Request for Proposals
Street Cleaning and Beautification Services

Old City District
35 S. Letitia Street
Philadelphia, PA

Issue Date: February 17th, 2011
Response Deadline: March 11th, 2011
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Introduction and Overview

The Old City District (OCD) in Philadelphia seeks proposals from highly qualified vendors to operate public space Clean Teams within the boundaries of the OCD. The OCD’s “Clean Team” performs cleaning and maintenance services intended to enhance the appearance and attractiveness of “common area” public spaces (primarily sidewalks from curb line to building line, including fixtures such as trash receptacles and utility poles) in Old City.

As outlined in the OCD 2010-14 strategic plan the Clean Team shall maintain the quality of Old City District’s current street cleaning and maintenance programs and current streetscape programs while collaborating more effectively with the City of Philadelphia Police Department and other agencies to improve public safety.

Philosophy of Approach

The efforts of the Clean Team are consistent with OCD’s philosophy that positive perceptions of Old City as a clean, safe, and inviting place to work, live, and visit depend on several factors. This includes continuous attention to maintenance activities (i.e. litter removal, graffiti removal, cleaning trash receptacles, weed removal, power washing sidewalks, etc.), as well as creating and maintaining a safe, pedestrian-friendly atmosphere.

In addition to possessing cleaning skills, Clean Team members must be dependable, trustworthy, enthusiastic, and personable. Clean Team members perform their work in the public arena, where they are seen and observed by thousands of people every day. As representatives of the OCD working in public spaces, Clean Team members interact with a wide range of people with diverse personalities and backgrounds – including residents, business people and tourists - and must be able to communicate and perform their duties in a clear and friendly manner.

OCD Mission

The Old City District is a place of talented people, significant history, charming shops, intriguing night life, and loads of entertainment. The mission of Old City District, a municipal authority/ Special Services District, is to improve Philadelphia's historic district as a place for people to meet, work, shop and live by supplementing municipal services with maintenance, public safety, economic development and promotional programs.
**OCD History**

On May 8, 1997 the City Council of the City of Philadelphia adopted Bill No. 970093 authorizing the organization of an Authority known as the Old City Special Services District of Philadelphia pursuant to the provision of the Municipality Authorities Act of 1945 (the "Act") (hereafter referred to as the “OCD”). On January 23, 2003, City Council adopted Bill No. 020737 which extended the term of the authority of the OCD to December 31, 2022.

The Old City District (OCD) as the Authority is commonly known, was created to supplement municipal services in the Old City neighborhood of Philadelphia. Its predecessor organization was Historic East Market Street (HEMS) – itself a spin-off of the Old City Civic Association – created to preserve and maintain the streetscape improvements on Market Street from Front to Fifth Sts. OCD was organized to fund and pursue projects that will improve the safety and appearance of Old City, including HEMS’ goals of maintaining streetscapes, replacing trees, repairing lighting and spurring economic development in Old City from Walnut to Florist Streets and Front to Sixth Sts. Additional information is available at www.oldcitydistrict.org.

**Area of Service**

The selected contractor will provide the maintenance services outlined in this RFP in the area within the District boundaries. The area is generally bounded by Walnut Street to the South, 6th Street to the West, Florist Street to the North, and Front Street to the East. The Boundary Description is attached as Appendix A along with a Map for illustrative purposes only.

Certain geographic areas are excluded from the contract since they are serviced by the National Park Service and the US Mint.

**National Park Service**

**North-South Streets**
- 6th Street, ES Race to Walnut
- 5th St., WS Race to Walnut
- 5th St., ES Chestnut to Walnut
- 4th St., ES/WS Chestnut to Walnut
- 3rd St., WS Chestnut to Walnut
- 3rd St., ES Dock to Walnut
Please note that the former National Park Service Living History Center at 3rd & Chestnut Streets is now the American Revolution Center, and NPS no longer is responsible for the sidewalk in front of this area. This will be in the Contractor’s scope of work.

**East-West Streets**
- Arch St., NS/SS between 5th & 6th
- Market St., NS/SS between 5th & 6th
- Chestnut St., NS/SS between 5th & 6th
- Chestnut St., SS, 3rd to 6th
- Walnut St., NS, Dock to 6th

**Christ Church**
- Market St. @ 2nd – W to end of dog park
- Church St. along first block only (closed to traffic), in front of Christ Church
- 2nd St. @ Market St. – N to end of Christ Church

National Park Service does not maintain American Street behind Christ Church (to the West) or Filbert Street to the North; this area is within the Contractor’s scope of work.

**US Mint** - 151 N Independence Mall East – provides own street sweeping services on the block bounded by 4th Street, 5th Street, Arch Street & Race Street. The opposite sides of 4th, Arch and Race Streets are within the Contractor’s scope of work.

**Description and Scope of Cleaning Services**

**Introduction**
Old City District seeks proposals from qualified firms to provide cleaners to perform activities including, but not limited to, the following:
1. Remove litter, leaves, and debris from sidewalks and curbs using pans and brooms and mechanized equipment
2. Remove stickers, and handbills from public space infrastructure (utility poles, trash receptacles, etc.)
3. Remove graffiti from public spaces and private property at street level
4. Power wash sidewalks
5. Remove weeds from tree grates, sidewalk cracks, etc.
6. Remove short-dump garbage
7. Special cleaning projects - as assigned
Maintenance services will cover the District’s entire 22-block area. Each morning, sidewalks will be swept and vacuumed so the District opens in clean condition. Throughout the day, uniformed employees will sweep walkways to ensure the areas remains attractive and clean. Sidewalks will regularly receive high-pressure washing to remove accumulated stains and grime. In addition, graffiti will be routinely removed from storefronts, light poles and signs. Cleaning will take place seven (7) days per week, with coverage eight (8) hours a day.

Goals
1. The OCD provides outdoor cleaning services year round, seven days a week.
2. Staffing levels will be reduced from November 1 through March 31, reflecting inability to perform activities such as power washing, weeding, and other “detail” work in winter.
3. Cleaners must be friendly, personable, and approachable.
4. In public, cleaners will represent the OCD, not their employer (the vendor).
5. The Contractor’s Clean Team Manager is required to provide written reports weekly and/or monthly to the OCD’s Board & executive director regarding all program activities.
6. The Clean Team Manager will also interact face-to-face frequently with the OCD Board of Directors, Executive Director and other OCD staff.
7. Contractor’s Clean Team members will wear distinctive, easily recognizable uniforms with the OCD brand. Vendor will supply all components of the uniforms at its cost, to be approved by the OCD. Vendor will be responsible for ensuring cleanliness of uniforms and neat appearance of Cleaners.
8. Clean Team members will carry phones or two-way radios for communicating with supervisors and OCD staff.

Reporting
1. The Contractor shall prepare a weekly written report.
2. The reports shall be made on forms provided by the District and be submitted to the District office every Monday by noon. Only one such report form per week covering tasks under contract need be submitted.
3. Any extraordinary condition related to sanitation shall be reported immediately to the District Executive Director or designee by phone and noted on the weekly reports submitted to the District office, recording the date, time, and name of the staff person making the report.

Examples:
   a. a new short dump;
   b. graffiti on public or private property;
c. direct observation of leaking commercial or municipal waste collection vehicles

4. The reports shall contain:
   a. Listing the location of:
      i. municipal litter receptacles showing signs of illegal use by businesses and residents;
      ii. short dumping - trash set out illegally, at wrong times for pickup;
      iii. vandalism such as window breakage on cars or storefronts;
      iv. stickers on surfaces visible but not accessible from the sidewalk.
   b. Map showing power washing progress. The Contractor shall submit a report in map form marked to show the sidewalks cleaned in the preceding week. This map shall be submitted at the same time as the weekly written report.
   c. listing of hours not worked due to inclement weather.
   d. List of graffiti on surfaces visible but not accessible from the sidewalk.
   e. Any persistent unclean or unsightly conditions outside the scope of Contractor’s tasks.
   f. Persistent vagrancy, aggressive panhandling or persons in need of social service referrals.
   g. Any other information pertinent to Contractor’s duties.

**Specific Services Requested**

Unless otherwise specified, the tasks of this scope of work apply to the entire District. (A map of District boundaries is provided in Appendix A). However, the District has selected certain areas to receive additional cleaning or maintenance services because of particularly high pedestrian use or other special conditions (See Appendix C and known and “Area A”).

Fort the purpose of this scope of work, litter is defined to include any paper, metal, glass, plastic, wood, organic waste, or composite object, such as cigarette butts, discarded on the surfaces of the public spaces in the District.

The Contractor shall supply its staff with brooms, dust pans, trash bags, and other supplies and equipment necessary to perform the tasks of this scope of work. The Contractor is responsible for bagging and legal disposal of all trash resulting from the tasks performed.
1. Sidewalk Cleaning
   a. Daily sidewalk cleaning. The Contractor shall perform all tasks listed, seven days per week starting at first light. The Contractor shall:
      i. Power vacuum sidewalks with mechanical equipment in the entire District to remove litter (e.g., joints between sidewalk bricks).
      ii. Clean sidewalks, from curb gutters (defined as 12” into the streets) to building line, removing all litter, dirt, and weeds. This cleaning shall specifically apply to the sidewalks and spaces in front of buildings abutting the sidewalk including the areas within all commercial property entrance doorways at street level only.
      iii. Clean interior and exterior of planters and tree pits, removing all litter and weeds.
      iv. Remove cigarette butts from all public areas including sidewalks, tree pits, gutters and subway grates (may necessitate vacuuming). Please note that the sidewalk material along Market Street consists of brick pavers laid in sand. They may require special treatment, as power vacuuming may cause deterioration to this material.
   b. Supplemental sidewalk cleaning during peak season. The Contractor shall perform additional sidewalk cleaning in the Area A of the District every Friday, Saturday, and Sunday from the Friday before Memorial Day through the Sunday before Labor Day, 5:00 PM – 8:00 PM.

2. Removal of illegal posters, signs, leaflets, and stickers. The Contractor shall remove daily all illegal posters, signs, leaflets, and stickers attached to utility poles, utility boxes, honor boxes, public telephones, other street furniture, and trees, between the sidewalk and 7 feet above the sidewalk. This task includes the removal of abandoned bikes and bike locks/chains on posts and of postings, cords, twine and tape on street lights & poles – remove all, including materials left-over from temporary parking signage. These shall be removed within a 24-hour period from the time of discovery. (AS DISCOVERED OR REPORTED). Contractor will have a grace period of 30 days from the contract commencement date to remove these items from area A and 120 days from the contract commencement date to remove the items from all other areas.

3. Gum Removal.* Utilizing gum removal equipment the Contractor shall daily inspect for and remove gum spots from sidewalks in the public right-of-way. (* Please provide separate itemized pricing for this service as an optional component.)

4. Street and gutter wash-down.* The Contractor shall wash the street surfaces and gutters in area A, daily from May 1st through September 30th. The washdown time is limited to 6:00 AM to 10:00 am. For the purpose of preparing a bid, the bidder may assume that it can use water from fire hydrants. The District will facilitate obtaining any required permission from the City of Philadelphia for the
use of hydrant water for this task. The Contractor shall supply its staff with brooms and fire hoses. Sidewalk washing near businesses should not result in water coming into the businesses through the front doors. (*Please provide separate itemized pricing for this service as an optional component.)

5. Removal of graffiti.
   a. The Contractor shall remove weekly all graffiti from utility poles, utility boxes, honor boxes, public telephones, public and private signage, municipal trash cans, other street furniture, and trees between the sidewalk and 10 feet above the sidewalk accessible from the sidewalk. Inspect for and remove graffiti from public and private areas in the District, including street furniture, benches, drinking fountains, fountains, public art, street planters, trash receptacles, and other public streetscape improvements, pedestrian and street lighting, signage, equipment and signal cabinets, kiosks, and other related improvements in public areas, and privately-owned, commercial properties (on the first story/street level and accessible from the sidewalk only, up to a height of 10 feet above sidewalk level). (AS DISCOVERED OR REPORTED)

   b. Graffiti shall be removed within a 24-hour period from the time of discovery. Graffiti includes paint, handbills, and stickers, but does not include scratched or etched surfaces. However, scratched or etched surfaces on public property need to be reported to OCD (AS DISCOVERED OR REPORTED).

   c. For graffiti removal of a larger scale or for areas that are not regularly addressed by the clean team. The Contractor will report the graffiti and coordinate through OCD with the designated City representative to determine how and by what means the graffiti can be abated (Inspect for Daily)

   d. The Contractor will not be responsible for graffiti removal from Federal property including mail boxes

6. Short dump clean up. The Contractor shall clean up short dumps (AS DISCOVERED OR REPORTED). For purpose of cost estimation, assume ten monthly occurrences of 1 cubic yard each. Please indicate in your proposal the method that you will use to dispose of the short dump trash, including type of vehicle.

7. Cleaning of area around the U.S. Customs House (2nd & Chestnut Streets). Per specifications defined by contract between GSA & OCD; attached as Appendix E.

8. Cleaning of alleyways. All alleyways of the District (as described in Appendix B) shall be cleaned of all litter, dirt, and weeds within a 72-hour period from the time of discovery. (AS DISCOVERED OR REPORTED). Each alleyway shall be cleaned at least once a week. Contractor will have a grace period of 30 days from
the contract commencement date to remove these items from area A and 120 days from the contract commencement date for all other areas.

9. Power washing of District sidewalks. The Contractor shall conduct high-pressure power washing of public sidewalks in the District to remove accumulated stains and grime according to the schedule in Table 1. This does not include the alleys indicated in Appendix B. Sidewalks will regularly receive this service seven months per year, from April through October. It is expected that a dedicated power washing cleaner will take approximately one month to complete a full cycle through the entire District. Please note that the sidewalk material along Market Street consists of brick pavers laid in sand. They may require special treatment, such as a lower pressure setting, as power washing may cause deterioration to this material.

10. Cleaning of streets after trash haulers. The Contractor shall provide broom sweeping cleanup of trash in streets left behind after collection from municipal and private haulers. (AS DISCOVERED OR REPORTED).

Table 1. Power Washing Schedule by Area

<table>
<thead>
<tr>
<th>Area</th>
<th>Description</th>
<th>Schedule</th>
</tr>
</thead>
<tbody>
<tr>
<td>Area A. Heavily trafficked areas</td>
<td>See Appendix C</td>
<td>Monthly; start in May, complete by June</td>
</tr>
<tr>
<td>All other sidewalks in the District</td>
<td></td>
<td>Monthly; start in June, complete by August</td>
</tr>
</tbody>
</table>

**Term**

The agreement for the Contractor’s services shall have an initial term of one (1) year, with annual renewal rights.
INSTRUCTIONS FOR PROPOSALS

Please provide a written response to this request including the following:

1. **Company Name**.

2. **Principal Name(s)**.

3. **Contact Information** (address, telephone and facsimile numbers, email addresses).

4. **Brief description of your firm** including history, leadership structure, ownership, areas served, similar contracts/clients served and services provided.

5. Business unit and individuals to be responsible for providing/managing contracted services, including resumes of individuals. Describe role of individual(s) in managing contract and percentage of time expected to be devoted to contract.

6. Reference names and contact information for similar contracts with other organizations. Please provide contact information, the dates of service, and the services provided for those clients.

7. **City of Philadelphia Business Privilege License Number**.

8. **Technology** - document the electronic technology utilized by your firm (i.e. phones, Black Berries, two-way radios, etc.)

9. **Monthly meetings** - please indicate who will participate in meetings described above and how you will ensure that information will be conveyed to the District’s representatives and others participating in these meetings.

10. **Insurance** - Please provide proof of all relevant insurance or bonding including workman’s compensation and liability insurance. Old City District must be added as Additional Insured on the insurance policies of the selected firm, and a certificate of insurance satisfactory to the District will be required prior to commencement of services.

11. **Scope of services** – describe in detail what and how cleaning program-related services will be performed.

12. **Recruitment** – explain how cleaning staff and supervisors will be recruited and what criteria will be used to recruit staff. Detail your drug-testing, background-screening, grooming, and other personnel policies and practices. Provide complete information about employee benefits.

13. **Training** – provide details of proposed training (both initial and ongoing), including topics, instructors, schedule, role of the OCD, etc.

14. **Staffing** - Indicate the expected staffing levels for each position (sweeper, machine operator, supervisor etc.), average length of service of your employees, a description of quality control measures your firm puts in place and how staff will be supervised. Describe any employee retention efforts.
15. **Social Services** – describe your firm’s relationships with the social service agencies in the areas where you currently/have worked.

16. **Equipment and uniforms** – provide complete list of any proposed equipment. List and describe proposed uniform elements. Describe how equipment will be maintained and how uniforms will be kept clean.

17. **Staff mobility** – describe the methods/equipment for mobilizing staff and hauling short dump trash pickups.

18. **Timeline** – show sequence of steps from award notification (anticipated April 1st, 2011) to deployment of cleaners, May 1st, 2011.

19. **Budget** – provide budget figures for a three-year period (separate figures for each year). Include detailed breakdown of personnel costs, equipment costs, training costs, uniform costs, overhead, and profit. Please provide details on direct labor cost versus overhead associated with the program, including the typical cost of each additional Clean Team Street Team member.

20. **Accountability for performance** – Explain how you propose to communicate your activities, results and hours worked to the OCD and how performance will be measured and demonstrated.

**Disclaimer**

In its sole discretion, OCD reserves the right to (1) withdraw this RFP without notice, (2) accept or reject any or all proposals; and (3) accept proposals which deviate from the RFP as OCD deems appropriate and in its best interest. The information in this RFP is for guidance only, and does not constitute any part or all of an agreement. OCD reserves the right to negotiate with any, all or none of the applicants responding to the RFP. Following submission of a proposal, the applicant agrees to deliver such further details, information, and assurances, relating to the purpose and the applicant including the applicant’s affiliates, officers, directors, partners and employees as requested by OCD in its discretion. Any and all costs and expenses associated with the preparation of any report or statement in response to the RFP shall be borne by the applicant. Neither OCD nor its board members shall have any obligation or liability with respect to this RFP and this selection and award process or whether any award will be made. Any recipient of this RFP who responds hereto fully acknowledges all the provisions of this disclaimer and agrees to be bound by the terms hereof.
**Deadline**

Respondents are asked to provide this information on or before 11:59 PM on Friday, March 11, 2011 by e-mail to gcopeland@oldcitydistrict.org. All information shall be in written form.

**Next Steps**

Once a firm is selected, the OCD will propose a contract for execution prior to the selected firm commencing services. The contract may contain terms in addition to and/or different from any terms in this RFP. Should OCD and the selected firm be unable to agree on terms of a contract within a reasonable time (in OCD’s discretion), OCD reserves the right to terminate negotiations and select another firm to provide the requested services. Such termination shall be without liability to the prior selected firm. Alternatively, the OCD may terminate this process and (in its discretion) issue a new RFP for the requested services.

**Questions**

Questions about this RFP should be directed to Graham Copeland, Executive Director, Old City District by e-mail, at gcopeland@oldcitydistrict.org. Please note that phone calls will not be accepted. All questions and responses will be shared with all RFP recipients.
Appendix A
Area of the District

City of Philadelphia

Bill No. 980238

EXHIBIT B

THE OCSSD DISTRICT

Boundary Description:

BEGINNING at the point of intersection of the centerlines of South Sixth (6th) street and Walnut street; thence extending northward along the centerline of Sixth (6th) street to the point of intersection with the centerline of Race street; thence extending eastward along the centerline of Race street to the point of intersection with the centerline of North Fifth (5th) street; thence extending northward along the centerline of North Fifth (5th) street to the point of intersection with the centerline of Florist street; thence extending eastward along the centerline of Florist street to the point of intersection with the centerline of North Front street; thence extending southward along the centerline of North Front street and then South Front street to the point of intersection of the centerline of South Front street and a line representing an extension and projection eastwardly of the southern property line of whichever of all of the properties fronting the South Side of Walnut street between Front street and Sixth (6th) street extends the farthest to the South; thence extending westward along the said projected line to the point of its intersection with the centerline of South Sixth (6th) street; thence extending northward along the centerline of South Sixth (6th) street to the point of origin at the intersection of the centerlines of South Sixth (6th) street and Walnut street.
OCD
This is the area that needs to be cleaned. It excludes the parts of the district that are cared for by the NPS
83 views - Public
Created on Jan 21 - Updated Jan 24
By - 2 Collaborators

 Boundary

maps.google.com/maps/ms?ie=UTF8&h...
Appendix B
Alleyways of the District

OCD 4 - Google Maps

OCD 4
Alleyways of the District
42 Views - Public
Created on Feb 9 - Updated < 1 minute ago
Alley names are as follows:

Trotter's Alley
Black Horse Alley
Ionic Street
Hancock Street (Sansom)
Bovine Street
Elbow Lane
Church Street
Cuthbert Street
Filbert Street
American Street
Bread Street
Cherry Street
Quarry Street
Orianna Street
Mascher Street
Elfreth's Alley
Appendix C
Area A
Enhanced Cleaning Areas
Appendix D
US Customs House GSA Contract

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SCOPE OF WORK
CLEANING WORK AND QUALITY REQUIREMENTS

CLEANING REQUIREMENTS

1. SIDEWALK HOUSEKEEPING:
   
   A. Multiple sidewalk
      police calls daily
      
   B. Powered sweeping
      daily
      
   C. Solid waste disposal
      daily.

QUALITY REQUIREMENTS

1. All tree plots and sidewalks
   shall be clean and free of
   heavy dirt accumulations,
   excessive litter, waste
   papers, wood scraps, leaves,
   used beverage containers, food
   wrappers, newspapers,
   cigarette butts, match sticks,
   bottles, broken glass, cans
   and other discarded
   material(s).

1. All sidewalk areas including
   cracks and crevices shall be
   clean and free of heavy dirt
   and sand accumulations; broken
   glass, leaves and other
discarded material(s).

1. All trash, yard waste, and
   waste materials collected
   during the police call and
   sweeping operations shall be
   disposed of in accordance with
   State law or Municipal ordi-
   nance governing solid waste
   disposal. The Old City
   District shall comply with the
   most stringent requirement of
   the law(s) and or
   ordinance(s) governing solid
   waste disposal, recycling and
   yard waste.
### EXHIBIT 2A
### SCOPE OF WORK
### CLEANING WORK AND QUALITY REQUIREMENTS

#### CLEANING REQUIREMENTS

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<tr>
<th>D.</th>
<th>EYESORES ABATEMENT (CONTINUED):</th>
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<tbody>
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<td>By abatement as required.</td>
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<table>
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<tr>
<th>E.</th>
<th>GRAFFITI REMOVAL</th>
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<td></td>
<td></td>
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</tbody>
</table>

#### QUALITY REQUIREMENTS

<table>
<thead>
<tr>
<th>1.</th>
<th>All ground level building walls, glass, planters, lamp post, utility poles, trees sidewalks, steps, landings and railings shall be maintained free of posters, announcements, handbills, adhesives, tapes and other sticky substances.</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.</td>
<td>All graffiti removal work shall result in surfaces cleaned free of graffiti, detergent residues, drip lines, ghost, shadows and swirls.</td>
</tr>
<tr>
<td>3.</td>
<td>All chemicals used in the performance of the work shall be used in accordance with manufacturer’s instructions.</td>
</tr>
</tbody>
</table>
EXHIBIT 2A
SCOPE OF WORK
CLEANING WORK AND QUALITY REQUIREMENTS

CLEANING REQUIREMENTS

1. SIDEWALK HOUSEKEEPING (CONTINUED):

   F. Pressure washing/steam cleaning/scrubbing 4 times per year.

   G. Sidewalk crack and crevice maintenance.

QUALITY REQUIREMENTS

1. All sidewalks shall be cleaned free of surface soils, dirt, sand, gum, tar, and other soiling substances.

1. Weeds shall be controlled and/or eliminated to present a neat appearance at all times. The use of the Herbicide 2,4-D, or any product containing 2,4-D, shall not be used on the sidewalks of the United States Customs House.
EXHIBIT 3

COPIES OF THE SPECIFICATIONS FOR CHEMICALS AND SUPPLIES CAN BE OBTAINED FROM:

General Services Administration
Federal Supply Service
GSA Specifications Center
470 East L’Enfant Plaza
Suite 8100
Southwest
Washington, D.C. 20407
Telephone Number (202) 619-8925

EXHIBIT 4

KEY PERSONNEL RESUMES RESERVED