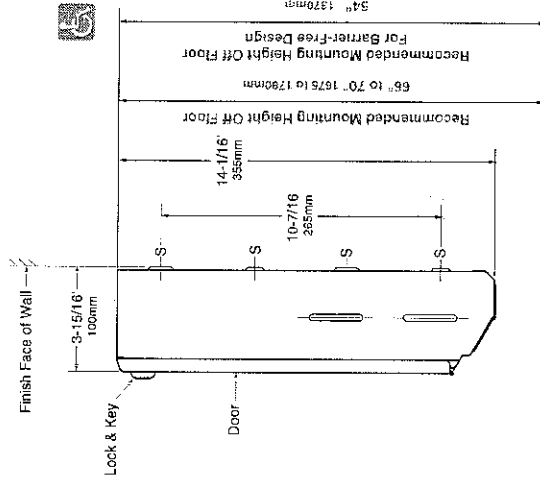
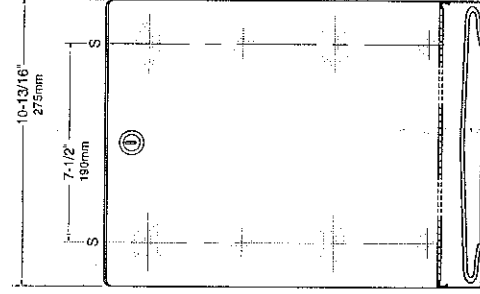
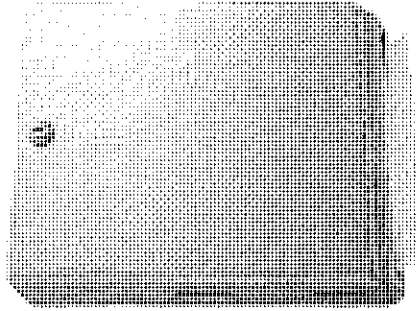
Lavatory-Mounted Soap Dispenser shall be Model B-8221 of Bobrick Washroom Equipment, Inc., Clifton Park, New York; Jackson, Tennessee; Los Angeles, California; Bobrick Washroom Equipment Company, Scarborough, Ontario; Bobrick Washroom Equipment Pty. Ltd., Australia; and Bobrick Washroom Equipment Limited, United Kingdom.



## Technical Data

# ClassicSeries® SURFACE-MOUNTED PAPER TOWEL DISPENSER

# B-262



### MATERIALS:

**Cabinet** — 18-8 S, type-304, 22-gauge (0.8mm) stainless steel. All-welded construction. Exposed surfaces have satin finish. Towel tray has hemmed opening to dispense paper towels without tearing.

**Door** — 18-8 S, type-304, 22-gauge (0.8mm) stainless steel with satin finish. Secured to cabinet with a full-length stainless steel piano-hinge. Equipped with a tumbler lock keyed like other Bobrick washroom accessories.

**Optional:** Order Bobrick Part No. 262-130 TowelMate™ available as an optional accessory. TowelMate accessory allows for paper towels to dispense one at a time without bulging, sagging or falling through the towel tray opening. TowelMate fits Gamco and most manufacturers' similar models.

### OPERATION:

Unit dispenses C-fold and multifold paper towels 3-1/8" to 3-13/16" (79–97mm) deep. Slots in sides of cabinet indicate refill time. Capacity: 400 C-fold or 525 multifold paper towels. To dispense narrower towels 2-1/2" to 3-1/8" (64–79mm) deep, order optional TowelMate accessory Bobrick Part No. 262-130.

### INSTALLATION:

Mount unit on wall with four #10 x 1-1/4" (4.8 x 32mm) sheet-metal screws (not furnished) at four of the eight mounting holes indicated by an S (top slots and bottom holes preferable). For plaster or dry wall construction, provide concealed backing to comply with local building codes; then secure with sheet-metal screws. For other wall surfaces, provide fiber plugs or expansion shields for use with sheet-metal screws or provide 1/8" (3mm) toggle bolts or expansion bolts.

### SPECIFICATION:

Surface-mounted paper towel dispenser shall be type-304 stainless steel with all-welded construction; exposed surfaces shall have satin finish. Door shall be secured to cabinet with a full-length stainless steel piano-hinge and equipped with a tumbler lock keyed like other Bobrick washroom accessories. Paper towel tray shall have hemmed opening to dispense paper towels without tearing. Unit shall be capable of dispensing 400 C-fold or 525 multifold paper towels measuring 3-1/8" to 3-13/16" (79 to 97mm) deep. Narrower paper towels 2-1/2" to 3-1/8" (65 to 79mm) deep may be efficiently dispensed with the use of an optional TowelMate accessory, Bobrick Part No. 262-130. TowelMate accessory allows for paper towels to dispense one at a time without bulging, sagging or falling through the towel tray opening.

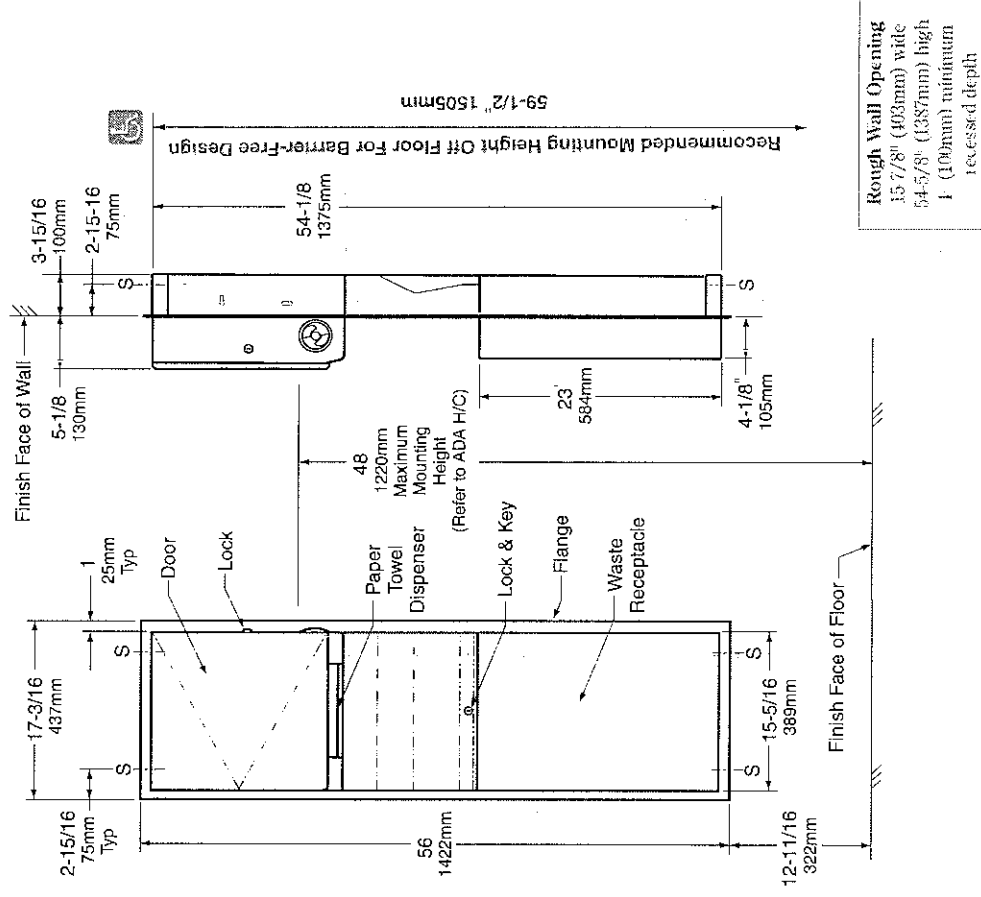
Surface-Mounted Paper Towel Dispenser shall be Model B-262 of Bobrick Washroom Equipment, Inc., Clifton Park, New York; Jackson, Tennessee; Los Angeles, California; Bobrick Washroom Equipment Company, Scarborough, Ontario; Bobrick Washroom Equipment Pty. Ltd., Australia; and Bobrick Washroom Equipment Limited, United Kingdom.



# ClassicSeries® RECESSED CONVERTIBLE PAPER TOWEL DISPENSER AND WASTE RECEPTACLE

## B-3961

### Technical Data



### MATERIALS:

**Cabinet** — 18-8 S, type 304, heavy-gauge stainless steel. All-welded construction. Exposed surfaces have satin-finish. Equipped with a tumbler lock keyed like other Bobrick washroom accessories.

**Flange** — 18-8 S, type 304, 22-gauge (0.8mm) stainless steel with satin-finish. Drawn and beveled, one-piece, seamless construction.

**Door** — 18-8 S, type 304, 20-gauge (0.9mm) stainless steel with satin-finish. Drawn, one-piece, seamless construction. Secured to cabinet with a full-length stainless steel piano-hinge. Equipped with a tumbler lock keyed like other Bobrick washroom accessories.

**Touch-free Roll Towel Dispenser** — Durable, high-impact resin materials. Accepts standard-core rolls up to 8" (205mm) wide, 8" (205mm) diameter, 800 ft (244mm) long. Dispenses one 12" (300mm) length of towel per pull. Accommodates up to 3-1/2" (90mm) diameter stub roll with automatic transfer to full roll.

**Waste Receptacle** — 18-8 S, type 304, 22-gauge (0.8mm) stainless steel with satin finish. Front and sides of bottom and all top edges are hemmed for safe handling. Secured to cabinet with a tumbler lock keyed like other Bobrick washroom accessories. Equipped with interior hooks for optional vinyl liner. Capacity: 12-gal. (45.5-L).

continued

#### OPERATION:

Touch-Free roll towel dispensing mechanism one 12" (300mm) length of paper towel per pull and operates smoothly and quietly. User only touches the paper. Exterior paper towel feed wheel available for use when filling dispenser and for user to advance paper should it become necessary to feed paper through dispenser. Automatic transfer dispenses stub roll before new roll is dispensed. When stub roll is depleted, advancement of paper towel feed wheel allows the main roll to start dispensing without the need to open the dispenser. Dispenser accommodates up to 8" (205mm) wide, 8" (205mm) diameter, non perforated paper towel rolls and dispenses with less than 5 pounds of force (22.2 N) to comply with barrier-free accessibility guidelines (including ADAAG in U.S.A.)

To empty waste receptacle, unlock with key provided

**NOTE:** To accommodate disposable trash liners, order LinerMate®, sold as an optional accessory item. LinerMate eliminates unsightly trash liner overhang and facilitates installation and removal of disposable trash liners in the 12-gallon waste receptacle

#### Options:

- Folded Towel Dispenser Module convertible in field: order Bobrick Part No. 3944-52.
- Automatic, Universal Roll Towel Dispenser Module convertible in field: order Bobrick Part No. 3974-50
- 18-gallon Waste Receptacle: order Bobrick Part No. 368-60
- Reusable Vinyl Liner: order Bobrick Part No. 368-16
- LinerMate® for 12-gal waste only: order Bobrick Part No. 3944-134

#### INSTALLATION:

Provide framed rough wall opening 15-7/8" wide x 54-3/4" high (403 x 1390mm). Minimum recessed depth required to finish face of wall is 4" (100mm). Allow clearance for construction features that may protrude into opening from opposite wall. Coordinate with mechanical engineer to avoid pipes, vents, and conduits. If unit projects above top of wainscot, provide aluminum channel or other filler to eliminate gap between flange and finish face of wall. Mount unit in wall opening with shims between framing and cabinet at all points indicated by an S, then secure unit with #8 x 1-1/4" sheet-metal screws (not furnished).

#### SPECIFICATION:

Recessed convertible touch-free roll towel dispenser and waste receptacle shall be type 304 stainless steel with all-welded construction; exposed surfaces shall have satin finish. Flange shall be drawn and beveled, one-piece, seamless construction. Door shall be secured to cabinet with a full-length stainless steel piano-hinge and equipped with a tumbler lock keyed like other Bobrick washroom accessories. Towel mechanism accommodates up to 8" (205mm) wide, 8" (205mm) diameter, non-perforated paper towel rolls 800 ft (244m) long. Touch-Free pull towel mechanism dispenses one 12" (300mm) length of towel per pull. User only touches the paper. Automatic transfer shall dispense stub roll up to 3-1/2" (90mm) diameter before new roll is dispensed. Equipped with paper towel feed wheel for use in filling the dispenser, or for user to advance paper should it become necessary to feed paper through dispenser. Paper towels are dispensed with pull force of less than 5 pounds (22.2 N) to comply with barrier-free accessibility guidelines (including ADAAG in U.S.A.). Removable waste receptacle shall be secured to cabinet with a tumbler lock, have front and side edges of bottom and all top edges hemmed for safe handling, and shall have a minimum capacity of 12-gal. (45.5-L).

Recessed Convertible Paper Towel Dispenser and Waste Receptacle shall be Model B-3961 of Bobrick Washroom Equipment, Inc., Clifton Park, New York; Jackson, Tennessee; Los Angeles, California; Bobrick Washroom Equipment Company, Scarborough, Ontario; Bobrick Washroom Equipment Pty. Ltd., Australia; and Bobrick Washroom Limited, United Kingdom.





- ☐ Model 407 — Recessed for 4" Deep Wall
- ☐ Model 407-11 — Surface-Mounted (projects 4½")

☒ Standard Series — Satin Finish

### Product Materials

**CABINET** fabricated of 22 gauge stainless steel with exposed surfaces in architectural satin finish. All welded construction.

**DOOR** fabricated of 18 gauge stainless steel with exposed surfaces in architectural satin finish. Secured with full-length piano hinge and two tumbler locks keyed like other Bradley accessory units.

**COIN BOX** fabricated of 22 gauge stainless steel. Secured with tumbler lock keyed differently than door for security. Coin mechanisms are available with free, \$ 10, \$ 25 \$ 50 \$1 00 € 50, Canadian \$ 25 or Canadian Loonie denomination.

### Capacity

18 napkins (3' x 4¼' x 1' box) and 28 tampons (5½' long x ¾' diameter tube). Dispenses most popular brands.

### Operation

Insertion of coin permits clockwise rotation of handle to dispense product. Unit will not accept coin when product is empty. Access door allows refilling of product and emptying of coin box.

### Installation

Verify all rough-in dimensions prior to installation.

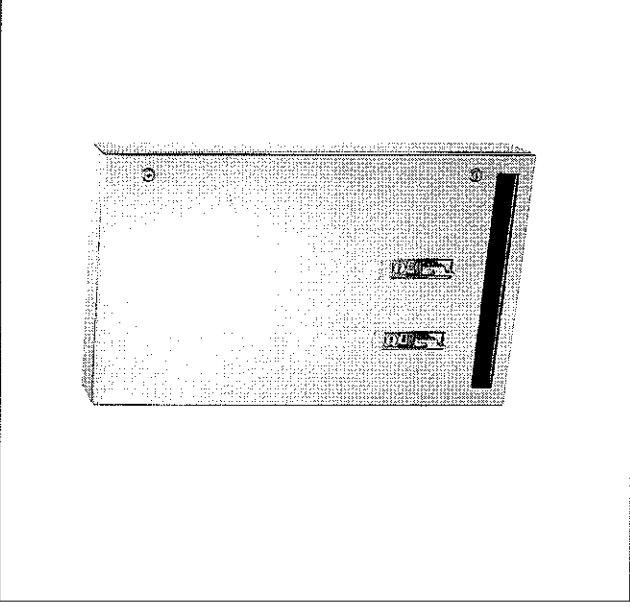
**Recessed Unit:** Requires rough wall opening 16½"W x 27½"H x 4"D. (fully recessed). Insert cabinet into wall opening and secure to framing (by installer) with included screws through holes provided. Shim at screw points as required.

**Surface Unit:** Secure cabinet to wall with screws (not included) at holes provided.

### Guide Specification

Surface and recessed combination napkin/tampon vendor shall be fabricated of 22 gauge stainless steel with exposed surfaces in satin finish. Door shall be fabricated of 18 gauge stainless steel with a full-length piano hinge and two tumbler locks keyed like other Bradley units. Coin box shall be secured with differently keyed lock for extra security. Two coin mechanisms shall permit dispensing eighteen napkins and twenty-eight tampons with free, \$ 10 \$ 25 \$ 50 \$1 00 € 50 Canadian \$ 25 or Canadian Loonie denomination.

**Overall dimensions:** 17¼"W x 29½"H x 4¾"D.



### Select Model

Currency	Description	Suffix
<input type="checkbox"/> US	Free	-40
<input type="checkbox"/> US	10¢	-42
<input type="checkbox"/> US	25¢ <b>Bradex®</b>	-45
<input type="checkbox"/> Foreign	Canadian 25¢	-45
<input type="checkbox"/> US	50¢	-43
<input type="checkbox"/> US	\$1 00	-44
<input type="checkbox"/> Foreign	Canadian Loonie	
<input type="checkbox"/> Foreign	€ 50	-E43

Washroom Accessories  
Document No. 8362

Page 1 of 2

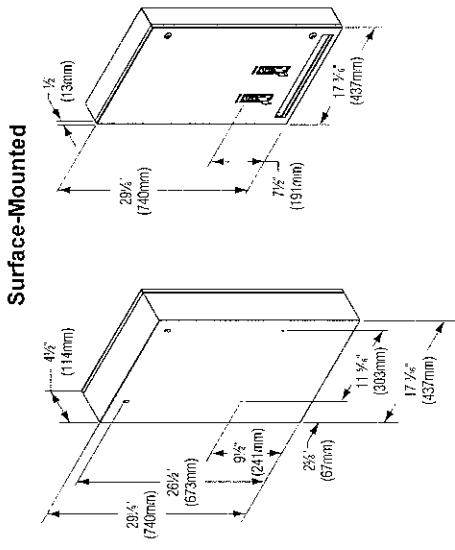
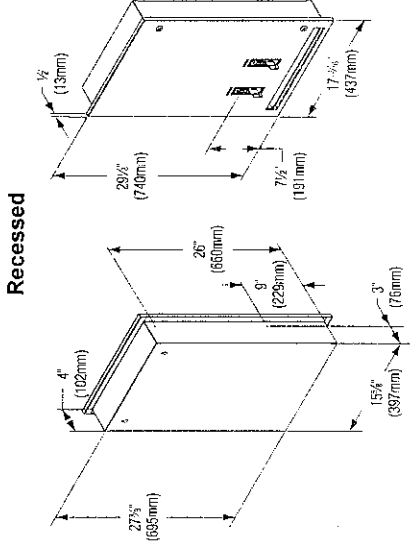
Orders composed of products indicated as **Bradex®** will be available to ship in three days after receipt of order at the factory. There is no pricing penalty for this service from Bradley.

This information is subject to change without notice.

Always consult local and national codes for proper installation guidelines. Conformity and compliance to local and national codes is the responsibility of the installer.

10/11/2012

## Dimensions



### Washroom Accessories Document No. 8362

Page 2 of 2

Orders composed of products indicated as **Bradley®** will be available to ship in three days after receipt of order at the factory. There is no pricing penalty for this service from Bradley.

This information is subject to change without notice.

Always consult local and national codes for proper installation guidelines. Conformity and compliance to local and national codes is the responsibility of the installer.

10/11/2012

# OneShot® Foam

## Touch-Free, Counter-Mounted Foam Soap System



technical concepts  
Innovative Hygiene Solutions

OneShot® sets the standard for reliability in counter-mounted soap dispensing systems, utilizing patented Smart Sensor™ technology to detect hands and automatically deliver the perfect amount of soap—every time! Visitors will appreciate the ultimate touch-free hand washing experience of this attractive, environmentally friendly, reliable dispensing system.

### System Benefits:

- Highest quality, thickest foam available in a counter-mounted system, for preferred thick, rich lather
- Enriched Foam is gentle and not drying to the skin—even with repeated use
- Luxurious hand washing experience encourages healthy hand washing
- Attractive, touch-free design enhances facility image
- Low cost in use
- Flexible, easy installation through the counter
- Industry-leading battery life

### System Specifications:


- Hygienic, sealed refills reduce risk of cross contamination
- Dispenses 0.8 ml of concentrated, rich foam per dose
- pH-balanced, biodegradable soap is available in two refill sizes
- 2,000 hand washes per 1600 ml refill; 1,000 hand washes per 800 ml refill
- TC Smart Sensor™ technology provides reliable, trouble-free use
- Durable system mounts through a 15/16" to 1-1/4" hole
- Battery life: 90,000 cycles or 2 years
- Battery requirements: 4 D-Cell alkaline batteries (sold separately)

Note: Use of unauthorized refills voids warranty



**OneShot® Foam Touch-Free Counter-Mounted Dispensers:**

Stock #	Description
750339	Polished Chrome
Case Pack: 4; Weight: 2.38 lbs.; Cube: 1.52 ft³	



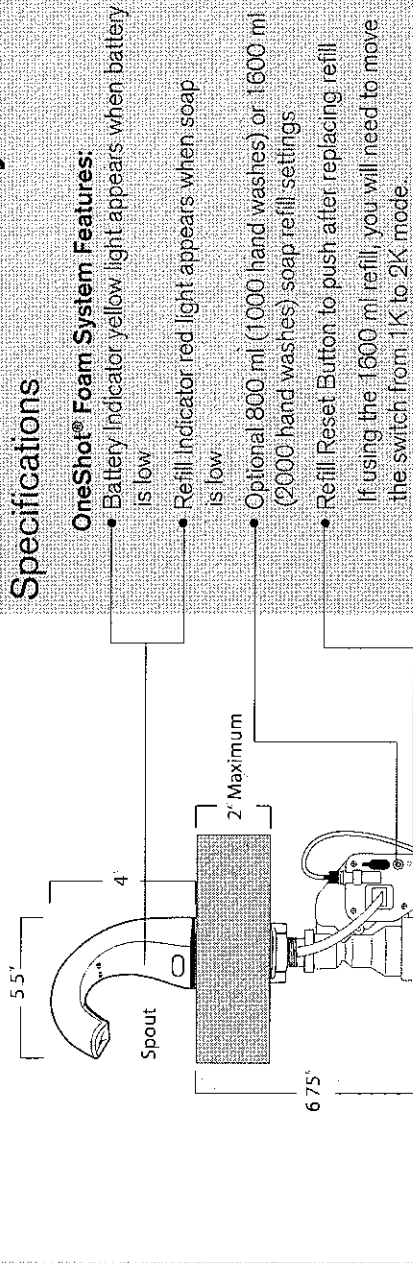
Lotion Soap w/ Moisturizers      Free 'n Clean

**Enriched Foam Refills:**

800ml	1600ml	Description
750517*	...	750386* ... Lotion Soap w/ Moisturizers
750389*	...	750390* ... Free 'n Clean Soap
800 ml Case Pack: 4; Weight: 9.5 lbs.; Cube: 0.35 ft³		
1600 ml Case Pack: 4; Weight: 18.5 lbs.; Cube: 0.62 ft³		

\*This product meets the Green Seal™ environmental standard for institutional hand cleaners based on its reduced human and aquatic toxicity and reduced smog production potential.

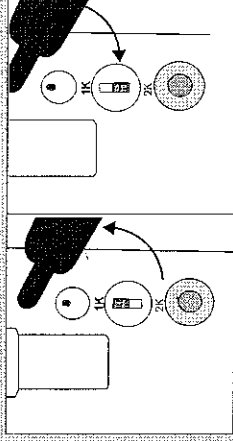
# OneShot® Foam System Specifications



## OneShot® Foam System Features:

- Battery Indicator yellow light appears when battery is low
- Refill indicator red light appears when soap is low
- Optional 800 ml (1000 hand washes) or 1600 ml (2000 hand washes) soap refill settings
- Refill Reset Button to push after replacing refill

If using the 1600 ml refill, you will need to move the switch from 1K to 2K mode.



- For use if the sink rim is 3/4" or greater

## OneShot® Foam Counter-Mounted Soap System Quick Installation Instructions

- 1 Mount OneShot® Foam dispenser in counter top
- 2 Insure all components and wires are installed/connected properly
- 3 Before installing refill, insure the tube on the refill bottle is fully inserted into the actuator/pump assembly
- 4 Next, unlock pump on refill by twisting counter-clockwise. Actuator will pop up
- 5 Guide refill tube up through bottom of motor assembly and up the spout
- 6 Lock soap refill into place by turning clockwise a 1/4 turn
- 7 **IMPORTANT** - Press the red refill reset button. This will automatically prime the soap refill bottle

## Compliance:

- Meets A D A requirements
- All refills are Green Seal Certified

## Environmental Highlights:

- Industry leading battery life of 90,000 hand washes or 2 years
- System reduces amount of soap in waste stream
- Helps reduce water usage
- All refills are recyclable and biodegradeable

## Warranty:

- 3 years against defects in parts and workmanship



ADA COMPLIANT



**technical concepts**  
Innovative Hygiene Solutions

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Technical Concepts Asia  
No 887, Jalan Perindustrian Bukit  
Minyak, Bukit Minyak  
14100, Penang, Malaysia  
Phone: (60) 4 508 5008



EXHIBIT D

**INDUSTRY STANDARDS FOR TERRAZZO, CERAMIC  
AND PORCELAIN FLOOR TILE CARE**

OHIO TURNPIKE AND INFRASTRUCTURE COMMISSION  
REQUEST FOR PROPOSALS FOR JANITORIAL SERVICES  
AT THE MIDDLE RIDGE AND VERMILLION VALLEY  
SERVICE PLAZAS

AGREEMENT 2016 SP-5 JS


**EXHIBIT D**

**INDUSTRY STANDARDS FOR TERRAZZO,  
CERAMIC AND PORCELAIN FLOOR TILE CARE**

**OHIO TURNPIKE AND INFRASTRUCTURE COMMISSION**

**REQUEST FOR PROPOSALS FOR  
JANITORIAL SERVICES  
AT THE MIDDLE RIDGE AND VERMILION VALLEY  
SERVICE PLAZAS**

**AGREEMENT TRM-11D**



# terrazzo



THE NATIONAL TERRAZZO & MOSAIC ASSOCIATION

## THE CARE OF TERRAZZO

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- OWNER'S GUIDE FOR THE SUGGESTED MAINTENANCE OF TERRAZZO
- CUSTODIAN'S GUIDE TO THE PROPER MAINTENANCE OF TERRAZZO
- DO'S AND DON'TS FOR TERRAZZO FLOOR CARE
- INSIGHT TO CLEANING TERRAZZO FLOORS
- NEW TERRAZZO FLOORS

## **SUGGESTED OWNER'S GUIDE FOR THE MAINTENANCE OF TERRAZZO**

**MAINTENANCE PRECAUTIONS:** Harsh cleaners and sealers can damage Terrazzo; thus, only materials that are neutral with a PH Factor between 7 and 10 should be used when scrubbing or mopping floors. Avoid all-purpose cleaners or soaps containing water soluble, inorganic, or crystallizing salts, harmful alkali or acids. Sweeping compounds contain oil which is not only a fire hazard, but will penetrate and could permanently discolor your floor. Many of these compounds contain sand which is hard to sweep, and can abrade your floor if not removed. Most owners want to see a high sheen on their floors. Since safety in all buildings is a concern, use a water-based sealer in the acrylic family especially designed for Terrazzo use. The Underwriters Laboratories classification of this sealer should include a slip resistance with a coefficient of friction rating of minimum 0.5. Solvent based sealers have a tendency to discolor with age and pose a removal problem for the user, especially when wear patterns develop or discoloration dictates stripping the surface. This Association sells no product and uses generic terms in our suggestions. We do recommend acrylic water based sealers mopped on, in one or more coats, in accordance with the instructions of the manufacturer. This can also be followed by an acrylic water-based finish for daily or weekly buffing if a high sheen is desired.

**CLEANING PROCEDURES:** Neutral cleaners are designed to react only in solution with clean water, mixed in accordance to the manufacturer instructions, and allowed to remain on the floor surface for several minutes. This provides the necessary time for the grime-dissolving action to take place. Then rinse the dirt-laden solution from the surface by squeegee, vacuum, or mopping. Rinse with ample clean water. It is important to keep the floor wet during this entire cleaning process so the dirt does not reabsorb in the floor. The frequently asked question, "How often must we sweep or scrub this floor?" is answered by the amount of traffic that moves across the floor daily. But, it is normal that daily dust mopping is a requirement in most public buildings. Daily dust mopping removes both the dust and the grit tracked into the building. The grit acts as an abrasive on your hard surface.



**ATTENTION!!! TAKE THE NECESSARY TIME TO  
LEARN WHICH TERRAZZO SYSTEM YOU  
ARE MAINTAINING.**

There are three types of binders used to anchor marble chips or other aggregate in your Terrazzo Floor. One is a Portland Cement product; the second is a Polyacrylic modified Portland Cement which includes an acrylic additive. The third is an Epoxy or Polyester system, often referred to as a resinous thin-set system. Although each system has the role of anchoring the aggregate into the topping, the treatment of each does vary. Terrazzo floors have ease of maintenance, but this does not mean that **NO CARE IS REQUIRED**. Once you understand the care requirements in the early stages of a new Terrazzo floor, you avoid possible problems, and recognize the economy of care and the aesthetic values of this product.

**PORTLAND CEMENT SYSTEMS:** A Terrazzo surface has a minimum 70% density marble chip surface exposure. The marble chips have a low porosity of absorption; thus, the portion of this floor system that needs protection is the Portland Cement binder that has 30% or less surface exposure. This is why our specification requires a penetrating type sealer applied to this surface immediately following the final polishing. This helps inhibit the penetration of spilled materials upon initial contact with the Terrazzo floor. Spills must be cleaned up immediately in order to prevent stains caused by repeated or long term exposure. Even standing water can dissolve some sealers. Since it is a penetrating liquid material, it is not expected to produce a high gloss sheen to the floor surface. Once the owner occupies the building, he must strip and re-seal the surface, and if desired, apply finish coats to produce a higher sheen.

**RESINOUS TYPE TERRAZZO SYSTEMS (Epoxy and Polyester):** Since the matrix in these systems becomes a non-porous surface, no penetrating-type sealer is used on this floor. Use only surface sealers, as mentioned in the contents of these instructions.

# CUSTODIAN'S GUIDE TO THE PROPER MAINTENANCE OF TERRAZZO

FOLLOWING THE INSTRUCTIONS TO KEEP YOUR TERRAZZO FLOOR CLEAN AND LONG-LASING, THESE ARE MINIMUM MAINTENANCE SUGGESTIONS:

**CAUTION:** Before deviation from the instructions, contact your local Terrazzo Contractor for advice. **ALWAYS KEEP RINSE WATER, MOPS & PAILS CLEAN!**

**DAILY:** SWEEP USING YARN-WICK BRUSH TREATED WITH SWEEPING COMPOUND. Hand work stubborn stains and scuff marks with neutral cleaner diluted in warm water.

**WEEKLY:** DAMP MOP LIGHTLY SOILED FLOORS WITH NEUTRAL CLEANER. Heavily soiled floors should be scrubbed with a mechanical buffing machine and neutral cleaner. Mop up residue with clean water before it dries. Allow to dry and buff with a dry brush.

**NOTE:** ALLOW YOUR NEUTRAL CLEANER, ONCE APPLIED TO THE TERRAZZO SURFACE, TIME TO REACT. IT IS DESIGNED TO LOOSEN FOREIGN MATTER. SEVERAL MINUTES SHOULD BE ADEQUATE, BUT DO NOT ALLOW SOLUTION TO DRY ON THE SURFACE.

**SEMI-ANNUALLY:** Strip all old sealer and any finish coats. Reseal clean floor.

## **WARNING!!**

IT IS IMPORTANT THAT ANY SEALER OR DRESSING BE LISTED BY UNDERWRITERS LABORATORIES FOR SLIP RESISTANCE

The preceding minimum maintenance suggestions have proven over time to provide the owner with the **lowest** maintenance cost of **any** floor system.

**SOME OPTIONS TO THE ABOVE INCLUDE THE FOLLOWING:**

Apply high luster finishes on top of the sealer to the desired sheen. These normally require the added expense of spray-buffing to maintain the sheen. Terrazzo, unlike other floors, does not require this for wear protection.

There is another process that would produce a sheen without the application of sealers. As you clean your floors with the neutral cleaner / water solution, your final mop picks up the majority of this cleaner, but still some remains on the surface. After several such procedures, the residue of cleaner will become buffable and result in a sheen with buffing after each washing. This method of achieving a sheen never requires the stripping action, thus, reducing your maintenance costs. This is not recommended in areas exposed to staining materials.

As of late, some owners have been testing new technologies from the marble and granite industries to produce super high gloss finishes without day to day recoating. These include diamond pads for mechanical honing and polishing as well as crystallization/vitrification products. As of this time the long term maintenance cost of these systems is not known by this Association.

**NOTE: IN THE EVENT THAT YOUR FLOOR BECOMES HEAVILY SOILED, CONSULT WITH YOUR LOCAL TERRAZZO CONTRACTOR OR THIS ASSOCIATION FOR DIRECTIONS BEFORE USING ANY MIRACLE CLEANER SUGGESTED BY SOMEONE NOT FAMILIAR WITH TERRAZZO. IGNORING THIS WARNING COULD PROVE HARMFUL TO YOUR FLOOR SURFACE.**

# DO'S AND DON'TS FOR TERRAZZO FLOOR CARE

## HELPFUL TIPS FOR TERRAZZO MAINTENANCE:

Your Terrazzo has been ground and polished and sealed with a penetrating Terrazzo Sealer. This protects your surface from immediate stains, but no spillage should be ignored and allowed to soak and dry into the floor. Good housekeeping procedures require that your floor remains clean

## DO'S

1. **DO** ask your installing Terrazzo Contractor to recommend the proper neutral cleaner and sealers to be used on your floor
2. **DO** dust mop your floors daily, this not only picks up the dust, but also the grit tracked into your building. The grit acts as an abrasive on your hard surface floor
3. **DO** scrub your floors a minimum of twice a week, where a new Terrazzo floor has been installed for the initial two to three months, as the construction dust is still in the air, and will eventually be deposited on your floor. After this period, once per week, depending on the amount of foot traffic, keep your floor clean in appearance. Always rinse your floors well to prevent a build-up of cleaner residue that could become slippery
4. **DO** seal your floors with a water-based acrylic sealer in accordance to the manufacturer's instructions. Normally, a new floor requires two or more coats, which provide a good sheen for a period of 45 to 60 days, before needing additional coats. Sealer should be classified by Underwriters Laboratories, as slip resistant with a rating of minimum 0.5.
5. **DO** use maintenance products designed for Terrazzo
6. **DO** allow your neutral cleaner, once applied to the Terrazzo surface, time to react as designed to loosen foreign matter. Several minutes should be adequate, but **DO NOT** allow solution to dry on surface

## DON'TS

1. **DON'T** use purely surface waxes, or all purpose sealers. Employment of such can result in slippery surfaces
2. **DON'T** use all purpose cleaners containing water soluble inorganic or crystallizing salts, harmful alkali or acids. Use of such products could prove harmful to your Terrazzo floor
3. **DON'T** use cheap cleaners or sealers since the majority of your maintenance costs is labor.
4. **DON'T** try miracle cleaners or sealers on your floor without getting an opinion on such products from your Terrazzo Contractor or this Association.

## NEW TERRAZZO FLOORS TECHNICAL BULLETIN #18 (REVISED 4-96)

This bulletin addresses the most frequent questions that we hear: "Why doesn't my new cement Terrazzo floor have the sheen and luster of my neighbor's?" "Mine looks blotchy and dull!" There will be a significant difference in appearance between a new floor and one that has time to age. Chances are, the aged floor gave the same experience when it was installed. Terrazzo, like fine wine, gets better with age. While your Terrazzo floor may lack the beauty you expect initially, with natural cure and the passing of time, your floor will have the luster and beauty that Terrazzo is known for. To further explain why this occurs, we offer the following information. Moisture is added to the Terrazzo products in the composition, curing, grinding, grouting and polishing stages. Structurally, with this much moisture, you can be assured of quality installation. You can also expect the water to dissipate and escape through the finished surface. It is necessary to regulate the moisture evaporation. Therefore, the Terrazzo must be sealed with a penetrating type sealer. This further increases the time that it takes for the system to cure. This trapped

moisture will migrate to the area adjacent to the strips, causing this to be darker until it is completely cured. It is not unusual, for this moisture to create efflorescence and/or tarnish metal dividers. This can be remedied by maintenance personnel using an 80 grit or finer 3-M type screen mesh pad under the scrubbing machine during normal maintenance procedures. The building must first be climate controlled and the floor thoroughly cured before this will be effective. The curing time will vary depending upon temperature, humidity and ground water conditions. After the tarnish is removed, the screen pad should not be used. Each passing day, with normal maintenance, the aesthetics of your Terrazzo floor will increase. Obviously, this requires your patience, but rest assured that the results will be rewarding.

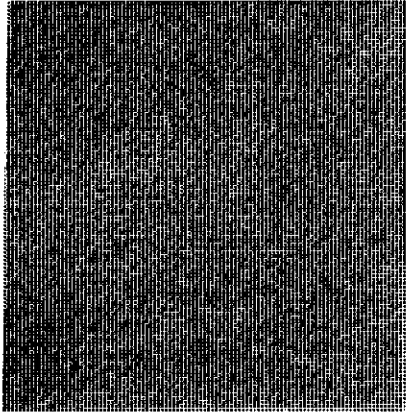
# terrazzo

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## Porcelain Tile: Cleaning, Maintenance, Protection and Sealing

One of the greatest things about ceramic tile is that it's a truly low-maintenance material. Minimal effort will keep it looking great for years to come. A few steps taken once your tile installation is completed will simplify maintenance considerably.

Most types of tiles that are made from clay or a mixture of clay and other materials and then kiln-fired, are considered to be a part of the larger classification called "Ceramic Tiles". These tiles can be split into two groups, porcelain tiles and non-porcelain tiles. These non-porcelain tiles are frequently referred to as ceramic tiles by themselves, separate from porcelain tiles.

### stone maintenance

Stone products require unique care. Proper care will preserve the natural stone's original appearance. Use a neutral cleaner with a pH between 7 and 10. Avoid all purpose cleaners or soaps containing water-soluble inorganic or crystallizing salts, harmful alkali or acids. Stone products should be sealed with either a penetrating or surface coating type sealer, depending on desired look. Sealed surfaces should be tested periodically for effectiveness. Many factors will contribute to the length of time a sealer will last, including the type and texture of stone, wear factors, cleaning methods used, weather conditions and sun exposure.

**Non-porcelain ceramic tiles** are generally made from red or white clay fired in a kiln. They are almost always finished with a durable glaze, which carries the color and pattern. These tiles are used in both wall and floor applications. Non-porcelain ceramic tiles are usually suitable for very light to moderate traffic and generally have a relatively high water absorption rating making them less frost resistant and they are more prone to wear and chipping than porcelain tiles. Porcelain tile is more scratch resistant than ceramic tile. Also, porcelain tile is fired at higher temperatures than ceramic, resulting in superior durability and stain resistance.

**Porcelain unglazed tile** is generally made by the dust pressed method from porcelain clays which result in a tile that is dense, impervious, fine grained and smooth, with a sharply formed face. Porcelain tiles usually have a much lower water absorption rate (less than 0.5%) than non-porcelain ceramic tiles making them frost resistant. Full body porcelain tiles carry the color and pattern through the entire thickness of the tile making them virtually impervious to wear and are suitable for any application from residential to the highest traffic commercial or industrial applications. Because porcelain tile is fire-hardened and quite hard, it can be cleaned at pressures up to 1,450 PSI if the grout is in good condition.

**Porcelain unglazed tiles** are similar to glazed tile, except that their surface is not coated. Full-body porcelain unglazed tiles do not show wear because their color extends throughout the tile, making them ideal for commercial applications.

**PEI classes** range from 0 to 5. The Porcelain Enamel Institute rating scale is not a measurement of quality. It is a scale that clearly indicates the areas of use each manufacturer recommends and has designed their tile to fit. A PEI 2 tile has been designed for areas where very low traffic and soiling is anticipated. In most cases the aesthetic detailing of these tiles is of prime consideration. You will often find high gloss levels, vibrant colorations and metallic elements in this group of tile. Conversely, a PEI 5 tile has been designed for abusive extra heavy foot traffic:

- **PEI Class 0 - No Foot Traffic:** Wall tile only and should not be used on floors
- **PEI Class 1 - Very light traffic:** Very low foot traffic, bare or stocking feet only. (Master bath, spa bathroom)
- **PEI Class 2 - Light Traffic:** Slipper or soft-soled shoes. Second level main bathroom areas, bedrooms
- **PEI Class 3 - Light to Moderate Traffic:** Any residential area with the possible exception of some entries and kitchens if extremely heavy or abrasive traffic is anticipated
- **PEI Class 4 - Moderate to Heavy Traffic:** High foot traffic, areas where abrasive or outside dirt could be tracked. Residential entry, kitchen, balcony, and countertop.
- **PEI Class 5 - Heavy Traffic:** Ceramic tile suggested for residential, commercial and institutional floor subjected to heavy traffic



## Sealing Ceramic and Porcelain Tile & Grout

### grout care

Once the tile has been cleaned and dried (shortly after installation), grout joints should be treated with a silicone sealer. Grout, the material used to fill the spaces between tiles, is porous, and sealing it at this time will simplify maintenance in the future (epoxy grouts do not require a sealer).

**Glazed tiles** are coated with a liquid glass, which is then baked into the surface of the clay. The glaze provides an unlimited array of colors and designs as well as protects the tile from staining. A glazed tile is already stain proof, so there is no purpose to putting on a sealer

1. Unglazed porcelain tile should be protected with a penetrating sealer, including the grout lines. The penetrating sealer is an invisible, stain resistant shield that is absorbed into the surface.

## Cleaning Ceramic and Porcelain Tile & Grout

### routine tile care

Wipe glazed wall tiles periodically using a cloth or sponge dampened with non-abrasive household cleaner. Vacuum glazed floor tiles regularly to remove dirt and other gritty particles, then damp mop or sponge with a water-based all purpose cleaner. Wax cleaners and oil-based detergents may decrease the slip resistance of ceramic tile. Remember not to use ammonia, as it will discolor grout.

Clean unglazed wall and floor tiles in a similar manner using a solution of water and soapless detergent instead of an all-purpose water-based cleaner

- Keeping ceramic, porcelain tile & grout free of dust and dry, sandy soil will minimize scratches, wear patterns and grout soiling that can develop from everyday use and traffic.
- Use walk-off mats to trap abrasive soil before it gets into the house or building.
- Sweep, dust or vacuum surfaces regularly to remove loose soil and dust.

- Clean the tile & grout using warm water and a clean nonabrasive cloth sponge or mop.
- Use a neutral cleaner that is specially formulated for ceramic, porcelain tile & grout to help remove soils that sweeping, dusting, vacuuming or damp mopping leave behind.
- For extremely soiled tile, clean with heavy duty alkaline cleaner and degreaser.
- Do not use ordinary household cleaners, as you may degrade the sealer that was applied to the grout to protect against stains.

#### **Floor Surfaces**

Vacuum or dust frequently using a clean non-treated dry dust mop. Sand, dirt and grit may scratch your tile or build-up on your grout joint leading to discoloration. Mats or area rugs inside and outside an entrance will help minimize the potential damage from these particles.

Damp mop your tile floor with a diluted solution of neutral cleaner. Try to stay off the floor until it is completely dry, as wet tile floors may be slippery.

#### **Restrooms, Showers and Other Wet Areas**

For daily maintenance cleaning, use a neutral, ph-balanced cleaner to clean everyday soils and stains. In wet areas, using a squeegee after each use can help minimize this build-up.

#### **Restoring Ceramic and Porcelain Tile & Grout**

For cleaning and restoring old ceramic, porcelain tile and grout to like new condition, we recommend using an acidic cleaner designed for this surface. This will remove tough soap scum, hard water deposits, grout haze and efflorescence. If you have heavy grease and oil stains, pre-clean using an alkaline cleaner formulated for ceramic and porcelain tile, heavy duty alkaline cleaner and degreaser. This will cut through tough grease and soil stains.

After restoring your tile and grout, remember to seal with an impregnating sealer, including the grout lines to guard against future stains.

#### **Food Spills**

Sweep up spills. Blot with a dry cloth. Spray the area with a neutral cleaner and wipe off excess with a clean cloth.

## Liquid Spills

Blot up the excess with a clean, dry cloth. Then clean the area and wipe off excess with a clean cloth.

## Restorative Cleaning of Ceramic and Porcelain Tile & Grout

Depending on the type of soil, stain or other foreign matter present, select one or more of the following options:

- **For stripping off any existing topical acrylic, urethane, epoxy, heavy wax coatings and epoxy grout haze:**

- Mask off and protect any baseboards or adjacent areas to avoid splashing and overspray onto surfaces not intended to be treated.
- Sweep or dust mop loose dirt and debris.
- For heavy, hard to remove coatings, use Heavy Duty Coating Stripper
- For softer coatings, dilute Heavy Duty Coating Stripper with clean water up to a 1 to 1 solution.
- Apply an even coat using a chemical-resistant paintbrush, roller or deck brush.
- Allow stripper to dwell for as long as needed to soften coating.
- Heavy Duty Coating Stripper will remain active for up to 24 hours
- Do not allow Heavy Duty Coating Stripper to remain in contact with epoxy grout joints for longer than two hours.
- Agitate well using a stiff nylon bristle scrub brush, stiff bristle push broom or a weighted floor machine at 130-140 lbs., 175 rpm, fitted with a scrub brush attachment.
- Rinse well with clean water and mop, sponge or wet vacuum to remove the remaining cleaning solution
- A hard surface extraction wand may be used.
- Repeat the rinsing and wet vacuum process to insure that all dirt, soil and cleaner residues have been removed.

- **For cleaning of grease, oil, dirt, dry soil and soap scum:**

- Mask off and protect any baseboards or adjacent areas to avoid splashing and overspray onto surfaces not intended to be treated.
- Sweep or dust mop loose dirt and debris.

- Strip off all topical finishes such as waxes and coatings.
- Prepare a solution of mixed with warm or hot water as suggested below:
- (a) Medium Duty Usage — Mix 1 part neutral cleaner to 4 parts of water.
- (b) Heavy Duty Usage — Mix 1 part neutral cleaner to 2 parts of water.
- Apply neutral cleaner using a low-pressure chemical-resistant sprayer, sponge or mop.
- Agitate well using a stiff nylon bristle scrub brush, stiff bristle push broom or a weighted floor machine at 130 lbs.-140 lbs., 175 rpm, fitted with a scrub brush attachment.
- Rinse well with clean water and mop, sponge or wet vacuum to remove the remaining cleaning solution.
- A hard surface extraction wand and portable or truck mounted extraction machine may be used.
- Repeat the rinsing and wet vacuum process to insure that all dirt, soil and cleaner residue have been removed.

## heavy-duty cleaning

Neglected or heavily trafficked tile may require more intensive cleaning. Clean glazed wall tiles with a scouring powder or all-purpose, water-based cleaner applied to a non-metallic pad. Rinse and wipe dry.

For glazed floor tiles, use a commercial tile cleaner, or apply a strong solution of an all-purpose, water-based cleaner or scouring powder paste. Let stand for five minutes, brush and scrub. Then rinse with clean water and wipe dry.

For heavy-duty cleaning of unglazed wall tiles, make a paste of scouring powder. Apply to surface and let stand for five minutes. Scour with brush, rinse, and wipe dry.

Unglazed floor tiles can also be cleaned with a scouring powder paste. Let stand for five minutes before scouring with a brush, rinsing and wiping dry. A small brush is suitable for most floors, but you may want to consider using a scrubbing machine for large areas.

To clean badly soiled countertops, apply a solution of scouring powder and very hot water. Let stand for five minutes, then scrub with a stiff brush and rinse.

### What are the DON'Ts of Porcelain Tile?

- **DON'T** use top sealers such as floor finishes - those that become a coating over the tile and grout joints, are not recommended for porcelain tile. They will change the appearance of the tile by coating the surface and giving matte-finished tiles a shiny finish. When a particular type of tile is selected for the coefficient of friction values, the values can be changed by the application of the sealer. Rather than improving the ability to maintain the surface, top sealers will increase the maintenance requirement. Top-coating sealers will also show traffic patterns as the sealer becomes scratched or wears away. Some sealers may even peel off in spots.

**Problems most frequently encountered with the use of top-coating sealers on porcelain are:**

- Wear patterns are easily developed over time.
- If the sealer has been applied to a floor which has not been properly cleaned, it will cause the floor to look hazy.
- If the sealer is improperly applied, it can turn to a milky-white color.
- Multiple coats of the top sealer can cause discoloration of the tile surface.
- When problems such as these occur, the sealer must be stripped from the tile and a new coat of sealer re-applied. This is a costly and unnecessarily repetitive procedure.

## do's and don'ts

- Do not use cleansers containing acid or bleach for routine maintenance
- Do not use wax cleaners, oil-based detergents, or sealants to maintain your tile (exceptions are made for Quarry). The use of these products may decrease the slip resistance of ceramic tile
- Do not use harsh cleaning aids like steel wool pads or any scouring pads containing metal
- Do not use a cleaning agent that contains color on unglazed tile
- Do test scouring powders on a small area
- Do use a sealer on grout joints
- Do have a damaged or broken tile removed and replaced only by a qualified tile contractor

# care & maintenance

One of the greatest things about ceramic tile is that it's a truly low-maintenance material. Minimal effort will keep it looking great for years to come. A few steps taken once your tile installation is completed will simplify maintenance considerably.

## routine tile care

Wipe glazed wall tiles periodically using a cloth or sponge dampened with non-abrasive household cleaner. Vacuum glazed floor tiles regularly to remove dirt and other gritty particles, then damp mop or sponge with a water-based all-purpose cleaner. Water cleaners and oil-based detergents may decrease the slip resistance of ceramic tile. Remember not to use ammonia, as it will discolor grout.

Clean unglazed wall and floor tiles in a similar manner using a solution of water and soapless detergent instead of an all-purpose water-based cleaner.

## grout care

Once the tile has been cleaned and dried (shortly after installation), grout joints should be treated with a silicone sealer. Grout, the material used to fill the spaces between tiles, is porous, and sealing it at this time will simplify maintenance in the future (epoxy grouts do not require a sealer).

We recommend you apply a sealer (grout joint application only) at least twice a year for maximum stain protection.

For all porcelain tiles, we recommend a grout release product to prevent finely powdered pigments from lodging in pores of porcelain surface.

## heavy-duty cleaning

Neglected or heavily trafficked tile may require more intensive cleaning. Clean glazed wall tiles with a scouring powder or all-purpose, water-based cleaner applied to a non-metallic pad. Rinse and wipe dry.

For glazed floor tiles, use a commercial tile cleaner or apply a strong solution of oil-purposed, water-based cleaner or scouring powder paste. Let stand for five minutes, brush and scrub. Then rinse with clean water and wipe dry.

For heavy-duty cleaning of unglazed wall tiles, make a paste of scouring powder. Apply to surface and let stand for five minutes. Scrub with brush, rinse and wipe dry.

Unglazed floor tiles can also be cleaned with a scouring powder paste. Let stand for five minutes before scouring with a brush, rinsing and wiping dry. A small brush is suitable for most floors, but you may want to consider using a scrubbing machine for large areas.

To clean badly soiled countertops, apply a solution of scouring powder and very hot water for two minutes, then scrub with a stiff brush and rinse.

Commonly available tile cleaning products can be used to remove soap scum, hard-water deposits and mildew stains. These products are available at local supermarkets or home service centers.

For soft water, use an all-purpose, water-based cleaner. Allow cleaner to stand for five minutes before lightly scrubbing with a sponge. Rinse well.

## cleansers

Prior to usage, consult the manufacturer of the cleaner, cleanser or detergent for more detailed instructions for use and the impact of their cleaning solution to your tile product.

NEVER combine ammonia with products containing bleach — hazardous gases may result.

## do's and don'ts

- Do not use cleansers containing acid or bleach for routine maintenance.
- Do not use wax cleaners, oil-based detergents, or sealants to maintain your tile floor/cleanings are made for (Query). The use of these products may decrease the slip resistance of ceramic tile.
- Do not use harsh cleaning aids like steel wool pads or any scouring pads containing metal.
- Do not use a cleaning agent that contains color on unglazed tile.
- Do test scouring powders on a small area.
- Do use a sealer on grout joints.
- Do have a damaged or broken tile removed and replaced only by a qualified tile contractor.

## stone maintenance

Stone products require unique care. Proper care will preserve the natural stone's original appearance. Use a neutral cleaner with a pH between 7 and 10. Avoid all-purpose cleaners or soaps containing water-soluble inorganic or crystallizing salts, harmful acids or alkalis. Stone products should be sealed with either a penetrating or surface coating type sealer, depending on desired look. Sealed surfaces should be tested periodically for effectiveness. Many factors will contribute to the length of time a sealer will last, including the type and nature of stone, wear factors, cleaning methods used, weather conditions and sun exposure.

With proper care, American Clean ceramic tile and stone products will last great for years to come. For answers to other questions about your tile and its maintenance, not addressed here:

[www.americanclean.com](http://www.americanclean.com) or call 1-888-ACTILE for the distributor nearest you.

