

Response to Request for Proposal for Laundry Service



April 24, 2017

prepared for



POTAWATOMI
HOTEL & CASINO™



Scott Hill
Regional General Manager
8 years

AbsorbTech®
Cleaner, safer solutions for industry

Proposal Response Contents

Follows the format of the Request for Proposal, dated March 24, 2017

Uniform Program Objectives

Responses to requirements 1-3 2

Scope of Services

Services to be Rendered

Responses to requirements 1-8 2

Responses to requirements 9-17 3

Conducting Business on Property

Responses to requirements 1-3 3

Proposal Requirements

Management and Qualifications

Responses to requirements 1-2 4

Response to requirements 3-4 5

Response to requirements 5-9 6

Proposal

Schedule A - Six-day option 8

Five- and three-day options 9

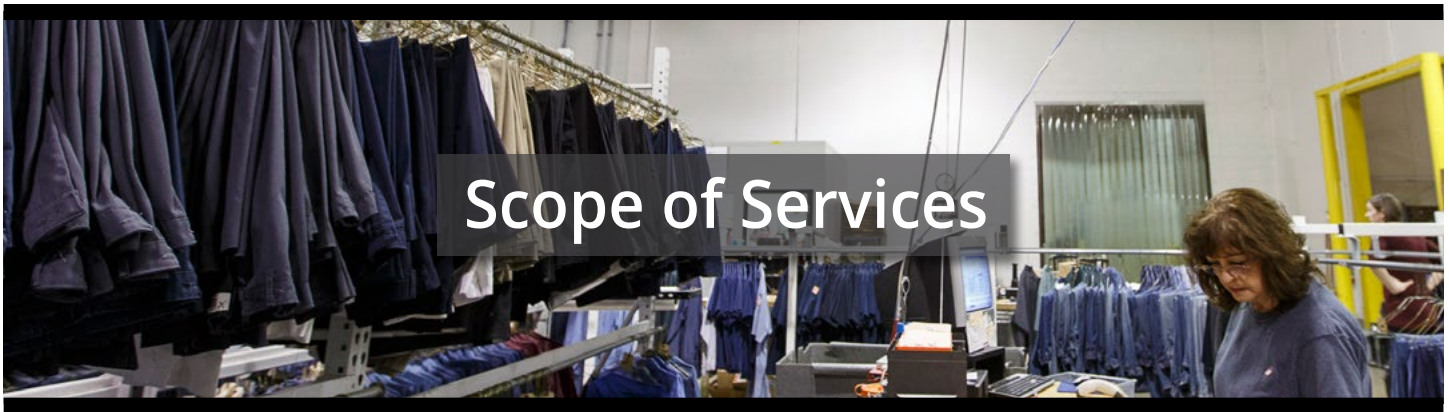
Cost History 10

Our commitment to sustainability

At ITU AbsorbTech, we define sustainability as long-term prosperity for our people, our customers, our communities and our company always delivered through Genuine Service Excellence.

It's not just about our products and services - our long-term corporate success depends on a sustainability strategy that integrates economic, environmental and social responsibilities with the ingenuity to adapt over time for maximum impact.





Scope of Services

Uniform program objectives

- 1. Delivery and Service Frequency** - ITU AbsorbTech can continue to provide uninterrupted service for a six-day delivery operation. We will continue to provide 24-hour turn-around on all garments.
- 2. Five-day option** - ITU AbsorbTech can provide a five-day (M - F) or three-day (M, W, F) service option. This would require adding one more garment to each wearer's inventory.
- 3. Compensation Schedule for Lost or Damaged Garments** - See page 7 for a detailed compensation plan for lost or damaged garments.
- 4. Length of Agreement** - ITU AbsorbTech will agree to a new 36-month agreement for the cleaning of garments for Potawatomi Hotel & Casino.
- 5. Soiled Garment Bins** - ITU AbsorbTech will continue to provide rolling soiled garment bins.
- 6. Rolling Garment Racks** - ITU AbsorbTech will continue to provide rolling garment racks.
- 7. Laundry Cages** - ITU AbsorbTech will continue to provide dedicated laundry cages.
- 8. Quarterly Visits** - Scott Hill, ITU AbsorbTech's Regional General Manager and Paul Schoessow, Director of Business Development (pictured below), will conduct (at a minimum) quarterly visitations to review costs and service requirements.

Services to be Rendered

- 1. Garments Included in Program** - ITU AbsorbTech will continue to water wash shirts, pants and other garments as provided by, and under the direction of, the Uniform Department at Potawatomi Hotel & Casino.
- 2. Protective Packaging** - ITU AbsorbTech will continue to process and package all whites in recyclable protective poly bags.
- 3. Garment Delivery Racks** - ITU AbsorbTech will continue to deliver garments on hanging garment racks for clean delivery.
- 4. Garment Sortation** - ITU AbsorbTech will continue to sort cleaned garments by designated department



Scott Hill
Regional General Manager
8 years

Paul Schoessow
Dir. of Business Development
7 years

9. Delivery Frequency (six-day) - ITU AbsorbTech will continue to provide six-day service (Monday through Saturday) with a set time frame for delivery and pick up of garments. Requested holiday delivery will be negotiated.

10. Delivery Frequency (five-day) - An option for a five-day service is also available (M - F). A three-day option (M, W, F) is also included.

11. Delivery Start Time ITU AbsorbTech will comply with a set daily delivery window commencing between 5:30am - 6:00am.

12. Price Increases - ITU AbsorbTech agrees that there will be no unscheduled price increases without prior written notification to Potawatomi Hotel & Casino. The annual price increase will not exceed 2%. **Proposed pricing will be frozen until August, 2018.**

13. Trip Charges - ITU AbsorbTech agrees that there will be no trip charges or additional fees.

14. Average Monthly Garment Volume - ITU AbsorbTech understands that the average monthly garment volume will be 28,000 pieces.

15. Rounding Prices - Pricing will be rounded to the nearest 100th of a cent.

16. Contracted Garments - The list of contracted garments is shown on Schedule A.

17. Rebate Schedule - ITU AbsorbTech will adhere to the following rebate schedule and apply it based on the total annual garment laundering sales level, with commencement date to be determined at time of signed contract.

SALES LEVEL	REBATE
\$225,000	0.50%
\$250,000	1.00%
\$275,000	1.50%
\$300,000	2.00%

Conducting Business on Property Requirements

1. Licensing Requirements - ITU AbsorbTech will continue to adhere to all applicable state, local and

Tribal laws and licensing requirements covering the work performed and will comply with such requirements.

2. Minimum Age Requirements - ITU AbsorbTech will continue to provide only personnel that are 21 years of age or older to service Potawatomi Hotel & Casino. ITU AbsorbTech will allow Potawatomi Hotel & Casino Security to verify the age of ITU AbsorbTech personnel at their discretion.

3. Insurance Certificates - ITU AbsorbTech will continue to provide, at its expense, general liability, worker's compensation, umbrella coverage, and vehicle insurance naming Forest County Potawatomi Community d/b/a Potawatomi Hotel & Casino as an additional insured on liability coverage, in amounts to be determined by the Tribe and the Casino and listed in the requirements: umbrella coverage with a \$5 million limit, and vehicle insurance coverage with a \$1 million per incident, and \$2 million aggregate limit.

Insurance certificates are provided with the bid (included as email attachment) and will be on file with an acceptable additional insured endorsement prior to the start of any work and policies will be available upon request.



Scott Casey
District Manager
28 years



Proposal Requirements

Management and Qualifications

1. Primary Contact - ITU AbsorbTech's contact for Potawatomi Hotel & Casino:

Scott Hill, Regional General Manager
ITU AbsorbTech, Inc.
2700 S. 160th St.
New Berlin, WI 53151
Phone: 262-827-3553
Fax: 262-782-1802
Email: shill@ITUAbsorbTech.com

2. Company History - For over 80 years, ITU AbsorbTech has provided managed programs for launderable, reusable textile products in support of cleaner, safer and more productive work environments. Our environmentally preferred services include absorbents, towels, mats, garments, floor care, washroom needs and first aid. All ITU AbsorbTech products are processed in our facilities. We maintain complete control over all aspects of processing and quality control for everything we deliver.

ITU opened a Milwaukee operation in November of 1930 providing laundry services across eastern Wisconsin and is now headquartered in New Berlin, Wisconsin, with additional processing facilities in Wisconsin, Illinois, Pennsylvania, Indiana and South Carolina.

AbsorbTech, LLC, was founded in 1996 to process and service Sorblts®, the leading launderable, reusable absorbents in the U.S. AbsorbTech was the first laundry facility to achieve ISO 9001:2008 and 14001:2004 registrations in the U.S. AbsorbTech is unmatched in recovering and recycling hydrocarbon soils.

Our facilities in New Berlin, Wisconsin; Neenah, Wisconsin; and Titusville, Pennsylvania, utilize advanced

processing systems for wastewater, VOC emissions and other environmental controls. ITU AbsorbTech plants generate virtually no hazardous waste, even though those facilities process thousands of tons of soiled textiles each year. All our processing facilities are registered to ISO 14001:2004.

ITU and AbsorbTech (now ITU AbsorbTech, Inc.) are owned and operated by the Leef family, now in the fourth generation of management. Jim and David Leef are the current president and vice president of ITU AbsorbTech, respectively. ITU AbsorbTech employs approximately 375 employees and has annual revenues in excess of \$45 million. ITU AbsorbTech is privately held and ownership does not disclose financials.

ITU AbsorbTech is proud to service Potawatomi Hotel & Casino with laundering services and has been the "approved supplier" of direct sale solutions since 2008. ITUdirect supports the apparel needs of Potawatomi Hotel & Casino with a variety of products from caps to coats. In 2010, ITUdirect worked closely with Potawatomi Hotel & Casino's purchasing and wardrobe teams to develop an employee purchase program (TMPP). The program allows employees to purchase additional embroidered apparel through payroll deduction that can be worn at work or home.

ITU AbsorbTech is an S Corporation filed in the State of Wisconsin as well as a member of the Wisconsin Manufacturers and Commerce, the National Association of Manufacturers, the Federation of Environmental Technologists and the CSC Network - The National Alliance of Independent Launderers. ITU AbsorbTech has been awarded the Wisconsin Corporate Safety Award in 2010, 2012, 2014 and 2016 and was a finalist for the award in 2011, 2013 and 2015.

We encourage and welcome Potawatomi Hotel & Casino representatives to environmentally audit any and all of our processing facilities.

3. Recent Major Garment Accounts - During the past 24 months, ITU AbsorbTech has proudly partnered with a wide variety of companies for their garment rental program including:

Bell Laboratories

Contact: Jenna Pautz
3699 Kinsman Blvd.
Madison, WI 53704
608-241-0202

Mantz Automation

Contact: Kelly Mauer
1630 Innovation Way
Hartford, WI 53027
262-673-7560

Alto-Shaam

Contact: Sarah Wittig
W164 N9221 Water St.
Menomonee Falls, WI 53051
262-509-6490

McAdams Graphics

Contact: Patti Immekus
7200 S. 1st St.
Oak Creek, WI 53154
414-768-8080

D&H Industries

Contact: Samuel Gerrits
510 S. Worthington St.
Oconomowoc, WI 53066
262-354-1016

Serigraph

Contact: Aaron Eslinger
3701 East Decorah Rd.
West Bend, WI 53095
262-335-7200

Native American-Owned Accounts - ITU AbsorbTech currently provides services for these Native American-owned and/or gaming enterprises:

Ho Chunk Tribal Aging Unit

Contact: Rose Funmaker
W17956 Witt-Birn Townline Rd.
Wittenberg, WI 54499
715-253-2382

Mohican North Star Casino

Contact: Mylan Gardner
W12180 County Rd. A
Bowler, WI 54416
715-787-3110

Potawatomi Hotel & Casino

Contact: Joanne Porter
1721 W. Canal St.
Milwaukee, WI 53233
414-847-7613

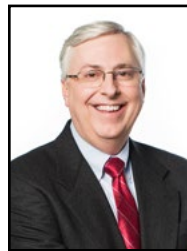
Menomonee Nation Casino

Contact: Cathy O'Kimosh
W277 Hwy 47/55
Keshena, WI 54135
715-799-3600

4. Genuine Service Excellence Team - ITU

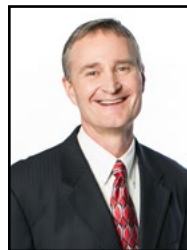
AbsorbTech's Potawatomi Hotel & Casino Genuine Service Excellence Team has more than 235 years of combined experience in the textile rental industry.

Potawatomi Hotel & Casino account team biographies:



Paul Schoessow, Director of Business Development

- Paul has been with ITU AbsorbTech since 2009 and is primarily responsible for sales, service and strategic marketing. He actively participates in Potawatomi program reviews and coordinates Genuine Service Excellence initiatives.



Rich Judy, Director of Service & Sales

- Rich has worked for ITU AbsorbTech for 14 years and has 36 years of industry experience. His main role with Potawatomi Hotel & Casino is to ensure Genuine Service Excellence is being delivered.

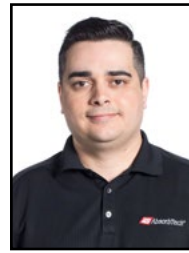


Doug Roskopf, Director of Operations

- Doug has been with ITU AbsorbTech for 10 years. His primary role is to oversee production operations and to ensure consistent product quality through 5S and Lean initiatives.



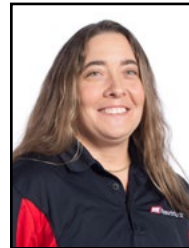
Margaret Hilbert, Customer Response Center Manager - Margaret has been with ITU AbsorbTech and in the textile rental industry for 29 years. Her primary responsibility with the Potawatomi Hotel & Casino account is to ensure that phone calls and emails are handled properly and in a timely manner.



Sean Fracek, Production Supervisor – Sean has been with ITU AbsorbTech for nine years and has an additional year of experience in the garment industry. Sean maintains regular contact with the Potawatomi Hotel & Casino Wardrobe Department.



Scott Hill, Regional General Manager - Scott has been with ITU AbsorbTech for eight years. He oversees the current Potawatomi Hotel & Casino program. He works closely with the production team in managing all aspects of the account.



Jenny Mazoch, Production Supervisor – Jenny has worked with ITU AbsorbTech for 23 years. She oversees the washing and drying of Potawatomi Hotel & Casino's garments.



Jodi Drew, Environmental Engineer – Jodi has been with ITU AbsorbTech for 22 years. Her primary role is to ensure that all aspects of our processing operations are in compliance with local and federal regulations. In addition, Jodi maintains ITU AbsorbTech's ISO 14001 certifications and has secured U.S. patents for advanced processing technology.



Jeff Foshey, Route Manager – Has been with ITU AbsorbTech for 13 years. His responsibilities include ensuring on-time delivery and the quick return of products as well as ensuring coverage of Saturday and holiday deliveries.



Bob Beyer, Plant Manager – Bob has worked with ITU AbsorbTech for 27 years. In the current program with Potawatomi Hotel & Casino, Bob works with Joanne Porter and Paul Nowak on holiday scheduling and test washing of garments.



Kurt Lindemann, Route Service & Sales Representative – Kurt has worked for ITU AbsorbTech for 24 years and has been in his current role for 17 years. He worked closely with Scott Casey on the initial installation of the current service program with Potawatomi Hotel & Casino. He has

maintained proactive and consistent communication with Potawatomi Hotel & Casino contacts with regards to delivery, pickup, day-to-day operations and direct sale products.

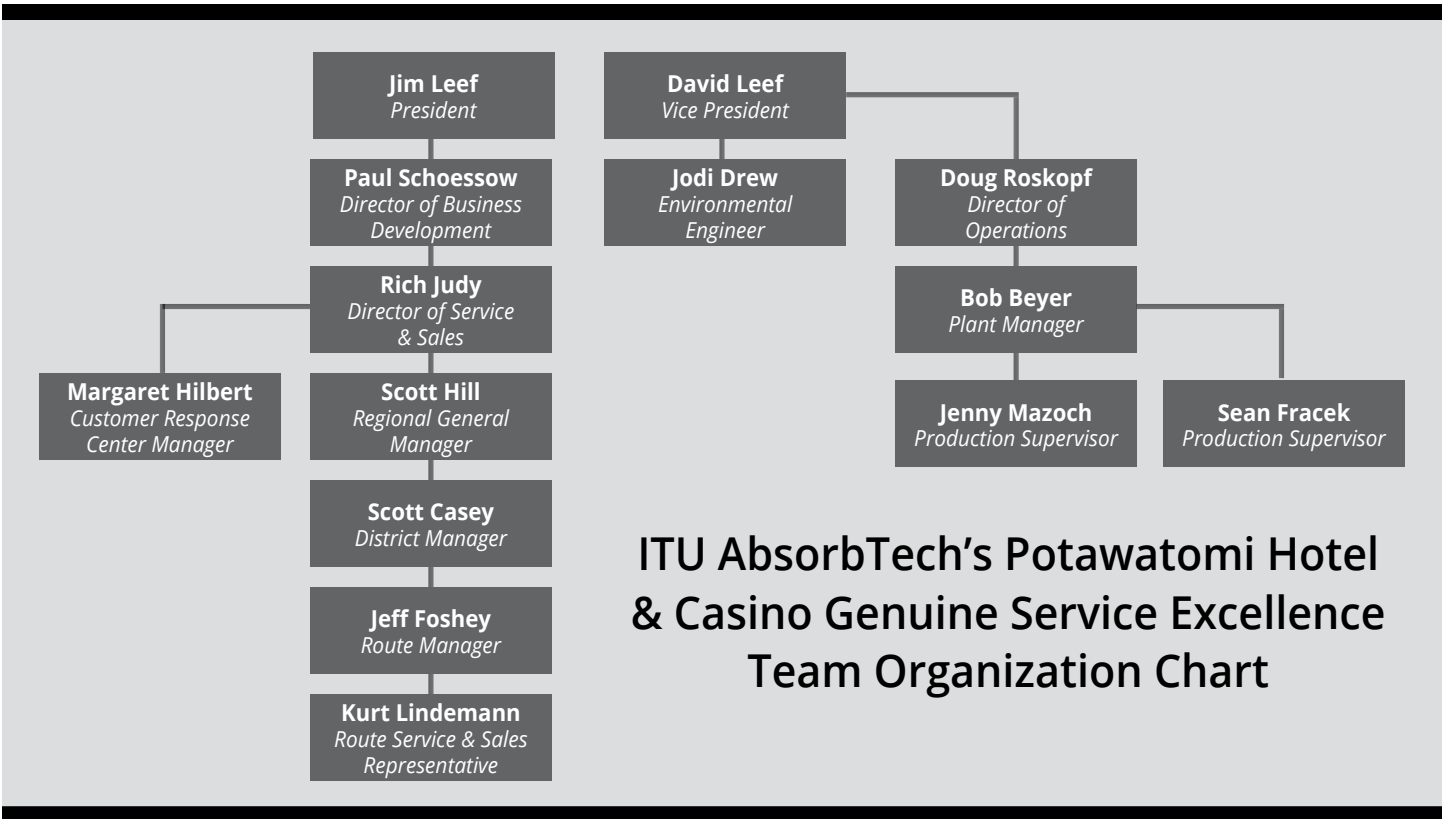


Scott Casey, District Manager – Scott has worked with ITU AbsorbTech since 1988 and worked with Potawatomi Hotel & Casino on the initial installation of the current service program. Scott works with the service team to ensure timely and consistent delivery to Potawatomi Hotel & Casino.

He is responsible for relaying production information regarding Potawatomi Hotel & Casino garments to the delivery team.

5. Service Program Status Updates - ITU AbsorbTech will continue to maintain regular quarterly visits and communication with Potawatomi Hotel & Casino contacts to proactively identify program changes and improvements.

6. Service Program Overview - ITU AbsorbTech has participated in reciprocal plant tours with Potawatomi Hotel & Casino contacts to identify bench marking opportunities. ITU AbsorbTech will continue to seek these opportunities to improve the program. ITU AbsorbTech will continue to work with Potawatomi Hotel & Casino to provide custom training materials and,



as needed, educate workers on participation in the garment program.

ITU AbsorbTech will continue to use lined transport cages for Potawatomi Hotel & Casino garments and will also continue to provide nylon bags for program participants to identify garments that need mending. These cages and nylon bags are dedicated specifically to the Potawatomi Hotel & Casino account.

ITU AbsorbTech currently provides, and will continue to provide, a daily analysis of the sorting process organized by garment type and by wearer. ITU AbsorbTech will provide a detailed garment report to Potawatomi Hotel & Casino which includes:

- Cost history by quarter for Potawatomi Hotel & Casino-owned garment laundering
- Total number of garments laundered by quarter
- Credits issued for damaged or lost garments
- Recap of fees assessed to Potawatomi Hotel & Casino during quarter

The ITU AbsorbTech Genuine Service Excellence team will continue to communicate regularly on any changes and special focuses for the Potawatomi Hotel & Casino program.

ITU AbsorbTech maintains a strategic partnership with Ecolab to ensure that all laundering and handling work

instructions are consistently adhered to.

ITU AbsorbTech will continue to work with suppliers such as Ecolab and Penn Emblem to address any performance issues such as dye transfer and label discoloration. Suppliers such as JFF and Cintas will also be contacted for suggestions.

7. Program Invoicing - ITU AbsorbTech will continue the current invoicing process. In addition, ITU AbsorbTech will work with Potawatomi Hotel & Casino for any custom invoicing options, as requested. Please see Schedule A for program costs, including all items ITU AbsorbTech processes for Potawatomi Hotel & Casino.

AGE OF GARMENT	COMPENSATION AMOUNT
Up to 6 months	100% of cost
7 months - 12 months	50% of cost
13 months - 18 months	10% of cost
Over 18 months	0%

8. Conflict of Interest - ITU AbsorbTech has no conflicts of interest and is unaware of any potential conflicts of interest with Potawatomi Hotel & Casino.

9. Pending Litigation - ITU AbsorbTech has no current or pending litigations.



Schedule A - Six Day Option

The pricing below applies to the current six-day delivery schedule. Prices will be frozen until August 2018.

Item Description	Total Cost Per Piece
Shirt, Microfiber	\$0.63
Shirt, Industrial/Work	\$0.63
Shirt, Pressed/Cotton	\$0.97
Chef Coat	\$0.80
Jacket, PBC	\$2.69
Pant, Poly	\$0.76
Pant, Industrial	\$0.63
Pant, Cook	\$0.76
Pant, Cotton	\$0.76
Jumpsuit	\$1.22
Shorts	\$0.58
Scarves, White	\$0.13



Five- and Three-Day Option

The pricing below applies to the five-day delivery option (M - F) and a three-day option (M, W, F). Prices will be frozen until August 2018.

Item Description	Five-Day Service Total Cost Per Piece	Three-Day Service Total Cost Per Piece
Shirt, Microfiber	\$0.61	\$0.59
Shirt, Industrial/Work	\$0.61	\$0.59
Shirt, Pressed/Cotton	\$0.94	\$0.92
Chef Coat	\$0.78	\$0.76
Jacket, PBC	\$2.61	\$2.55
Pant, Poly	\$0.74	\$0.72
Pant, Industrial	\$0.61	\$0.59
Pant, Cook	\$0.74	\$0.72
Pant, Cotton	\$0.74	\$0.72
Jumpsuit	\$1.18	\$1.15
Shorts	\$0.56	\$0.55
Scarves, White	\$0.12	\$0.12



Cost History

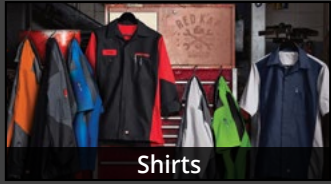
The tables below summarize the average weekly cost history for Potawatomi Hotel & Casino garments for each quarter since 2008.

Year	Quarter	Average Spent
2017	1	\$4,569
2016	4	\$4,459
2016	3	\$4,532
2016	2	\$5,060
2016	1	\$5,325
2015	4	\$5,280
2015	3	\$5,248
2015	2	\$5,629
2015	1	\$5,734
2014	4	\$5,464
2014	3	\$6,008
2014	2	\$5,372
2014	1	\$5,361
2013	4	\$5,227
2013	3	\$5,280
2013	2	\$5,482
2013	1	\$5,731
2012	4	\$5,606

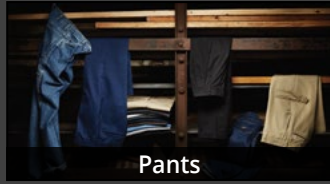
Year	Quarter	Average Spent
2012	3	\$5,474
2012	2	\$5,201
2012	1	\$4,846
2011	4	\$5,037
2011	3	\$4,555
2011	2	\$4,382
2011	1	\$4,327
2010	4	\$4,208
2010	3	\$4,265
2010	2	\$4,449
2010	1	\$4,609
2009	4	\$4,781
2009	3	\$5,086
2009	2	\$5,054
2009	1	\$5,047
2008	4	\$4,951
2008	3	\$4,314
2008	2	\$4,321

Compare our products, processing and service to alternatives.
We are confident you'll find our programs the **best** in the industry.

Industrial Workwear



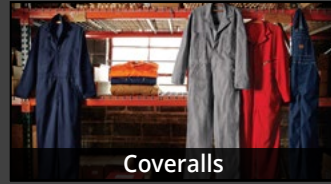
Shirts



Pants



Shop Coats & Aprons



Coveralls

Flame Resistant Workwear



Jackets



Flame Resistant Shirts



Flame Resistant Pants



Flame Resistant Coveralls

Additional Programs: Sorblts® Oil Absorbents, Industrial Safety Mats, Ultra™ Shop Towels, Ultra™ Print Towels, First Aid, Cotton Roll Towels, Wet Mops, Dust Mops, Office Floor Mats, Washroom Services, Glove Cleaning, Filter Bag Cleaning

A Leader in the Industry

ITU AbsorbTech is locally, nationally and internationally recognized as a leader in safety, environmental and training.



Family owned and operated since 1930

ITU AbsorbTech is owned and operated by the Leef family now in its third generation of ownership. Brothers Jim and David Leef are committed to continuing the company's historical tradition of Genuine Service Excellence, process and service innovation, and community involvement.



Jim & David Leef
Third Generation Owners

Customer Response Center (888) 729-4884
ITUAbsorbTech.com

All products processed in our ISO 14001:2004 registered facilities. Our South Bend, Ind., processing facility is also registered to ISO 9001:2008.