# Purchase Change Request



#### Marshall University Office of Purchasing One John Marshall Drive Juntington, WV 25755-4100

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Change Request		MAI	SHAH!	One John Marshall Drive Huntington, WV 25755-4100			WOTOWAIIVI			
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		ellation only)			☐ Cancellation		Error in Total Amount			
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Contra	ct Purchase	Order			Unused Balance		Change of Vendor Name/Address			
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☐ Agreer	ment				☐ Renewal ☐ Extension Error					
					PHILIP CONTRACTORY INSTALLANDON VIOLENCE STORY					
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	US Ohio \						Marshall University Office of Purchasing			
	alian Globa ngton Bldvo						One John M	ve		
	City, 0731						Huntington			
Ph# 304-	962-2818	Fax		FEIN	I#31-0620970					
Item#	Quantity			Desc	cription of Change			Unit Price	Extended Price	
		Change Order #					-			
		Janitorial Services								
		To amend the MU19MAINT contract according to all terms, conditions, prices, and specifications contained in the original contract including all authorized change orders.								
		This change order adds MU location, Brad Smith College of Business, to the contract.								
1%		Effective Date: October 1, 2023								
	. ,	Ref. Atalian quote re: Cleaning Service at Marshall College of Business dated July 17, 2023								
Reason for Change: Incorporate College of Business to contract  Previous					Previous To	otal \$	Open end			
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Approved:

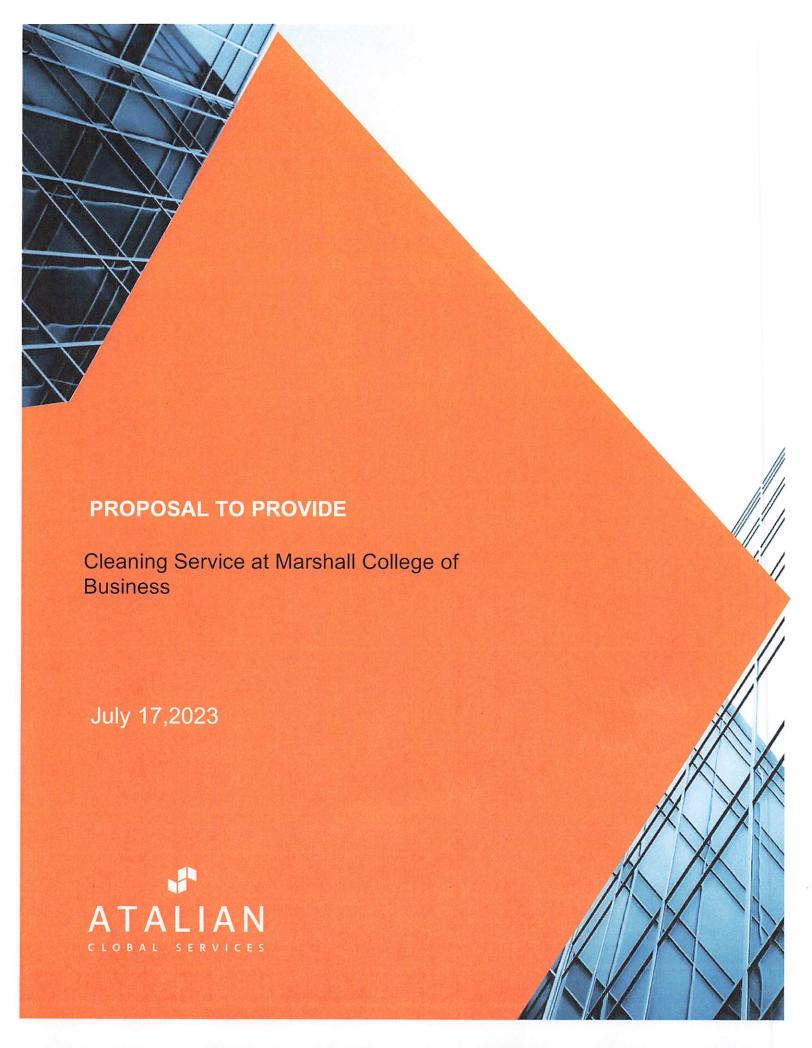
Authorized Signature

10|1 13 Date

N/A

Attorney General if required

Date





Paul Carico Marshall University Assistant Director 1 John Marshall Drive Huntington, WV 25755

7/14/23

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Services US Corporate
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www.atalian.us

#### Paul

Thank you for the opportunity to grow our business with you. We propose to provide cleaning at the new College of Business Building in Huntington, West Virginia. The price and other details is located on page 18 of this document.

If you have any questions, please feel free to contact me by phone at (304) 741-0122 or by email at Todd.Given@atalianworld.us Sincerely,

Todd Given

**Business Development Representative** 

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## **Company Profile**

ATALIAN Group entered the U.S. market in 2016 with a series of acquisitions and as of today we have regional businesses in Massachusetts, Missouri, Ohio, and the New York Metropolitan Area, with branch offices throughout the Midwest and Eastern United States.

ATALIAN Group operates in more than **20 countries on four continents** and has revenues over \$2 billion and 75,000 employees worldwide.

Our international standards of operational excellence, quality, safety, ethics, and good governance together with our experience in creating supplier networks, adapting our business practices to local needs, and changing conditions, and developing local talent and skills, provides holistic client value.



3 Continents

20+ Countries

75,000 Employees Worldwide

\$2 Billion+ in Revenue

#### MARKETS AND SERVICES

With more than 100 years of experience providing facility services globally, ATALIAN dedicates specialized resources to the markets we serve.

In many cases, ATALIAN provides clients with multiple services allowing us to maximize the synergies of management, training and flexibility, while setting industry standards.

#### Services include:

- Custodial and janitorial
- Cosmetic maintenance and painting
- Security
- Handyman services
- Pest control
- Concierge services
- Grounds, landscaping and snow removal
- Engineering, mechanical and lighting maintenance
- Controlled Environment cleaning
- Architectural and structural repair
- Specialty surface restoration and maintenance (marble, metals, wood finishes)

ATALIAN offers a full menu of facility service capabilities and a long history of providing customers the most creative and customized facilities support solutions in the industry, improving service quality and often a cost savings. Cutting-edge management systems and technology, trained and motivated staff and our commitment to quality have resulted in a clear differentiation between ATALIAN and other service providers

In the U.S., ATALIAN has built our business by acquiring locally owned and operated service platforms that emulate our family-owned roots in France. These service providers bring integral relationships and trusted reputations within their community. The value of those long-term, local roots is a staple of the U.S. culture and is maintained in the structure of ATALIAN's U.S. business. The local hometown team you have come to know, and trust remains, selling and executing services as ATALIAN, with the additional resources and capabilities of a \$2 billion global organization to support them. ATALIAN is your hometown team!

#### REGISTRATIONS/LICENSES/CERTIFICATIONS

ATALIAN holds all professional registrations and licenses as may be required by our clients in the provision of facility-related services, and we expect the same from each of our subcontractors. Our professional affiliations include, among others:

- International Sanitary Supply Association (ISSA)
- International Facility Management Association (IFMA)
- Building Owners and Managers Association (BOMA)
- National Association of College and University Business Officers (NACUBO)

Further, ATALIAN holds the Cleaning Industry Management Standard (CIMS) certification, both with Honors and Green Building (GB) with Honors, for our standardized processes and procedures, based on the international standard for quality management, the ISO 9000 standard, customized for the cleaning industry. ATALIAN is among only 1/2% of all cleaning companies in the U.S. to have achieved this status. Key management staff are also individually certified by CIMS as ISSA Certification Experts (I.C.E.).

#### ADVANTAGES/DIFFERENTIATORS OF THE ATALIAN TEAM

ATALIAN has the unique ability to produce the outcomes required by our clients over other firms because we have:



#### Tremendous people resources and full-menu service capabilities

With more than \$2 billion in global revenues and 75,000 employees worldwide, ATALIAN can provide our clients what they need, when they need it.



#### Industry-leading safety and quality systems and programs

ATALIAN has an industry-leading Experience Modification Rate (EMR), offering our clients peace of mind.



#### Cleaning Industry Management Standard (CIMS)-certified

Less than 1% of janitorial companies in the U.S. have achieved this industry certification, making ATALIAN a leader in providing quality professional cleaning services.



#### Comprehensive hiring and screening practices

ATALIAN's comprehensive hiring and screening practices assure our clients of the highest level of integrity and security of employees at their facilities.



#### Cutting-edge service technology and data-driven operational systems

Through the use of leading industry technology and our metrics-driven processes, ATALIAN has the ability to focus our operational expertise and develop solutions to any quality control, staffing or performance issues in a proactive manner.



#### Transparency of operational practices

ATALIAN maintains full transparency of our operations to ensure client satisfaction and a relationship of trust and partnership.

#### **OUR VALUES**

ATALIAN draws our strength from our entrepreneurial culture and strong identity which is formed on our foundational values of:

**Community** – Our services are locally sold and managed by members of your community who have the support resources and capability of a global organization.

Agility – We are able to provide one of the largest true self-performing service offering that is flexible, anticipative and innovative.

**Integrity** – We represent respect, loyalty and honesty to ourselves, our employees and our customers. We serve one another the way we wish to be served.

Sustainable Responsibility – We operate our business in a way that shows we care about our environment, society, economy and humanity.

Accessibility - Our team is always available and ready to serve 24/7/365.



# References

Below we have provided references for accounts where we are currently providing services most similar to your requirements.

CLIENT	Available upon Request
Location	
Square feet	
Start Date	
Contact	
Services	
CLIENT	Available Upon Request
Location	
Square feet	
Start Date	
Contact	
Services	
CLIENT	Available Upon Request
Location	
Square feet	
Start Date	
Contact	
Services	

### **Management Plan**

#### **SNAPSHOT**

Central to our delivery model is the structured way we approach work. Our delivery model is based on the Cleaning Industry Management Standard (CIMS). As you undoubtedly know, the CIMS standard and associated certification is one that the ISSA – the worldwide cleaning industry trade body – has developed based on the international standard for quality management, the ISO 9000 standard, and customized for the cleaning industry.

ATALIAN achieved this CIMS and CIMS-GB statuses for select divisions and was certified with honors in 2014.

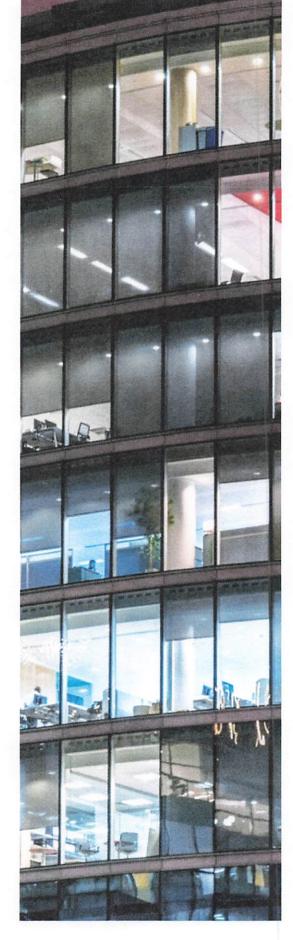


The recertification process is required every 2 years for continued compliance, and we successfully underwent reassessment by the ISSA and achieved recertified status. ATALIAN is among only ½% of all cleaning companies in the US to have achieved this status.

#### ACCOUNT MANAGEMENT AND SUPPORT RESOURCES

Members of ATALIAN's account management teams are professionals experienced in day-to-day operations of providing cleaning and janitorial services, including staff training and supervision, budgeting, safety, quality control and reporting. Account management staff carefully monitor quality and productivity benchmarks and service delivery standards and routinely visit client facilities to review all aspects of the program. In addition, our client accounts are supported by corporate staff in our IT, legal, human resources and labor relations, health and safety, regulatory compliance, finance, procurement and quality management groups. Additionally, the support staff assists with:

- Providing technical expertise in specialized areas to include energy conservation
- Developing new programs designed to add efficiencies to your program and reduce labor costs
- Providing additional, focused, staff training and development programs
- Providing labor relations assistance
- Providing Human Resources support and guidance
- Developing pools of qualified applicants at all levels
- Offering support for all operating system components
- Leveraging our buying power to collectively obtain the lowest costs for materials, benefits and other items we procure

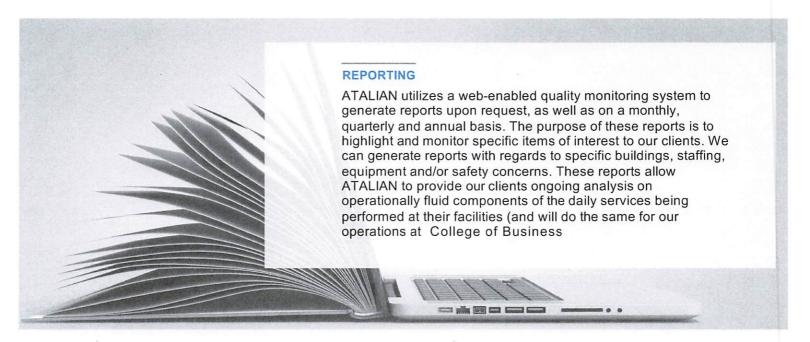


#### **EMERGENCY PLAN**

A well-designed, well-communicated plan is required to ensure that services are performed even under emergency conditions. Coordinating resources and their distribution with your company will be a key factor in the process.

No matter who is informed of the emergency, all department personnel will be instructed to immediately contact the director of janitorial services. The director will proceed to the site to assess the problem and put in action a plan to address all issues. The director will remain onsite until the emergency is under control.

We will work closely with College of Business derive emergency plans that address (1) the safety of both employees and visitors; (2) protection of property; and (3) restoration to pre-event status of the buildings and the landscape. We present multiple solutions so that College of Business will be positioned to select the one that presents the most value for the circumstances.



#### **HUMAN RESOURCES**

ATALIAN's labor practices and Human Resources policies and procedures are designed to ensure that we recruit and retain the most motivated workforce in the industry. At each client location, a well-vetted, capable and stable workforce becomes the foundation upon which we build a superior program.

#### Full-time Labor Relations Director on Staff

As an employer of more than 3,000 people in the U.S., ATALIAN has a full-time Director of Employee & Labor Relations on staff within our Human Resources department. The position allows ATALIAN to anticipate and manage labor issues early enough to minimize labor problems.

Applying management rights equally to both organized and non-union staff allows onsite management to stress individual performance as outlined in the task assignment for each worker. We work within a system of progressive discipline; wherever a staff member is not performing, we make every effort to retrain him or her to meet performance goals.

#### Hiring Practices

We will interview all current custodial staff and offer employment to those we feel will assist us in providing quality services. Whenever possible, we fill open positions by promoting qualified and deserving employees from within. If internal candidates are not available, we will list open positions with appropriate publications (Internet and print), employment services and other recruiting vehicles.

In addition to interviewing each potential candidate, we:

- Verify the person is a citizen, permanent resident alien or otherwise authorized to work in the U.S., in accordance with the Immigration Reform and Control Act
- Verify the individual's previous employment history
- Perform criminal background checks in every U.S. county where the applicant's Social Security number has been used over the past 7 years (this includes mortgages and other loans, leases, utilities and other sources)
- Verify the person's Social Security number twice: during criminal background check and via formal inquiry with the Social Security Administration
- > Fingerprint individuals, as required
- Ensure that the individual has no criminal charges pending or felony convictions of any violation of ordinance, regulation or law (including military law)
- Perform drug testing (as requested) for applicable positions, including a 10-panel screening (the industry standard is a 5-panel screen; our test captures more classes of illegal drug use)

ATALIAN will provide copies of these records, as permitted by law. In addition, you will be free to inspect the records of any ATALIAN employee working at any of your facilities any time during the term of the contract.

#### Uniforms

We understand that uniforms help identify workers from a particular company or function and provide a measure of security in ensuring that our employees are readily identifiable when at a client's facility. However, uniforms not need be drab and uninteresting—smart-looking uniforms provide a dual benefit: they help provide a sense of pride to the employee while also offering our clients the professional appearance they expect from an outsourced provider. Naturally, the selection of the right uniform is done collaboratively with our clients to ensure satisfaction with the image presented, and such will be the case with College of Business





#### SAFETY, RISK MANAGEMENT & ACCIDENT PREVENTION

#### Our Safety Program: Building Effective Safety Teams

We believe there is a direct correlation between an emphasis on safety and our low workers' compensation and general liability rates, along with our favorable Experience Modification Rate (EMR) rating.

ATALIAN has established a proactive program of safety performance excellence through behavior-based systems tied to the Learning Management System.

#### Teams take ownership of improving safety processes through:

- Site-Specific Safety Plans
- PPE Assessments
- Drug-Free Workplace
- Report and Review Near-Misses and Safety Alerts
- Incident Investigation

- Safety Inspections
- Safety Learning Development
- 5S Program Workplace Organization Methodology
- OSHA 10 and 30 Certification Programs
- Safety Ambassador Program

#### Hazardous Material/GHS

ATALIAN knows that complying with all safety standards when using, storing, or disposing of all cleaning chemicals is not only the law, it's the right thing to do. Embracing this as a company, we have implemented programs that effectively ensure all employees, staff, and clients are not only informed about any hazardous cleaning solutions, but also about the procedures for handling, use, control, and disposal of them. Facets of our programs include specific training and refresher training throughout the year with regard to container labeling, safety data sheets, and equipment inspection and maintenance.

# ATALIAN's commitment to safety means we have one of the lowest workers' compensation rates in the industry. By keeping our workforce safe, productive, employed and OSHA-compliant, we create savings for our clients.

#### Accident Prevention

The safety of everyone in your building is one of our top priorities. In the rare instance that an accident or other work-related incident should occur, the following procedures are immediately implemented:

- All claims are reported to our insurance carrier within 24 hours.
- Claims progress is monitored to ensure efficient completion.
- Investigations are conducted with a focus on preventing repeated incidents.
- Employees needing medical attention are assisted to ensure speedy recovery.
- Follow-up treatments are arranged in close proximity to the employee's home.
- All efforts are made to bring the employee back to work as soon as possible.
- Light duty options are implemented when appropriate.
- A thorough, documented investigation of the actions of all parties involved is initiated immediately.

#### TRAINING PROGRAM

#### **Equipment Training**

ATALIAN will ask selected staff members to become familiar with automatic and specialized equipment. This focused training is an important aspect of safety for the employee and those around him. The employee must demonstrate a high degree of competence on the machine before being permitted to use the equipment without supervision.

#### Supplies Training

Although the use of cleaning chemicals and related supplies seems somewhat straightforward, ATALIAN provides each employee with chemical-specific training to ensure proper use. Cleaning chemical disposal stations also contribute to staff safety. Color coding supplies and using environmentally sound brands contribute to the staff's ability to operate in an environment that's safer for everyone.

#### Management Training

ATALIAN is dedicated to training and development of our managerial team. Our focus is to promote from within. To this end, we provide training designed to enhance higher managerial and technical skills.

#### QUALITY ASSURANCE

ATALIAN managers and supervisors are responsible for ensuring that what has been promised in this proposal is actually delivered. Daily quality assessment rounds provide management with objective information on the quality of services being delivered by all staff in each area.



#### Quality Plan

Our plan establishes performance standards and acceptable quality levels for each task, based on contractual specifications and client expectations. The goal is to reach mutually agreed-upon quality assessment scores for each quarter. Based on our management systems, this comprehensive program includes:

- Acceptable quality levels
- An administrative reporting system
- Provisions for establishing minimum acceptable inspection scores
- Performance indicators
- QA checklists
- Systematic surveys

#### Leadership

ATALIAN management and supervisors are visible throughout the site and are actively involved in the total quality practices of the program. Communication is an integral component to QA, and onsite managers and supervisors listen to customers and our employees to ensure that important points are addressed within the system.

#### Key Performance Indicators (KPIs) and Customer Satisfaction

ATALIAN relies on Key Performance Indicators (KPIs) to track fundamental operation, performance and productivity data. KPIs are designed to track fundamentals such as absence rates and when periodic work is due. Compiled monthly, these reports provide clear and concise information on the status of the contract and areas requiring attention. We make them available to our clients in electronic form so that they can assess site performance against predetermined targets.

ATALIAN has set a goal of 90% customer satisfaction for our program at College of Business. Any area scoring less than that level will be the subject of supervisory review. A minimum level of 85% has been established for the program overall; management and hourly staff are expected to meet that standard each quarter.

#### Reporting Frequency

Onsite ATALIAN management will meet with your liaison on a monthly basis to review progress toward our common goal of quality service. At this meeting, results of daily and weekly QA results will be shared, and trends identified. This meeting will also provide an opportunity to review projects performed within the month and those planned in the coming month. A quarterly review meeting allows the liaison, onsite management and ATALIAN's regional management to discuss the program in depth and focus on areas that may call for a reallocation of resources by the company.



#### **GREEN CLEANING**

ATALIAN's green cleaning policy is based on the requirements of the Leadership in Energy and Environmental Design (LEED) standard (administered by the U.S. Green Building Council) and is structured to support our customers who intend to pursue the goals of LEED, whether or not they seek actual LEED certification.



Many manufacturers and service providers make "green" claims, but LEED is the most comprehensive and widely accepted standard, based on objective criteria, that encompasses commercial green cleaning operations. As such, it serves as the template for our green cleaning policy and procedures.

#### SYSTEMS AND TECHNOLOGY

Our systems are compatible with virtually all operating platforms, and we modify them for each site to reflect the needs of the client. We are continually evaluating new system applications designed to provide relevant data to our management and improve overall service delivery. Some of the items that we will install at this account will include:

#### Web-enabled Inspection System

The foundation of ATALIAN's quality assurance (QA) process is a web-enabled inspection system that helps supervisors and managers identify areas in need of improvement.

Data from inspections conducted using the system are compiled daily and reviewed by onsite management. For statistics, charts and graphs, to illustrate major trends or a snapshot view, scores are aggregated continually and are accessible online at any time.

#### Reporting

We can generate a wide variety of reports using this web-enabled system – from the periodic data performed by management. The larger the database of information, the more value statistical abstracts will have. The system's inherent flexibility enables us to provide information in almost any format. We will work with you to establish a reporting system that covers all requirements.

#### Web Portal for Data Visibility

The system's web portal is easy to access and can be programmed for various levels of user qualifications and "need to know."

Reports are designed to deliver clear, concise and accurate information that is most valuable to our clients.



#### EPay/Blueforce Time & Attendance System

At a majority of our client sites, ATALIAN uses EPay/Blueforce, a biometric time and attendance system that enables real-time, web-based viewing of time sheets.

#### Communications

We strive to use the latest communications technologies to increase efficiency, productivity and customer satisfaction and, in doing so, to reduce costs. ATALIAN provides all managers, supervisors and other key employees the most up-to-date communications devices possible, such as cell phones, smart phones, radios and other devices necessary to ensure proactive customer service.

We can customize our communications system to fit your needs.

#### TRANSITION PLAN

Success in a cleaning venture in an environment like that at College of Business is based on the coordination of planning and communication. The most successful startups are those that offer the requisite time, information and access to allow the transition team to help all staff fully understand their task schedules, to complete the orientation and training required and to have systems in place and running efficiently.

ATALIAN will create a comprehensive plan of action for the month prior to initiation of work onsite and at least 1 month following the start of work. We cover every eventuality by adding management, training and support staff for that period and by developing a day-by-day projection of assigned projects.



#### **Understanding Your Needs**

No matter how well presented, specifications and building square footage can only provide a static view of the facilities program. Because ATALIAN will be responsible for the dynamic flow of services throughout the year, we will perform a comprehensive review of the building, grounds, specifications, staffing and equipment to ensure the best use of resources.

Immediately following announcement of contract award, during the pre-start-up phase, ATALIAN's management team will establish the phase-in team and will review all aspects of the contract with your representatives to identify areas of desired service emphasis. During this time, we will emphasize (a) personnel recruitment, including interviewing and selecting personnel, (b) providing necessary certification, (c) ordering supplies, equipment and communication devices, and (d) visiting and getting familiar with the facilities. In addition, we will establish baseline quality scores, request open work orders from the outgoing provider and provide documentation for the requisite insurance coverage.

#### **Planning**

The transition chart created covers principal activities and anticipates what resources will be required for each task and when.

A large percentage of our transition team hours is devoted to training cleaners in the cleaning processes as part of the Green Cleaning approach. The most overlooked aspect of training is analyzing results—if cleaners do not put into practice the procedures they have been trained in, how successful has the training actually been?

Where applicable, follow-up and individual training sessions ensure that what has been taught is being used. ATALIAN's unique cleaning approach relies on all staff being well trained in the new procedures.

#### Constant Evaluation and the Ability to Adjust

At the end of each day of the transition period, key team members discuss the events of the day and review opportunities for moving the program forward, eliminating barriers or solving problems.

#### Management Resources to Support Startup

When awarded a contract, we will provide a phase-in project plan which shows chronological sequences of events that need to take place and activities that need to be accomplished. Our phase-in project plan begins with the contract award and ends when you determine that the phase-in period has been successfully completed.



## **Pricing**

Atalian proposes to provide 1 day porter, 1 evening supervisor, and 3 evening cleaners. We will provide this service for the price of \$19,500 per month pre- tax. Consumables will be provided by Marshall University or the College of Business. Atalian will provide equipment and cleaning chemicals.

The scope of work will remain the same as in the other academic buildings at Marshall University (MU19MAINT) with the exception of the below paragraph.

High touch glass area will be cleaned multiple times per day. (As often as necessary) by the Day Porter.

Other interior glass needs cleaned monthly. (Regardless of height)

Exterior glass up to 12' will be cleaned monthly. This includes ground level, porch, and courtyard.

Exterior glass over 12' will not be a part of this contract.

Atalian will maintain external seating areas, courtyard on 2<sup>nd</sup> floor, the porch sitting area, and external seating on the ground floor.

# Appendix

#### **INSURANCE COVERAGE**

ATALIAN is fully capable of providing comprehensive insurance coverage for services performed at your facilities, and coverage limits are customizable to your specific requirements.

A sample Certificate of Insurance can be provided upon request.



#### Vendor/Customer

Menu

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✓ General Info						
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Legal I	Name: ATALIAN US OHIO VALL	Miscellaneous Account : Internal Account :				
Alias	/DBA:					
Vendor Active S	tatus : Active		Third Party Only:			
Vendor Approval S		Third Party Vendor :				
Customer Active S			rd Party Customer :			
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Location I		н	: Never Archive			
First !	Name :	Re	estrict VSS Access :	Aug. Al		
Middle I	Name :		No New Business :	NO -		
Last	Name :		vent MA Reference :			
Company	Name : ATALIAN US OHIO VALL		PunchOut Enabled :			
Previous I			PunchOut Enabled :			
Previous S	Street:		nic Order Enabled :			
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Previous State/Pro	vince:	•	W-9 Received Date :			
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▶ Fee and Vendor Compliance Holds							
Fee Exempt :  Registration Application Date : 01/23/2014  Registration Effective Date : 01/23/2014  Registration Expiration Date : 01/23/2015  Pre-Registration Code :	Tax Clearance : Unemployment Insurance : Worker's Compensation : Secretary of State Registration : Federal Debarred :						
▶ Executive Compensation							
▶ Additional Information							
▶ Travel							
▶ Change Management							
Top CREATE DOCUMENT> Create New Record Modify Existing	ng Record						
UPDATE> <u>Headquarters</u> <u>Add 1099 Information Entry</u> <u>Add 1042-S Reporting Information Entry</u> <u>Vendor Business Types By Commodity</u>							
SEARCH BY> <u>Master Contacts</u> <u>Master Addresse</u> <u>Vendor Business Types</u> <u>Vendor Service Areas</u> <u>Vendor Transaction History</u>	<u>Vendor Commodity</u> <u>Vendor Addresses</u> <u>VCM Query</u> <u>Historical Vendor Information</u>	<u>Vendor Notes</u>					