

Appendix 1

Terms & Conditions Regarding Compliance with the Minority Business Commitment and the Women Business Enterprise Commitment

Terms & Conditions Regarding Compliance with the City Colleges of Chicago's Minority Business Enterprise (MBE) and Women Business Enterprise (WBE) Participation Plan

SECTION 1: INTRODUCTION

- 1. The Board of Trustees of Community College District No. 508. (The "Board") has adopted the amended Minority and Women Business Enterprise Plan (The "Plan") to ensure that Minority Businesses and Women Businesses shall have maximum feasible opportunities to participate on City Colleges of Chicago contracts, and to remedy the effects of historical discrimination while minimizing its impact upon Non-MBE and Non-WBE businesses. The Plan includes goals for participation of certified MBE and WBE firms, and the Bidders/Proposers utilization of such firms is considered in determining responsibility in performing this contract.
- 1.1 The purpose of the revised Terms and Conditions is to describe the current requirements of the Plan including the MBE and WBE goals that have been established for this contract and certain administrative and procedural provisions.

Bidders/Proposers are required to submit information specifying the percentage of the total contract that will be performed by certified MBE and WBE firms on the attached Schedules.

SECTION 2: POLICY STATEMENT AND TERMS

- 2.1 It is the policy of the Board to ensure that the City Colleges of Chicago take all possible steps consistent with applicable law to insure that Minority Business Enterprises and Women Business Enterprises are afforded a fair and representative opportunity to participate fully in this institution's contracting.
- 2.2 Consistent with this policy it shall be the responsibility of all contractors to exhaust all feasible means to ensure significant participation by certified MBEs and WBEs.
- 2.3 Failure to carry out the commitments and policies set forth in this Plan shall constitute a material breach of contract and may result in termination of the contract or such other remedy as the Board deems appropriate.

SECTION 3: DEFINITIONS

3.1 The following words as used herein shall have the meanings indicated below unless the context clearly indicates otherwise:

MBE/WBE Terms and Conditions 1 January 8, 2015

- a. **Board of Trustees or Board** shall mean the Board of Trustees of Community College District No. 508.
- b. Certified means any business or individual which has been certified by any of the CCC approved certifying agency to be an MBE or WBE and is on the Board's list of certified MBEs or WBEs.
- c. **Chancellor** shall mean the Chancellor of City Colleges of Chicago or his/her designee.
- d. City College shall mean the City Colleges of Chicago.
- e. **Commercially Useful Function** shall mean the execution of a distinct element of work with actual performance, resources, management and supervision.
- f. **Financial and Administrative Service Committee** shall mean the Financial and Administrative Service Committee of the Board of Trustees of Community College District No.508 or such other committee as the Board of Trustees may from time to time designate.
- g. **General Contractor** shall mean a firm that has entered into a contract with the Board to provide goods or services.
- h. **Joint Venture shall** mean an association between two or more independent businesses formed to perform a specific contract.
- i. **Minority or Minority person** shall mean a person who is a citizen or lawful permanent resident of the United States, who is a member of an identified racial/ethnic population group, specifically, Black, Hispanic, Asian, or any other racial/ethnic population group that the Chancellor determines, after notice and hearing, to suffer discrimination in the Chicago area and who has participated, or has attempted to participate, in the Chicago area market.
- j. **MBE or Minority Business Enterprise** shall mean a certified business that is owned and controlled by a Minority or Minorities that is certified as an MBE as defined in Section III (Definitions, 3.1) and has participated, or has attempted to participate, in the Chicago area market.
- k. **Person** shall mean a natural person, or partnership, corporation or joint venture.

- I. **Subcontractor** shall mean a business that has entered into a contract with a General Contractor to provide goods or services pursuant to a contract between the General Contractor and the Board.
- m. WBE or Women Business Enterprise shall mean a certified business that is owned and controlled by a woman or women, that is certified as a WBE as provided in Section III (Definitions, 3.1) and has participated, or has attempted to participate, in the Chicago area market.
- n. **Woman or Female** shall mean a person who is a citizen or lawful permanent resident of the United States who us of female gender.

SECTION 4: PARTICIPATION GOALS

4.1 Percentages of Participation

Goals for participation by certified MBE and WBE firms for this Contract shall be not less than the following percentage of the **total contract value**:

MBE Participation goal: 25% WBE Participation goal: 7%

4.2 Bidder/Proposer's Commitment and Responsibility

Each Bidder's commitment to the utilization of certified MBE and WBE firms shall be considered as further evidence of the responsibility of the Bidder/Proposer. Further, the Contractor agrees to use its best efforts to include certified MBE and WBE firms in any Contract modifications, amendments and renewals.

SECTION 5: PROCEDURE TO DETERMINE BID & PROPOSAL COMPLIANCE

5.1 The following documents constitute the Bidder/Proposer's MBE/WBE Compliance Plan and must be submitted with the bid or proposal:

A. Schedule A: Affidavit of MBE/WBE Goal Implementation Plan

Bidders/Proposers must submit, together with the bid/proposal, a <u>completed</u> Schedule A committing them to the utilization of each certified MBE/WBE firm listed.

Except in cases where the bidder/proposer has submitted a complete request for a waiver or variance of the MBE or WBE goals in accordance with Section 8 (below), the bidder/proposer must commit to the expenditure of an estimated percentage of their proposed contract value. Specific dollar amounts of participation by each certified MBE/WBE firm should also be included on the Schedule A as practicable.

Additionally, the total dollar commitments proposed for certified MBE firm(s) must at least equal the MBE goal, and the total dollar commitment to propose certified WBEs must at least equal the WBE goal.

All commitments made on the bidder/proposer's Schedule A must correspond with those presented on the Schedule C documents that are described below.

Additionally, a fully completed and executed Schedule A must be submitted with the bid/proposal when due. Failure to submit the completed Schedule A or a waiver request in accordance with this section will be cause for finding bid/proposal non-responsive and may result in rejection of bid/proposal.

B. Schedule C: Letter of Intent

A Schedule C [Schedule C-1 (MBE/WBE Bidder/Proposer or Schedule C-2 (Joint Venture Partner) as described herein] must be completed in its entirety and executed by each certified MBE and WBE firm listed on the Schedule A and submitted with the bid/proposal.

The Schedule C must accurately detail the work to be performed by the certified MBE or WBE firm at the agreed rates and prices to be paid. Additionally, the certified MBE and WBE firm's scope of work, as detailed on their Schedule C must conform to their area of specialty included in the certification letter as described below.

Additionally, all fully completed and executed Schedule Cs must be submitted with the bid/proposal when due. Failure to submit the completed Schedule C(s) in accordance with this section will be cause for finding bid/proposal non-responsive and may result in rejection of bid/proposal.

C. Letters of Certification & Certification Determination

A copy of each proposed MBE and WBE firm's current letter of certification must be submitted with the bid/proposal as a complement to the Schedule A and C. All letters of certification must include a statement of the certified MBE/WBE firm's area of specialty.

In order to be designated as a certified Minority Business Enterprise (MBE) or as a Women Business Enterprise (WBE) in City Colleges of Chicago contracting activity a firm must be verified as such by agencies known and accepted by CCC.

Specifically, the following agencies confer the designation and are accepted by the Office of Contract Compliance:

- 1) The City of Chicago;
- 2) Cook County;
- 3) The State of IL—CMS;
- 4) National Minority Supplier Development Council and its regional affiliates including the Chicago Minority Supplier Development Council and
- 5) Women Business Enterprise National Council and its regional partner organizations including the Women's Business Development Center in Chicago and

Certifications will also be considered from conferring government agencies in other states and major metropolitan cities on a case by case basis.

D. Schedule C-2 & Joint Venture Agreements

If the bidder/proposer's MBE/WBE proposal includes the participation of certified MBE or WBE firms as a joint venture on any tier (either as the bidder/proposer or as a subcontractor), the bidder/proposer must provide a copy of the joint venture agreement, as a part of Schedule A submission.

In order to demonstrate the certified MBE or WBE partner's share in the ownership, control, management responsibilities, risks and profits of the joint venture, the MBE or WBE firm that is a party to the Joint Venture must complete the Schedule C-2.

Additionally, the joint venture agreement must complement the Schedule C-2 and include specific details related to: (1) contributions of capital and equipment (2) work responsibilities or other performance to be undertaken by the certified MBE/WBE firm; (3) the commitment of management, supervisory and operative personnel employed by the certified MBE/WBE to be dedicated to the performance of the contract. The joint venture agreement must also clearly define each partner's authority to contractually obligate the joint venture and each partner's authority to expend joint venture funds (e.g. check signing authority).

5.2 **Correct Completion of Schedules**

The MBE/WBE Compliance Plan must have all blank spaces on both of the Schedules applicable to the Contract correctly filled in.

Agreements between a Bidder/Proposer and a certified MBE and certified WBE in which the certified MBE/WBE promises not to provide subcontracting quotations to other Bidders/Proposers are prohibited.

5.3 Deficient Compliance Plans

Upon receipt of the Compliance Plan submitted with the bid/proposal, the Office of MBE/WBE Compliance will first determine if the bid/proposal is responsive as determined elsewhere herein.

During the period between bid opening/proposal due date and contract award the MBE/WBE Plan will be evaluated by the Office of M/WBE Contract Compliance for the following:

- 1) MBE and WBE Performance of a commercially useful function
- 2) Analysis of industry standard for sub-contracting (if applicable)
- 3) Scope of services versus certification letter specialty area
- 4) Accurate levels of compliance
- 5) Due diligence efforts to support waiver request (if applicable)
- 6) Certification renewal status
- 7) MBE/WBE execution of Schedule C
- 8) Compliance history on previous contracts with CCC and its sister agencies

The Bidder/Proposer agrees to provide, upon request, earnest and prompt cooperation to the Office of M/WBE Contract Compliance in submitting to interviews that may be necessary, in allowing entry to places of business, in providing further documentation, or in soliciting the cooperation of a proposed certified MBE or WBE firm in providing such assistance.

Additionally, a bid/proposal may be treated as non-responsive by reason of the determination that the Bidder/Proposer was unresponsive or uncooperative when asked for further information relative to the bid/proposal, or that false statements were made in the Schedules.

SECTION 6: COUNTING MBE/WBE PARTICIPATION TOWARD CONTRACT GOALS

Only certified MBE and WBE participation shall be counted toward the MBE and WBE goals set in this Contract and applied as follows:

A. Direct Participation

An MBE or WBE firm should be used directly in the performance of the scope of services that the Bidder/Proposer is providing for the District. The MBE or WBE's total contract value can be credited towards the participation goals for direct participation.

B. Indirect Participation

In the event the Bidder/Proposer's specific scope of services does not provide an opportunity for direct subcontracting, the Bidder/Proposer must consider other ways to engage MBEs and WBEs to meet the contract participation goals.

The expenditures with MBE and WBE vendors that are being used in the Bidder/Proposer's overall business operations for goods or services that are ancillary to the CCC contract such as transportation, advertising, accounting, landscaping, office supply can be credited at 100%.

C. Commercially Useful Function (CUF)

A Bidder/Proposer may count toward its MBE and WBE goal only expenditures to certified firms that will perform a commercially useful function in the work of a contract. A firm is considered to perform a commercially useful function when it is responsible for a distinct element of work of a contract and carries out the responsibilities by actually performing, managing, and supervising the work involved using its own resources.

The Office of M/WBE Contract Compliance will use a variety of methods to determine whether or not an MBE or WBE is performing a CUF at any time (preaward, during contract execution and/or during the contract close-out phase) including but not limited to:

- 1) Project site visits;
- 2) Documentation requests and/or
- 3) Interviews with MBE or WBE owners or employees

D. MBE/WBE Subletting

Consistent with normal industry practices, a certified MBE or WBE subcontractor may enter into further subcontracts. If a certified MBE/WBE contractor subcontracts a significantly greater portion of the work of the contract than would be expected on the basis of normal industry practices, the certified MBE or WBE shall be presumed not to be performing a commercially useful function. Evidence may be presented, in writing, to the Office of M/WBE Contract Compliance by the contractors involved to rebut this presumption.

E. Counting MBE/WBE Manufacturers

A Contractor may count toward its goals expenditures to certified MBE or WBE manufacturers (i.e., suppliers that produce goods from raw materials or substantially alters them before resale) at 100%.

F. Counting MBE/WBE Suppliers

A Contractor may count 100% of its expenditures with certified MBE or WBE suppliers toward its compliance goals provided that the supplier performs a commercially useful function in the supply chain process and is a regular dealer.

G. Counting Total Dollar Value Awarded To Certified MBEs/WBEs

The total dollar value of contract awarded to a certified MBE or WBE firm shall only be credited to one of the respective certification statuses. The Contractor employing the certified firm may choose the goal to which the contract value is applied—either MBE or WBE; not both.

Work done by one and the same subcontractor shall be considered, for the purpose of this principle, as work effectively under one subcontract only, in which the subcontractor may be counted toward only one of the goals, but not toward both.

H. MBE/WBE Controlled Firms

If the Bidder or Proposer is a certified MBE most of the total contract value can be counted toward the fulfillment of the MBE goal and similarly, if a WBE is the Bidder or Proposer, most of the total contract value can be counted toward the fulfillment of the WBE goal. However, MBE Bidders/Proposers must obtain a certified WBE subcontractor and a WBE Bidder/Proposer must obtain a certified MBE subcontractor to meet the respective goals.

Additionally, if a firm is certified as both an MBE and WBE, they can only use one of the certification statuses to fulfill one of the goals; not both.

MBE and WBE Bidder/Proposers must submit a Schedule C-1 which outlines their intent to subcontract any portion of their work they do not plan to self-perform.

Moreover, an MBE or WBE Bidder/Proposer must submit a Schedule A, Schedule C(s) for MBE or WBE subcontractors, and certification letters for themselves and any other MBE or WBE they may be utilizing on the contract.

I. Counting Total Dollar Value of Eligible Joint Ventures

A Contractor may count toward its MBE or WBE goal the portion of the total dollar value of a contract with an eligible joint venture equal to the percentage of the ownership and control of the MBE or WBE partner in the joint venture. A joint venture seeking to be credited for MBE participation may be formed among certified MBE and WBE firms, or between certified MBE and WBE firms and a non-MBE/WBE firm. A joint venture satisfies the eligibility standards of this Plan if the certified MBE or WBE participant of the joint venture:

- 1. Shares in the ownership, control, management responsibilities, risks and profits of the joint venture; and
- 2. Is responsible for a clearly defined portion of work to be performed in proportion to the certified MBE or WBE ownership percentage.

A Schedule C-2 and Joint Venture agreement must be submitted to support utilizing an MBE or WBE as a Joint-Venture participant.

6.2 A Contractor may count toward its MBE/WBE goal the following expenditures to certified firms that are not manufacturers or regular dealers:

A. Fees or Commissions For Providing Services

The fees or commissions charged for providing a bona fide service, such as professional, technical, consultant or managerial services and assistance in the procurement of essential personnel, facilities, equipment, materials or supplies required for performance of the contract, provided that the fee or commission is determined by the Office of M/WBE Contract Compliance to be reasonable and not excessive as compared with fees customarily allowed for similar services.

B. Fees For Delivering Materials and Supplies

The fees charged for delivery of materials and supplies required on a job site (but not the cost of the materials and supplies themselves) when the hauler, trucker, or delivery service is not also the manufacturer of or a regular dealer in the materials and supplies, provided that the fee is determined by the Office of M/WBE Contract Compliance to be reasonable and not excessive as compared with fees customarily allowed for similar services.

C. Fees or Commissions For Bonds or Insurance

The fees or commissions charged for providing any bonds or insurance specifically required for the performance of the contract, provided that the fee or commission is determined by the Office of M/WBE Contract Compliance to be reasonable and not excessive as compared with fees customarily allowed for similar services.

SECTION 7: CHANGES TO MBE/WBE PARTICIPATION PLAN

7.1 Termination of Scope of Work Not Permitted

After submitting executed MBE and/or WBE sub-agreements to the Office of M/WBE Contract Compliance, the Contractor shall thereafter neither terminate the sub-agreement, nor reduce the scope of the work to be performed by the certified MBE or WBE firm, nor decrease the price to the MBE or WBE firm, without in each instance receiving the prior written approval of the Office of M/WBE Contract Compliance.

7.2 **Substitutions**

If it becomes necessary to substitute an MBE and/or WBE to fulfill the Contractor's MBE and/or WBE commitments, the Office of M/WBE Contract Compliance must be given reasons justifying the release of prior specific MBE and/or WBE commitments established in the Contractor's bid/proposal in order to review the propriety of the proposed substitution.

A substitution of MBE or WBE firms cannot be made without prior approval from the Office of MBE/WBE Compliance. In addition to the explanation provide above, the approval process must include a revised Schedule A, a Schedule C for the replacement firm(s) and current certification letter(s).

The approval process should also include concurrence from the affected MBE or WBE received either proactively from the Prime Vendor or by the Office of MBE/WBE Compliance.

SECTION 8: WAIVERS of MBE and WBE GOALS

8.1 Inability to Meet Participation Goals

If a Bidder/Proposer is unable to identify certified MBE and WBE firms to perform sufficient work to fulfill the MBE or WBE percentage goals for a contract, the bid/proposal must include a Schedule D (written request for waiver).

Submission of the Schedule D is not an automatic approval of the requested waiver. The approval of the requested waiver will be based, in part by the supporting documentation demonstrating the Bidder/Proposer's inability to obtain sufficient certified MBE and WBE firms, notwithstanding good faith attempts to achieve such participation.

Examples of such good faith efforts may include, but are not limited to, the following:

- a) Attendance at the Pre-bid/proposal conference.
- b) The Bidder/Proposer's general affirmative action policies regarding the utilization of MBE and WBE firms, plus a description of the methods used to carry out those policies.
- c) Advertisement in trade association newsletters and minority-oriented and general circulation media for specific sub-bids/proposals.
- d) Timely notification of specific sub-bids/proposals to minority and women assistance agencies and associations.

- e) Description of direct negotiations with certified MBE and WBE firms for specific sub-bids/proposals, including:
- f) the name, address and telephone number of the certified MBE and WBE firms contacted;
- g) a description of the information provided to certified MBE and WBE firms regarding the portions of the work to be performed; and
- h) the reasons why additional certified MBE and WBE firms were not obtained in spite of negotiations.
- i) A statement of the efforts made to select portions of the work proposed to be performed by certified MBE and WBE firms (such as sub-supplier, transport, engineering, distribution, or any other roles contributing to production and delivery as specified in the Contract) in order to increase the likelihood of achieving such participation.
- j) A detailed statement of the reasons for the Bidder/Proposer's conclusion that each certified MBE and WBE contacted, were not qualified.
- k) Efforts made by the Bidder/Proposer to expand its search for certified MBE and/or WBE firms beyond usual geographic boundaries.
- I) General efforts made to assist MBE and WBE firms to overcome participation barriers.

8.2 Unacceptable Basis for Waiver Request

If the bidder/proposer does not meet the MBE/WBE goal, price alone shall not be an acceptable basis for which the bidder may reject a certified MBE/WBE subbid/proposal unless the bidder can show to the satisfaction of the Office of M/WBE Contract Compliance that no reasonable price can be obtained from a certified MBE/WBE.

A determination of reasonable price is based on such factors as the estimate for the work under a specific subcontract, the bidder's own estimate for the specific subcontract, and the average of the bona fide prices quoted for the specific subcontract. A bid from a certified MBE/WBE for a subcontract will be presumed to be unreasonable if the MBE/WBE price exceeds the average price quoted by more than 15 percent.

8.3 Subsequent Waiver by Request of Contractor

During the performance of a contract, a contractor may request a partial waiver from compliance with its original MBE or WBE proposal for the following reasons:

- a) Due to substantially changed circumstances the contractor is unable to meet the previously stated MBE or WBE goal(s);
- b) Despite every good faith effort on the part of the contractor, it is unable to meet the previously stated MBE or WBE goal(s)

8.4 Waiver Initiated by City Colleges of Chicago

The Chancellor or their designee may grant a waiver from MBE or WBE requirements for an individual contract upon a determination that there are insufficient certified MBEs or WBEs available to fulfill such requirements for that particular contract.

A determination by the Chancellor to waive MBE or WBE requirements for an individual contract must be stated in writing, and placed in the appropriate project file.

SECTION 9: REPORTING AND RECORD-KEEPING REQUIREMENTS

9.1 **Execution of Subcontract By Contractor**

The Contractor, within five (5) working days after Contract award, shall execute a formal subcontract or purchase order in compliance with the terms of the Contractor's bid/proposal and MBE and WBE assurances and should be submitted to the Office of MBE/WBE Compliance within three (3) business days if requested by the Office of MBE/WBE Compliance.

In addition, each subcontract between the Bidder/Proposers and any certified MBE or WBE firm performing work on the Contract shall include remedies for non-compliance with the commitment to MBE and WBE participation, including an agreement to pay damages to the certified MBE and WBE firms which were underutilized.

9.2 Payments to MBE and WBES

During the performance of the Contract, the Contractor shall file regular MBE and WBE payment reports, on the form entitled "Monthly and Quarterly Report of Payments to MBE and WBE Subcontractors."

Additionally, invoices and/or other documentation must be submitted to the Office of MBE/WBE Compliance within five (5) days upon request to support the utilization of MBEs and WBEs.

9.3 Maintenance of Relevant Records

The Contractor shall maintain records of all relevant data with respect to the utilization of certified MBE and WBE firms, including without limitation payroll records, tax returns and records, and book of accounts, and retain such records for a period of at least three (3) years after final acceptance of the work. Full access to such records shall be granted to the Office of M/WBE Contract Compliance or its designee, on five (5) business days' notice in order to determine the Contractor's compliance with its MBE and WBE commitments and the status of any certified MBE or WBE firm performing any portion of the Contract.

SECTION 10: NON-COMPLIANCE WITH MBE and WBE PARTICIPATION GOALS

10.1 **Compliance Audits**

Whenever the Office of M/WBE Contract Compliance believes that the contractor or any of its subcontractors may not be operating in compliance with this Plan, it shall conduct an appropriate investigation.

10.2 **Notification regarding Non-compliance**

Upon indications of inadequate compliance or non-compliance, the Office of M/WBE Contract Compliance will notify the contractor and the subcontractor, in writing.

The Office of M/WBE Contract Compliance, the contractor or subcontractor may request an opportunity to meet to discuss MBE/WBE contract compliance. The contractor or subcontractor shall make such request to the Office of M/WBE Contract Compliance in writing within five (5) working days of receiving notice. The meeting shall be scheduled by the Office of M/WBE Contract Compliance at a reasonable date, time and place, with notice to contractor and subcontractor.

10.3 **Determination of non-compliance**

If after notification and subsequent discussions, the Office of M/WBE Contract Compliance determines that a contractor is not meeting or has not met applicable MBE or WBE goals and is not demonstrating or has not demonstrated every good faith to meet the goals, the contractor shall be subject to suitable sanctions as set forth in paragraph 10.3 A (Sanctions) below.

10.4 MBE and WBE Remedies For Prime Vendor Non-Compliance

The unexcused reduction of certified MBE or WBE participation in connection with the Contract including any modification thereof, shall entitle the affected certified MBE and WBE firms to payments pursuant to such agreement. Such provisions shall include an undertaking by the Contractor to submit any dispute concerning such damages to binding arbitration by an independent arbitrator, other than the City Colleges of Chicago, with reasonable expenses, including attorneys' fees, being

recoverable by a prevailing certified MBE or WBE. Nothing herein shall be construed to limit the rights of and remedies available to the City Colleges of Chicago.

10.5 Sanctions for Non-compliance

A. Terms and Conditions of Plan Applying To All Contracts

The MBE/WBE requirements of these Terms and Conditions shall be incorporated into all of the contracts between City Colleges and its vendors. In addition to any other remedies City Colleges may have, the following apply:

Where the Office of M/WBE Contract Compliance determines the conditions set forth in Section 10.3 above to exist during the term of the contract, the Office of M/WBE Contract Compliance may recommend that the Board suspend or terminate the contract, in whole or in part, and may also declare the contractor ineligible for future contracts for a period of two (2) years.

The Contractor shall be liable to the City Colleges for any consequential damages incurred as a result of suspension or termination of the contract including damages arising either from delay or increased price in securing performance of the work by other contractors, attorney's fees and court cost.

Where the Office of M/WBE Contract Compliance determines the conditions set forth in paragraph 10.3 above to exist at the conclusion of a contract, the Office of M/WBE Contract Compliance may declare the contractor ineligible for future contracts for a period of two (2) years.

If a Contractor has provided false or misleading information in connection with certification, bid or proposal documents, compliance progress reports, or any other aspect of this Plan, the Office of M/WBE Contract Compliance may impose any of the sanction described in paragraph 10.5 (Sanctions) and all its subsections.

If there is a bona fide payment dispute between a Contractor and its certified M/WBE subcontractor for work performed under the Plan, the City Colleges may withhold payment of the disputed amount from the Contractor and place such funds in an interest bearing account pending resolution of the dispute, by judicial or other means.

B. Contractor's Right To Appeal Decision

A contractor shall have the right to appeal a decision from the Office of M/WBE Contract Compliance declaring it ineligible for future City College contracts. Such appeal shall be made to the Chancellor or his/her designee.

C. Sanctions Available To The City Colleges of Chicago

The failure of City Colleges to impose any sanction it may have under this Section shall not be deemed a waiver of its right to impose such a sanction for subsequent violations. The listing of sanctions available to City Colleges in paragraph 10.5 A shall not be deemed to exclude any other sanctions or remedies available at law or in equity.



SCHEDULE A MBE / WBE Goal Implementation Plan

NOTE: The bidder/proposer shall, in determining the manner of MBE/WBE participation, must first consider involvement with MBE/WBE firms as joint venture partners, direct subcontractors, and suppliers of goods and services directly related to the performance of this contract. A service not directly related to the scope of services, but utilized during the bidder/proposer's normal course of business is considered indirect.

Additionally, all MBE/WBE firms included in this plan must be currently certified as such by at least one of the following agencies acknowledged by the City Colleges of Chicago (City of Chicago, Cook County, State of IL, Chicago Minority Supplier Development Council and regional affiliates and/or the Women's Business Development Center and its regional affiliates).

Project Name& Numb	er City Colleges	of Chicago Service Mainter	nance US-US31930
In connection with the representative of:	above referenced	project I HEREBY DECLARE A	ND AFFIRM that I am a duly authorized
		Bibliotheca, LLC	
(Company Name)	hael Burstein, CF	n	Muchael Broth
(Printed Name and Signatur			- Dandy John
located at:	3169	9 Holcomb Bridge Road, Sા	uite 200
		(Address, City & Zip)	
and I can reached at	877-207-3127 (phone number)	or via email at	m.burstein@bibliotheca.com
The certified MBE ar		Street Address:	City, State & Zip:
Contact Name:		Contact Title:	Contact Phone:
Contact Email:		MBE ☐ WBE ☐ Supplier ☐ (100% credit)	Certification Agencies:
Contract \$:		Contract %:	Indirect Participation Direct Participation
Description of Services: Not applicable. Bit with MBE and WB			I products. There is no opportunity to work



SCHEDULE A MBE / WBE Goal Implementation Plan

Name of MBE/WBE Vendor:	Street Address:	City, State & Zip:
Contact Name:	Contact Title:	Contact Phone:
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Contact Email:	MBE	Certification Agencies:
Contract \$:	Contract %:	Indirect Participation Direct Participation
Description of Services:	,	
Name of MBE/WBE Vendor:	Street Address:	City, State & Zip:
Contact Name:	Contact Title:	Contact Phone:
Contact Email:	MBE □ WBE □ Supplier □	Certification Agencies:
Contract \$:	Contract %:	Indirect Participation Direct Participation
Description of Services:		2co. a. a. a. a. pattern
Name of MBE/WBE Vendor:	Street Address:	City, State & Zip:
Contact Name:	Contact Title:	Contact Phone:
Contact Email:	MBE	Certification Agencies:
Contract \$:	Contract %:	Indirect Participation Direct Participation
Description of Services:	l	



SCHEDULE A MBE / WBE Goal Implementation Plan

Total MBE Direct	\$ %	Total MBE Indirect	\$ %
Total WBE Direct	\$ %	Total WBE Indirect	\$ %

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Bidder/Propose	r's M/WBE Lia	ison (if other	than the su	bmitter of the Sched	ule):	
(Please pr	nt—Name, phone	e & email address	5)			
Affidavit of Bidd	er/Proposer:					
plan to achieve tinformation con	he City College tained herein i esentation wil	es of Chicago's s true and no I be grounds f	s MBE/WBE material fac or contract	I facts set forth herei goals and that to the cts have been omitted termination if the Bid	e best of my knowl d. Additionally I un	edge the derstand that
On this	25th	day of	May	,20 <u>;</u>	<u>22</u> , the	
	CFO				Bibliotheca. LL	С
	Title of Affiant)				(Name of Company	
appeared before	me to acknov	vledge the exe	ecution of th	ne terms contained h	erein.	
IN WITNESS WH	Ratio	UNTO SET MY	HAND AND	OFFICIAL SEAL.		KATIE JH WESTFALL Notary Public State of Minnesota My Commission Expires January 31, 2025
(Signature of Notary P	aplic)	V			1	January 31, 2025
My Commission E	kpires:	January	31, 2025			(Seal)



firm's letterhead.

Schedule C

SCHEDULE C

Letter of Intent to Perform as Subcontractor, Subconsultant and/or Material Supplier

Project Name and	nd Number:		
From:	(Name of Certified Firm/ MBE or WBE)	□мве	□WBE
To:	(Name of Certified Fifting Midd of Wall)		
	(Name of Bidder/Proposer)		
The undersigned apply):	I intends to perform work in connection with the above-refe	erenced project as	s (check all that
☐ a Sole Proprie		na a loint Vonturo	with an MPE
☐ a Partnership		ng a Joint Venture ubmit Schedule C-2	WITH AN IVIDE
☐ a supplier	☐ a Consultant ☐ a Sub-contractor		
The undersigned above-named pro	I is prepared to provide the following described service(s) and oject:	nd or goods in cor	nnection with the
price, with terms	ibed service(s) or goods from the above-named certified ME s of payment as stipulated in the Contract Documents, provi	ided below:	_
Price \$	% of Bidder/Proposer	contract	
Terms of Paymer	nt:		
	ded to add additional scopes of services or more fully describe the certified Nedule, please attach additional sheet(s).	MBE or WBE firm's pro	oposed scope of work
Sub-Contracting	Levels		
	BE firm <i>will not</i> be sub-contracting any of the work describent of the work describent of the form to be considered complete.	d in this Schedule	e, a zero (0) <u>must</u> be
%	of the dollar value of the certified MBE/WBE subcontract v	will be sublet to n	on-MBE contractors.
%	of the dollar value of the certified MBE/WBE subcontract t contractors.	o other certified	MBE/WBE

1/2015

1

NOTE: If more than 10% percent of the value of the certified MBE or WBE subcontractor's scope of work will be sublet, a brief explanation and description of the work to be sublet <u>must</u> be provided on a separate sheet on the



Letter of Intent to Perform as Subcontractor, Subconsultant and/or Material Supplier

The undersigned hereby affirms:

- The current MBE or WBE status of the undersigned is confirmed by the attached Letter(s) of Certification.
- A formal agreement for the above work will be executed with the Prime Contractor, contingent upon their receipt of a contract award notification from the City Colleges of Chicago, within five (5) working days of said notice.
- The undersigned understands that any misrepresentation of the information contained herein may be grounds for terminating any resulting subcontracts and could result in the pursuit of action relative to local, state and/or federal laws regarding false statements.

By:		
	Print Name of MBE or WBE Firn	n
•		
Printed Name	& Signature of MBE or WBE's Authorized Represer	ntative Date
On this	day of	,20, the
(Tit	ele of Affiant)	(Name of Company)
appeared before n	ne to acknowledge the execution of t	the terms contained herein.
IN WITNESS WHERE	OF, I HEREUNTO SET MY HAND AND OFF	ICIAL SEAL.
		_
(Signature of Notary Publ	ic)	
My Commission Expire	es:	(Seal)



Letter of Intent to Perform as an MBE or WBE Prime Contractor, Consultant and/or Material

If an MBE or WBE will perform as a Prime Contractor, the firm must certify the portion of work they intend to self-perform with their own resources and accurately indicate subcontracting levels. This form must be completed in its entirety.

Project Name	and Number:					
MBE or WBE B	Bidder or Proposer:_	(Name of Certif	fied Firm/ N	1BE or WBE)	□мве	□wbe
The undersigned i	ntends to perform work	in connection with the above	e-reference	d project as (check one):		
☐ a Sole Proprieto	or 🗖 a Corp	oration				
☐ a Partnership	🗖 a Joint	: Venture	>	If proposing a Joint Ve WBE in addition to the <u>corresponding</u> Schedu	Schedule A, a	E or
☐ a supplier	☐ a Consultant	☐ a Sub-contractor		submitted.		
Self-Performa	nce Levels					
% of	the dollar value the	MBE or WBE firm nam	ned above	e will self-perform.		
Sub-Contracti	ng Levels					
%	of the dollar valu	ue of the certified MBE	/WBE sub	ocontract will be suble	et to <i>non-MBE</i>	contractors.
%	of the dollar valu	ue of the certified MBE	/WBE sub	ocontract to other cer	tified MBE/WB	BE
The undersigned h	nereby affirms:					
• The cu	rrent MBE or WBE status	s of the above named firm is	confirmed b	by the attached Letter(s) of	certification.	
	_	hat any misrepresentation o d result in the pursuit of acti				
Ву:						
		Print Name of MBE or WB	E Firm			
Printed	d Name & Signature of M	BE or WBE's Authorized Rep	resentative		Date	
On this		day of		,20	, the	
	(Title of Affiant)			(Name of Company)		
anneared hefore r	me to acknowledge the e	execution of the terms contain	ined herein			
	_					
IN WITNESS WHE	REOF, I HEREUNTO SET N	1Y HAND AND OFFICIAL SEAL				
(Signature of Nota	ary Public)					
My Commission E	xpires:				(Seal)	



Letter of Intent to Perform as an MBE or WBE Joint Venture Partner

Please complete this form in its entirety with the specific information requested (consistent referral to the joint venture agreement will be unacceptable). A copy of the Joint Venture agreement and the letters of certification for each MBE or WBE Joint Venture partner must be attached.

Project	Name and Number:		
Α.	loint Venture Name:		
7.1	Joine Venture Hume.		
	Address:		
	Phone:		
	Contact:		
В.	MBE or WBE Joint Venture Partne	r:	
	MBE WBE Certifying Age	ncy(s)	
	Address:		
	Phone:		
	Contact:		
C.	Non-MBE/WBE Joint Venture Part	tner:	
	Address:		
	Phone:		
	Contact:		
D.	Ownership of Joint Venture		
		MBE/WBE Partner %	Non-MBE/WBE %
	MBE WBE ownership of the joint-venture		
	Profit		
	Loss		
	Capital contribution		
	Capital contribution	\$	\$
	Equipment contribution	Attach a list of equipment being a separate sheet of paper.	provided by each Joint Venture partner on
	Other ownership interests	Attach a list of ownership interes limit the participation in the JV be	ts of each JV partner that may restrict or eing formed for this project.



Letter of Intent to Perform as an MBE or WBE Joint Venture Partner

E. Control of Joint Venture

Indicate which Joint Venture partner is responsible for the activities noted below and notate if there are any limitations or restrictions.

Activity	Name of responsible Joint Venture Partner	Comments (restrictions or limitations)
JV check signing		
Authority to enter contracts on behalf of the JV		
Obligate the JV for insurance, bonding and/or other financial commitments		
Accounting		
Major purchases		
Negotiation and signing labor agreements		
Supervise field operations		
Estimating		
Engineering		
Hire JV personnel		
Submit JV payrolls		

F. Joint Venture personnel

Indicate the approximate number of employees needed to perform the work of the joint venture and the approximate number of employees that will be contributed by each partner and if any will be hired directly by the JV:

Trade	Non-M/WBE JV Partner (#)	MBE/WBE JV Partner (#)	Joint Venture (indicate if new hire or if employed by which partner)

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Letter of Intent to Perform as an MBE or WBE Joint Venture Partner

The undersigned hereby affirms:

- The current MBE or WBE status of the undersigned is confirmed by the attached Letter(s) of Certification.
- A formal agreement for the above work will be executed with the Prime Contractor, contingent upon their receipt of a contract award notification from the City Colleges of Chicago, within five (5) working days of said notice.
- The undersigned understands that any misrepresentation of the information contained herein may be grounds for terminating any resulting subcontracts and could result in the pursuit of action relative to local, state and/or federal laws regarding false statements.

By:			
	Print Name of MBE or WBE Join	t-Venture Partner	
•			
Pr	rinted Name & Signature of MBE or WBE's Authorize	d Representative	Date
5			
ву:	Print Name of non-MBE/WBE Jo	 pint Venture Partner	
	· · · · · · · · · · · · · · · · · · ·		
Pr	rinted Name & Signature of non-MBE/WBE Joint Ven		ve
	inted Name & Signature of non-MB2, WB2 some ven	reare runtier o numbrized representati	••
On this	day of	,20, th	e
(T	itle of Affiant)	(Name of Comp	pany)
annaguad bafara		h a tauma aantainad hanain	
appeared before	me to acknowledge the execution of t	ne terms contained nerein.	
IN WITNESS WHERE	EOF, I HEREUNTO SET MY HAND AND OFFI	CIAL SEAL.	
· 		_	
(Signature of Notary Pub	olic)		
My Commission Expir	es:	(Se	al)
, солильзыон Ехри			~-,

Date



SCHEDULE D—WAIVER REQUEST

NOT		ase refer to the attached instru port a waiver request.	ctions regarding the Good Faith Efforts required to		
То:	City College	es of Chicago Office of M/WBE	Contract Compliance		
Re:	Request for waiver from the City Colleges of Chicago MBE/WBE Contract Participation Plan				
Partic	ipation Plan as	detailed below. The request is	ne City Colleges of Chicago's M/WBE Contract made with the express understanding that the approval ng documentation will be reviewed accordingly.		
Projec	ct Name & Nu	mber: <u>Dawson Technical Instit</u>	tute, Kennedy King College, Library Detection Gates		
Type	of waiver:	Full MBE (25%)	Partial MBE (percentage to be waived)		
		Full WBE (7 %)	Partial WBE (percentage to be waived)		
Reaso	n for waiver:				
	X Sole So	urce Manufacturer			
	_	tor – No Subcontractors			
	_	subcontracting opportunities			
Subm	itted by:	Michael Burste Name and Title of auth			
		Bibliotheca,	LLC		
		Name of Bidder/Propos			
CCC us	se only:				
nted:	Full MBI	Partial MBE 🗖	<u>%</u> Full WBE □ Partial WBE □ <u>%</u>		
ied:	□Insuff	icient supporting documentation	on		
r Depa	rtment concu	rence (for scope issues):			
) initial	s/date:	Complia	nce Director/date		



SCHEDULE D—WAIVER REQUEST

Instructions regarding Good Faith Efforts for supporting a waiver request:

In addition to completing the Schedule D document, the Bidder/Proposer must provide a detailed narrative citing the reason they are seeking a waiver of the MBE/WBE Plan. The narrative must include reference to and attachments (where appropriate) of the following:

- a) Attendance at the Pre-bid/proposal conference.
- b) The Bidder/Proposer's supplier diversity policies regarding the utilization of MBE and WBE firms, plus a description of the procedures used to carry out those policies.
- c) Advertisement in trade association newsletters and minority-oriented and general circulation media for specific sub-bids/proposals.
- d) Timely notification of available sub-bids/proposals to minority and women assistance agencies and associations.
- e) Description of direct negotiations with certified MBE and WBE firms for specific sub-bids/proposals, including:
- f) Names, addresses and telephone numbers of certified MBE and WBE firms contacted;
- g) A description of the information provided to certified MBE and WBE firms regarding the portions of the work to be performed; and
- h) The reasons why additional certified MBE and WBE firms were not obtained in spite of negotiations.
- A description of the efforts made to select portions of the work proposed to be performed by certified MBE and WBE firms (such as sub-supplier, transport, engineering, distribution, or any other roles contributing to production and delivery as specified in the Contract) in order to increase the likelihood of achieving such participation.
- j) A detailed statement of the reasons for the Bidder/Proposer's conclusion that each certified MBE and WBE contacted, were not qualified.
- k) Efforts made by the Bidder/Proposer to expand its search for certified MBE and/or WBE firms beyond usual geographic boundaries.
- l) General efforts made to assist MBE and WBE firms to overcome barriers in the marketplace.



June 16, 2022

Daniel Enoch District Systems Librarian City Colleges of Chicago 189 N Wabash Chicago, IL 60629

RE: bibliotheca Waiver and Sole Source Letter

Dear Mr. Enoch:

We look forward to the continued partnership with the City Colleges of Chicago. Bibliotheca requests a WBE/MBE waiver and sole source consideration from City Colleges of Chicago as the sole source provider of products and service for the library's bibliotheca equipment.

The fulfillment of this service agreement will not necessitate hiring any additional personnel nor have any effect on our standard service program. In addition, DecisionOne Corporation, who we have a national master agreement with to provide all on-site technician needs is certified by the National Minority Supplier Development Council. Certification is attached.

In addition, I have attached our Affirmative Action Plan.

Regarding sole source, we confirm that bibliotheca provides certain products that are unique to the library market, and as such, can only be supported and maintained by bibliotheca technicians for optimal performance and durability.

Service Agreements can only be purchased through Bibliotheca. Bibliotheca provides the only factory authorized service offering with technicians trained and equipped to maintain your 3M equipment in peak operating condition.

This service agreement for maintenance of your equipment during warranty period and after are based on the correct usage of Bibliotheca Equipment. Bibliotheca provides the only factory authorized service offering with technicians trained and equipped to maintain your 3M equipment in peak operating condition. DecisionOne Corporation is the only Bibliotheca authorized on-site service provider in the United States. Service calls are placed by calling Bibliotheca Customer Service at 1-800-328-0067. Software support is provided by Bibliotheca and on-site support is provided by factory trained technicians from DecisionOne Corporation dispatched by Bibliotheca. Service Agreements can only be purchased through Bibliotheca.

Sincerely,

Mary K Zilles

VP of Business Development and Sales Administration

m.zilles@bibliotheca.com

Mary Zilles



DIVERSITY IS A MAJOR FOCUS AREA FOR DECISIONONE CORPORATION

<u> MBE-certified by the National Minority Supplier Development Council, </u>

We've established a companywide program with a dedicated Diversity Champion in place. This leader focuses on promoting and maintaining diversity and inclusion by a nationally recognized business membership organization that provides a direct link between corporate America and minority-owned businesses nationwide. recognizing the unique backgrounds, experiences and perspectives of our employees, customers, partners and suppliers.

Program Goals Include:

0

- Educating our employees, customers, partners and suppliers about the value supplier diversity holds for DecisionOne Corporation as well as our sister company, Maintech Incorporated, and our stakeholders.
- Identification of the diverse suppliers we already do business with and working with them to determine how best to strengthen our relationship and increase mutual spend.
- Strategically pursue and source proven, certified diverse businesses with similar goals as part of our procurement & supply chain processes. 0

As a best-in-class IT support services supplier committed to helping our customers, we can help your organization:

Achieve goals in supply chain diversification Reinforce corporate values

Advance business objectives

Meet federal or state government compliance requirements Qualify for MBE-related tax incentive programs

Save money and improve ROI







THIS CERTIFIES THAT

DecisionOne Corporation



*Nationally certified by the: EASTERN MINORITY SUPPLIER DEVELOPMENT COUNCIL

*NAICS Code(s): 811212; 541519

* Description of their product/services as defined by the North American Industry Classification System (NAICS)

04/12/2019 Issued Date

Certificate Number

PT01949

Jan College

Adrienne Trimble

Valarie J. Coffeld, President/CEO

By using your password (NMSDC issued only), authorized users may log into NMSDC Central to view the entire profile: http://nmsdc.org

Expiration Date

05/31/2020

Certify, Develop, Connect, Advocate.

* MBEs certified by an Affiliate of the National Minority Supplier Development Council, Inc.®



Affirmative Action Plan

Version 5.1



Scope

This policy outlines bibliotheca's Affirmative Action Plan ("AAP") in regards to recruitment, advertising, hiring, promotion and training.

Responsibilities

The HR Manager is responsible for the operation and any changes to this procedure. Managers are responsible for ensuring this policy is enforced. The President of the North American Business Unit is responsible for analyzing the AAP on an ongoing basis and ensuring its implementation.

Participants

This plan is disseminated via bibliotheca's intranet, which is accessible by all employees.

Purpose

bibliotheca is an equal opportunity employer, and as such employment and advancement is based entirely on qualifications without regard to gender, race, ethnic origin, disability, age, nationality, national origin, sexual orientation, religion, marital status or social class, or any other characteristic protected by law.

Work Force Demographics

																	7
					2017	bibliotheca V	Vorkforce	<u>e Demograp</u>									1
		Hispanic / Latino		Non-Hispanic or Lafino													
				Male						Female							
		Male	Female	White	Black / African American	Native Hawaiian or Pacific Islander	Asian	Anerican Indian / Native Alaskian	Two or more races	White	Black / African American	Native Hawaiian or Pacific Islander	Asian	Anerican Indian / Native Alaskian	Two or more races	Totals 2017	Total: 2016
Job Categories																	
Executives/ Senior Officals & Managers		1		5						1						7	7
First Line / Mid Level Managers		1		14	1		1			6	3					26	20
Professionals			1	19	3		2		1	8	1					35	33
Sales Inside and Outside		2		11						5						18	20
Adminsitrative Support		1		5	2					8	2				1	19	14
Technical Support		2		11	3					3	1					20	14
	2017 Totals	7	1	65	9	0	3	0	1	31	7	0	0	0	1	125	1
	2016 Totals	4	i	60	7	0	3	0	1	29	3	0	0	0	0	108	

^{***}Workforce as of October 31, 2017 and December 31, 2016



Recruitment

To promote a workplace that is free from discrimination and promotes equal opportunities for all employees, bibliotheca does the following:

- | Ensure that all job advertisements regardless of where they are posted contain EEO verbiage:
 - o Bibliotheca provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, gender, national origin, familial status, age, disability, or genetics. In addition to federal law requirements, Bibliotheca complies with applicable state and local laws governing non-discrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, transfer, leaves of absence, compensation, and training.
- Make a good faith effort to actively recruit women and minorities through a number of means, including utilization of OFCCP lists, advertising in print media and/or online, posting with women's or minority professional and academic organizations, notifying universities or associations with programs relevant to the position, personal contact with colleagues who might know of potentially interested and qualified candidates for the position, and/or posting with services primarily targeting women and/or minorities. All possible avenues will be explored and overseen by Bibliotheca's management team.
- | Specific affirmative action in the areas of recruitment and hiring in terms of employment of minority individuals will be taken to ensure equal employment opportunity and shall include but not be limited the inclusion of:

bibliotheca's will refer to its EEO Statement on its employment application to reaffirm its commitment to equal employment opportunity.

- Recruitment of individuals with disabilities:
 - o Include people with disabilities in diversity recruitment goals
 - o Contact career centers at colleges and universities when vacancies arise
 - Post job announcements in disability-related publications, web sites, and job fairs

Hiring Procedures

Offers of employment are based on the qualifications of the applicant without regard to gender, race, ethnic origin, disability, age, nationality, national origin, sexual orientation, religion, marital status or social class, or any other characteristic protected by law.



- bibliotheca currently uses best efforts to hire qualified women and minority applicants for employment. bibliotheca maintains a policy of equal opportunity in employment, which is communicated to all levels of management.
- | bibliotheca performs self-audits quarterly, to ensure that the organization is providing equal opportunity to all applicants and employees.

Promotion Procedures

Bibliotheca affords promotions and advancement opportunities to all qualified employees, regardless of gender, race, ethnic origin, disability, age, nationality, national origin, sexual orientation, religion, marital status or social class, or any other characteristic protected by law, through the following affirmative actions:

- Post promotional opportunities on the company bulletin boards.
- Communicate to supervisors at all management levels of company's AAP promotion policy to ensure consideration of qualified minority personnel at all job levels.
- Review objectively all qualifications of all candidates, including minorities, for promotion from within.

Training Procedures

Managers are trained annually on bibliotheca's EEO Policy and AAP to ensure compliance.

Program Reporting and Monitoring

The affirmative action plan, along with all employment and other related statistical and/or records, is available for review during normal working hours. These records are located at 3169 Holcomb Bridge Road, Suite 200, Norcross, GA 30071.

A periodic reporting and auditing system has been established internally for the purpose of measuring EEO progress and for updating the Affirmative Action Plan annually.

Monitoring of Bibliotheca's AAP will be the responsibility President of the President of the North American Business Unit. Surveys and forms for monitoring the AAP will be compiled and accurately recorded. Each level of management – as well as employees – will have a copy of the AAP and be aware of the goals.

The President of the North American Business Unit will monitor and analyze the progress of the Affirmative Action Plan and make recommendations to improve unsatisfactory performance.



bibliotheca will complete the EEO-1 and file it annually with the Department of Labor as required by law.

bibliotheca will maintain auditable records and reports and have them available for review by the OFCCP.



403 Hayward Ave N Oakdale, MN 55128 United States

3169 Holcomb Bridge Road Norcross, GA 30071 United States

www.bibliotheca.com info-us@bibliotheca.com info-ca@bibliotheca.com