KULSHAN SUPPORTED EMPLOYMENT

Magan Waltari, CPPB
Procurement & Grants Coordinator/DBELO
Whatcom Transportation Authority
4111 Bakerview Spur Bellingham, WA 98226
(360) 788-9332
procurement@ridewta.com

February 16, 2017

Dear Magan Waltari:

Please accept the enclosed package as Kulshan Supported Employment's proposal for Whatcom Transportation Authority's Vehicle Detailing Services RFP #2017-163. The following is included in our proposal: Firm Information; Exhibit B Proposal Form; Exhibit C Vendor Information & References; Exhibit D Proposal Cost; Exhibit E Conflict of Interest Statement; Exhibit F Request for Clarifications or Alternates (none); and Exhibit G Debarment, Compliance, Conflict of Interest.

Thank you for your time and consideration. Please let us know if you have any questions.

Sincerely,

Matt Carlson

Matt Carlson, Director
Kulshan Supported Employment

Kulshan Supported Employment

Proposal for Vehicle Detailing Services RFP #2017-163

Firm Information

A. Firm Details

Kulshan Supported Employment is a non-profit corporation located in Bellingham, Washington. Kulshan is a community based business with a small office. The office address is 310 Iowa Street; Bellingham, WA 98225. Kulshan began operations on July 1, 1987. The agency is overseen by a Board of Directors.

Kulshan Supported Employment contracts with Whatcom County to provide individualized competitive employment services to adults who have developmental disabilities and who are eligible to receive services from the Developmental Disabilities Administration (DDA). Kulshan also provides employment services to clients through the Division of Vocational Rehabilitation (DVR).

Kulshan Supported Employment, DBA Kulshan Janitorial Services contracts with several local businesses including Whatcom Transportation Authority to provide vehicle detail cleaning services for fixed route buses and paratransit vehicles. This is accomplished through a supervised cleaning crew of 18 Kulshan client crew members.

B. Staff Skill and Experience

Whatcom Transportation Authority approached Kulshan Supported Employment about cleaning and sanitizing the interior and cleaning the exterior of the paratransit vehicles. Kulshan Supported Employment formed a crew utilizing the janitorial skills of our staff and clients. Kulshan Janitorial started cleaning paratransit vehicles for WTA in March of 1995 and has continued providing services to this day.

C. Labor Relations

Kulshan does not anticipate any labor relation issues that would prevent us from being able to provide services. We have not experienced an inability to provide services for any reason in the past.

D. Average Tenure

Kulshan Supported Employment's organization is headed by a Board of Directors, is led by a Director, Progam Coordinator and employs ten Employment Specialists (also referred to as job coaches). All of our Kulshan staff members have experience providing direct vocational support services to clients and providing customer service to our host businesses where work is to be done. We have a skilled team of job coaches that have experience working with a diverse

amount of people and work situations. The Director has been working for Kulshan for over 27 years. The program coordinator has been working for Kulshan for over 21 years. Of the ten Employment Specialists, seven have worked three years or longer, and of those staff, three have worked for Kulshan for ten years or longer. The average length of time worked is 9.5 years.

Our WTA janitorial crew consists of 18 crew members. All of our crew members have extensive experience providing vehicle detail cleaning services in the paratransit vehicles and fixed route buses. Our crew supervisor has worked with clients at WTA since 1995. The supervisor continues to maintain a CDL driver's license including the medical examiner's certificate, and continues to maintain a clean driving record. Seventeen of our crew members have worked with WTA over two years; out of those seventeen crew members, fifteen of them have worked with WTA over five years. The average length of time worked by the clients on our WTA janitorial crew is 9.7 years.

E. Customer Service Performance Measurements

Kulshan takes pride in performing quality services. We seek to gain input informally throughout the year. We also solicit feedback by sending out a survey annually to all employers and other stakeholders that we provide services to. We analyze data that we obtain from our survey in order to determine how we are doing. We utilize this data to inform our goal setting for the year. Historically, we have had very positive responses from the employers that we work with. Customer service is the primary focus of the services that we are providing. Specifically for WTA, we are seeking feedback regularly in the form of bus inspections and making sure that we are providing services in line with expectations. We take the feedback we are given very seriously and we are committed to ensuring that our crew consistently performs high quality janitorial services.

F. Alcohol, Substance Abuse and Firearms Policy

Kulshan's policy for alcohol and substance abuse is as follows:

Kulshan is a business that involves working in conditions where we must be at our best for reasons of safety and health. In order to preserve staff and client safety it is essential that staff never report for work while under the influence of drugs or alcohol. Staff must not drink or consume non-prescription narcotic drugs on the job, on company premises, or prior to reporting to work. A drinking or drug problem that affects work performance may be grounds for corrective personnel action. Usually, staff members are given the opportunity to seek treatment for the condition. If he/she fails to seek treatment, or if work performance is not maintained at a satisfactory level, corrective action will be taken on the basis of work performance.

Kulshan's policy on Firearms is as follows:

The use and possession of weapons by Kulshan staff or clients is strictly prohibited.

G. Hiring Standards

Kulshan advertises for all openings in a wide variety of places in the community in an attempt to reach a diverse population. All advertisements contain the words "Kulshan is an equal opportunity employer." This policy is designed to create a diverse workforce. It applies to staff and board, but does not apply to client crew members as referrals are sent to us through DDA and DVR.

It is important to Kulshan to assemble a janitorial crew that can fulfill the needs of the position. When there is an opening on our janitorial crew, we look to fill those positions with the most qualified client available to work. We look to round out skills and abilities on the crew to ensure that the work that needs to be completed can be completed in a timely fashion.

Exhibit B: Proposal Form

All fields must be completed if applicable. Failure to complete this form in its entirety may result in the proposal being rejected as non-responsive.

Proposers Business Name: Kulshan Vocational Services dba Kulshan Supported Employment		
Type of Business ☐ Sole Proprietorship ☐ Partnership ☐ LLC ☐ Corporation (State of Incorporation ___) ☒ Other 501(c)(3)		
Physical Business Address (Must NOT be a PO Box): 310 Iowa Street		
City: Bellingham	State: WA	Zip Code: 98225
Business Telephone #: (360) 676-9010	Business Fax #: (360) 756-7910	Business Email: staff@kulshansupportedemployment.org
City of Bellingham UBI #[7]: 601 030 636	TIN/EIN#: 91-1380924	Contractor License# (if applicable)

Receipt is hereby acknowledged of Addenda No(s): ___ ___ ___ ___ ___ ___ ___ ___

NOTE: Failure to acknowledge receipt of addenda will be considered non-responsive to the proposal

OFFICAL AUTHORIZED TO SIGN FOR BIDDER

"I declare under penalty of perjury under the laws of the State of Washington that the proposal submitted is genuine. This proposal is not false or made on behalf of any person who has an interest in the award. No other proposer has been solicited to put a false bid, adjust their price lists, or coerced any other company to refrain from proposing. I guarantee that my firm has not attempted to secure an advantage over any other proposer through collusion. All statements and information contained in the submitted proposal are true, correct, and based on the requested scope of work. All employees and agents of the proposer are skilled and experienced in the work proposed. In the event that the Project or any aspect of the project is found to be non-compliant, I understand my company will be held responsible to remedy all deficiencies at no additional cost. My signature below assures WTA that the firm acknowledges and will comply with all terms and conditions in this request for services."

Signature of Authorized Officer/Agent	**Date**
[signature]	2/15/17
Print Name & Title: Matt Carlson, Director	*The individual named herein is duly authorized to obligate the firm to a contract.*

Note: The penalty for making false statements in offers is prescribed in 18 U.S.C. 1001.

[7] Bellingham Municipal Code 6.05.025

Exhibit C: Vendor Information & References

In the section below, please provide the requested information about your organization. This exhibit is not to be submitted in place of the firm info requested in Part 2. Failure to provide the proposal summary letter AND this completed form will result in rejection of the proposal as non-responsive.

BUSINESS NAME	Kulshan Vocational Services dba Kulshan Supported Employment
PRIMARY CONTACT • Name • Title • Phone • Email	Matt Carlson Director Staff@Kulshansupportedemployment.org
YEARS IN INDUSTRY	22
ANNUAL REVENUES*	☐ Less than $500,000 ☒ $500,000-$1 million ☐ $1 – 2 million ☐ $2 – 5 million ☐ $5 – 10 million ☐ More than $10 million
DBE ☐ Yes ☒ No DBE Registration# _____	SBA ☐ Yes ☒ No SBA Registration# _____
STAFF SIZE List staff numbers & positions who will be assigned to this contract	1 Director 1 Program Coordinator/Crew Supervisor 1 Employment Specialist/Crew Lead 18 WTA Janitorial Crew Members
CUSTOMER LIST (3-5 additional customers besides references)	The Arc - Beverly Porter (360) 715-0170 Silver Shores HOA - John Martinez (360) 820-5912 La Quinta - Tina Strode (360) 738-7088 Redeemer Lutheran - Dan Haugen (360) 961-9000
NAIC NUMBER(S) (www.naics.org)	62431 62431
DUNS NUMBER	602446804

THIS FORM MUST ACCOMPANY PROPOSAL

Kulshan Supported Employment

Proposal for Vehicle Detailing Services RFP #2017-163

References

Here is a list of Kulshan Supported Employment customers for whom we have performed similar services to what WTA is seeking in this RFP:

1. Opportunity Council
   1419 Cornwall Ave
   Bellingham, WA 98225
   Jon Martin, Facility Manager
   (360) 734-5121 x100
   Jon_martin@oppco.org
   Kulshan has been providing services to this customer since 2009.
   Our total contract value for this customer is $3,900.00 per month.

2. City of Bellingham Parks and Recreation
   210 Lottie Street
   Bellingham, WA 98225
   Amanda Grove, Recreation Coordinator
   (360) 778-7000
   agrove@cob.org
   Kulshan has been providing services to this customer since June of 2016.
   Kulshan provides summer park work as well as building cleaning.
   Our total contract value for this customer is $155.00 per month seasonally.

3. Preferred Freezer Services
   604 Curt Maberry Road
   Lynden, WA 98264
   Dawn Duncan, Office Manager, Warehouse Administrator
   (360) 354-3900 x1556
   dduncan@pfsl.com
   Kulshan has been providing services to this customer since 2015
   Kulshan provides building cleaning services.
   Our total contract value for this customer is $750.00 per month.

4. LFS
   851 Coho Way
   Bellingham, WA 98225
   Tish Bartz
   (360) 647-2625
   service@lfsinc.com
   Kulshan has been providing services to this customer since 2002.
   Kulshan provides building cleaning services.
   Our total contract value for this customer is $475.00 per month.

5. North Cascade Cardiology
   2979 Squalicum Pkwy, St. 101
   Bellingham, WA 98225
   Karen Smith, CMA
   (360) 815-6642
   karensmith4953@comcast.net
   Kulshan has been providing services to this customer since 2014.
   Kulshan provides daily restroom cleaning services.
   Our total contract value for this customer is $225.00 per month

Exhibit D: Proposal Cost

Pricing must include all conceivable aspects of completing the work. This should include (but is not limited to) labor, expenses, licenses, insurance, general & administrative expenses, overhead, materials, travel.

Do not include Sales Tax.

PRICES QUOTED ARE TO BE PER EACH VEHICLE CLEANED, THEN MULTIPLIED BY ESTIMATED NUMBER OF VEHICLES TO BE CLEANED FOR TOTAL PER ITEM

EXAMPLE

	YEARS 1 and 2	*YEARS 3 and 4*	*YEARS 5 and 6*
A. DETAIL CLEAN, INCLUDING WINDOWS, PER VEHICLE	$_150__	$_200	$_250
ESTIMATED QUANTITY PER YEAR	X 696 =	X 696 =	X 696 =
TOTAL THIS ITEM	$_104,400	$__139,200	$__174,000

1. THOSE 30 FEET and LONGER, FIXED ROUTE BUS, REVENUE VEHICLE	*YEARS 1 and 2*	*YEARS 3 and 4*	*YEARS 5 and 6*
A. DETAIL CLEAN, INCLUDING WINDOWS, PER VEHICLE	$66.25 + Tax	$76.20 + Tax	$83.82 + Tax
Estimated times per year	X 696 =	X 696 =	X 696 =
TOTAL THIS ITEM	$46116.00 + Tax	$53035.20 + Tax	$58338.72
B. CLEAN INTERIOR WINDOWS ONLY, PER VEHICLE	$15.65 + Tax	$18.00 + Tax	$19.80 + Tax
Estimated times per year	X 2320 =	X 2320 =	X 2320 =
TOTAL THIS ITEM	$36308.00 + Tax	$41760.00 + Tax	$45936.00 + Tax

C. UPHOLSTERY CLEANING ALL SEATS, PASSENGERS' AND OPERATOR, PER VEHICLE	$30.00+ Tax	$34.50 + Tax	$37.95 +Tax
Estimated times per year	X 58 =	X 58 =	X 58 =
TOTAL THIS ITEM	$1740.00 + Tax	$2001.00 +Tax	$2201.10+Tax

2. THOSE LESS THAN 30 FEET LONG, PARATRANSIT STYLE REVENUE VEHICLE	***YEARS 1 and 2***	***YEARS 3 and 4***	***YEARS 5 and 6***
A. DETAIL CLEAN, INCLUDING WINDOWS, PER VEHICLE	$48.50+ Tax	$54.00+ Tax	$58.25+Tax
Estimated times per year	X 492 =	X 492 =	X 492 =
TOTAL THIS ITEM	$23862.00+ Tax	$26568.00+Tax	$28659.00 +Tax
B. CLEAN INTERIOR WINDOWS ONLY, PER VEHICLE	$9.55 +Tax	$11.00 +Tax	$12.10 + Tax
Estimated times per year	X 1640 =	X 1640 =	X 1640 =
TOTAL THIS ITEM	$15662+Tax	$18040.00+Tax	$19844.00 +Tax
C. UPHOLSTERY CLEANING OPERATOR SEAT, PER VEHICLE	$15.00 +Tax	$17.25+Tax	$18.97+Tax
Estimated times per year	X 41 =	X 41 =	X 41 =
TOTAL THIS ITEM	$615.00 + Tax	$707.25 +Tax	$777.77 +Tax