

# **MEMORANDUM**

## **PURCHASING DEPARTMENT**

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**DATE:** April 11, 2017

**TO:** Mr. Norman Ross, Deputy Superintendent *NR*

**VIA:** Mr. Terry St. Cyr, Assistant Superintendent for Finance and Business Services *TS*

**FROM:** Mr. John T. Dombroskie, Director of Purchasing *JD*

**SUBJECT:** Executive Summary Backup for Purchasing Agenda for April 18, 2017 School Board Meeting

Please accept the attached Agreement for the following Consent Agenda/Purchasing item:

2. Bid Award: Custodial Services, RFP #171201

The Agreement was not finalized with the vendor (PESG Facility Services Group, (LLC)) until the morning of April 7<sup>th</sup>, well after our Board attorney's deadline. This agreement replaces one set to expire May 31<sup>st</sup> and the new firm must have time to prepare to take over services June 1, 2017. The Agreement replaces the "filler sheet" originally inserted behind the item's Executive Summary.

Thank you for your consideration.

*NR 4-11-17*

cc: School Board Recording Secretary

# AGREEMENT FOR CUSTODIAL SERVICES

This Agreement for Custodial Services (the "Agreement"), is made and entered into effective the 1<sup>st</sup> day of June 2017, by and between the School Board of Escambia County, Florida, a district school system in the State of Florida (hereinafter referred to as "The Board"), and PESG Facility Services Group, LLC, which is authorized to transact business in Florida (hereinafter referred to as "Contractor"). Collectively, the Board and Contractor are recognized as the "Parties".

## WITNESSETH:

**Whereas**, the Purchasing Department of the School District of Escambia County issued a Request for Proposals dated January 10, 2017, entitled "Custodial Services, RFP No. 171201," and all Attachments thereto, and including Addendum I thereto dated February 3, 2017 (collectively, the "RFP"), a copy of which RFP is attached hereto and incorporated herein by this reference as Exhibit A; and

**Whereas**, after free and open competition, the Contractor submitted a proposal, which the Parties negotiated to create a conformed Proposal (attached hereto and incorporated herein by this reference as Exhibit B), and was selected as the best responsive and responsible Contractor by the District (the "Proposal"); and

**Whereas**, after negotiations between the Parties there existed a need to create documentation outlining their mutual understanding; thus the Parties created a "Contractor Proposal Clarifications" document (attached hereto and incorporated herein by this reference as Exhibit C); and

**Whereas**, the Contractor is interested in and capable of performing the desired custodial services (hereafter further defined as the "Services") for the District and the Board desires to have the Contractor perform the Services; and

**Whereas**, the Parties have reached an agreement on the Services to be performed and the payment for the same, and therefore wish to set forth this understanding in writing in this Agreement.

**NOW, THEREFORE**, in consideration of the mutual covenants and conditions contained herein, the parties agree as follows:

## ARTICLE I SCOPE OF SERVICES

- 1.1 The recitals set forth above are true and correct and are incorporated into this Agreement by this reference.
- 1.2 The Contractor shall perform all services, jobs, duties, and functions described in the RFP at the District Schools described in the Proposal, and in accordance with the staffing plan in the Proposal.

## ARTICLE II COMMENCEMENT AND RENEWAL

- 2.1 The Initial Term of this Agreement commences June 1, 2017 and ends May 31, 2018 (subject, however, to the availability of lawfully appropriated funds). Agreement renewals are set forth in Section IV. B. 5. of the RFP.



- 2.2 The Services shall commence according to the schedule set forth in the RFP, unless the District notifies the Contractor otherwise in writing.

### **ARTICLE III COMPENSATION**

The compensation payable to the Contractor is set forth in Exhibit C, and the amount set forth therein shall be the Board's maximum financial liability to the Contractor.

### **ARTICLE IV NOTICES**

- 4.1 The Parties agree that all communications relating to the day-to-day activities shall be exchanged between the respective representatives of the District's Director of Maintenance Services and the Contractor, which representatives shall be designated by the Parties, in writing, promptly upon commencement of the Services. These procedures shall replace and supersede all processes outlined in any Proposal.
- 4.2 All notices and communications in writing required or permitted hereunder may be delivered by hand, or pre-paid certified mail, return receipt requested, or via overnight delivery (with a courier providing a receipt or tracking for such service) to the representatives of the District and the Contractor set forth below. Until changed by a notice in writing, all such notices and communications shall be addressed as follows:

If to the District:

Escambia County School District  
Attn: John Dombroskie, Director of Purchasing  
75 North Pace Boulevard  
Pensacola, Florida 32505  
Phone: (850) 469-6120

With a copy to:

Office of the General Counsel  
Attn: Donna Sessions Waters, General Counsel  
75 North Pace Boulevard  
Pensacola, Florida 32505  
Phone: (850) 469-6362

If to the Contractor:

PESG Facility Services Group, LLC  
Attn: Henry Bledsoe, President and CEO  
404 BNA Drive, Suite 407  
Nashville, Tennessee  
Phone: (866) 782-7277 ext 5001

## **ARTICLE V MISCELLANEOUS**

- 5.1 Pursuant to the RFP, the Contractor will provide the required Performance Bond within the time stated in the RFP. The Parties agree that the complete Agreement documents include the following: This Agreement, the RFP (and any associated Addendums) in Exhibit A, a conformed copy of the Contractor's Proposal in Exhibit B, and the Contractor Proposal Clarifications in Exhibit C. In the event of a conflict or ambiguity among the Agreement documents, then precedence shall be given in the following order: this Agreement, then the RFP, then the Contractor Proposal Clarifications, and then lastly the Contractor's Proposal.
- 5.2 In the event the Proposal contained exceptions to the RFP, the exceptions and the Contractor's proposed form of agreement, are all stricken in their entirety and void unless the District affirmatively evidenced its written acceptance of these exceptions on Exhibit B herein.
- 5.3 This Agreement may be executed in one (1) or more counterparts, each of which will be deemed an original, but all such counterparts will together constitute but one (1) and the same instrument.

## **ARTICLE VI FLORIDA PUBLIC RECORDS LAW AND COMPLIANCE**

Pursuant to Section 119.0701, Florida Statutes, any contract entered into pursuant to this RFP will require the successful Responder to comply with all public records laws, including the obligations to:

- 6.1 Keep and maintain public records required by the District to perform the service.
- a. The timeframes and classifications for records retention requirements must be in accordance with the General Records Schedule GS1-SL for State and Local Government Agencies and GS7 for Public Schools. (See <http://dos.myflorida.com/library-archives/records-management/general-records-schedules/>).
  - b. Records include all documents, papers, letters, maps, books, tapes, photographs, films, sound recordings, data processing software, or other material, regardless of the physical form, characteristics, or means of transmission, made or received pursuant to law or ordinance or in connection with the transaction of official business with the District. Contractor's records under this Agreement include but are not limited to, supplier/subcontractor invoices and contracts, project documents, meeting notes, emails and all other documentation generated during this Agreement.
- 6.2 Upon request from the District's custodian of public records, provide the District with a copy of the requested records or allow the records to be inspected or copied within a reasonable time at a cost that does not exceed the cost provided for by law. If a Contractor does not comply with the District's request for records, District shall enforce the provisions in accordance with the contract.



- 6.3 Ensure that project records that are exempt or confidential and exempt from public records disclosure requirements are not disclosed except as authorized by law for the duration of the contract term and following completion of the contract if the Contractor does not transfer the records to District.
- 6.4 Upon completion of the contract, transfer, at no cost, to the District all public records in possession of the Contractor or keep and maintain public records required by the District to perform the service. If the Contractor transfers all public records to the District upon completion of the contract, the Contractor shall destroy any duplicate public records that are exempt or confidential and exempt from public records disclosure requirements. If the Contractor keeps and maintains public records upon the completion of the contract, the Contractor shall meet all applicable requirements for retaining public records. All records kept electronically must be provided to the District, upon request from the District's custodian of public records, in a format that is compatible with the information technology systems of the District.

**IF THE CONTRACTOR HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FLORIDA STATUTES, TO THE CONTRACTOR'S DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THIS CONTRACT, CONTACT THE SCHOOL DISTRICT OF ESCAMBIA COUNTY, CUSTODIAN OF PUBLIC RECORDS AT (850) 469-6131, NROSS@ESCAMBIA.K12.FL.US, OR 75 NORTH PACE BLVD., PENSACOLA, FL 32505.**

A Contractor who fails to provide the public records to the District within a reasonable time may also be subject to penalties under Section 119.10, Florida Statutes.

IN WITNESS WHEREOF, the Board and the Contractor have each caused this Agreement to be signed and delivered by its duly authorized officer, all as of the date first set forth above.

**SCHOOL BOARD OF ESCAMBIA COUNTY, FL    PESG FACILITY SERVICES GROUP, LLC**

By: \_\_\_\_\_  
Linda Moultrie, Board Chair

By: \_\_\_\_\_  
Henry Bledsoe, President and CEO

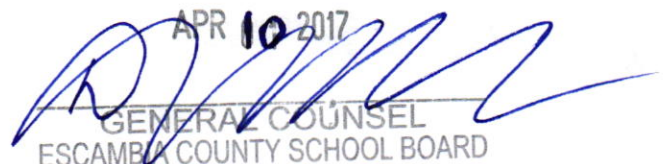
Attest:

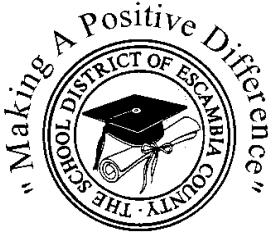
Date: \_\_\_\_\_

By: \_\_\_\_\_  
Malcolm Thomas, Superintendent

Approved by Board on April 18, 2017

APPROVED FOR LEGAL CONTENT  
FOR \_\_\_\_\_ AGENDA

APR 18 2017  
  
GENERAL COUNSEL  
ESCAMBIA COUNTY SCHOOL BOARD



**THE ESCAMBIA COUNTY SCHOOL DISTRICT  
PURCHASING DEPARTMENT  
75 NORTH PACE BLVD.  
PENSACOLA, FL 32505**

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## **ADDENDUM I REQUEST FOR PROPOSAL (RFP)**

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AMENDMENT POSTING DATE:

**February 3, 2017**

PURCHASING CONTACT:

**JOHN DOMBROSKIE, DIRECTOR OF PURCHASING**

**Phone: 850.469.6120**

**Email: [jdombroskie@escambia.k12.fl.us](mailto:jdombroskie@escambia.k12.fl.us)**

RFP TITLE:

**CUSTODIAL SERVICES**

RFP NUMBER:

**171201**

RFP OPENING DATE & TIME:

**NO CHANGE - FEBRUARY 21, 2017, 2:00 PM CENTRAL TIME**

**NOTE: PROPOSALS RECEIVED AFTER THE RFP OPENING DATE AND TIME WILL NOT BE  
ACCEPTED.**

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This Addendum shall serve to amend, replace and append information provided to the potential respondents in the original RFP package. To assist in the development of their responses, interested firms are encouraged to carefully review the information found in this Addendum.

The following information contained in the original RFP has changed or been added:

### **Section IV. Scope of Work / Services**

#### **Paragraph B. 4. Page 14.**

**Replace the entire paragraph with:**

The District is not responsible for providing office space for administrative and clerical staff nor a training facility.

## **Section VIII. Time Schedule**

**Page 24.**

**Replace the entire calendar of events in the Time Schedule, with (changes are in a red font):**

**Tuesday, January 10, 2017**, RFP Distribution

**Tuesday, January 24, 2017**, at 9:30 a.m. CST MANDATORY Pre-proposal Conference  
(Maintenance Department Conference Room, 30 E. Texar, Pensacola, FL)

**Tuesday, January 24, 2017 through Friday January 27, 2017**, Site Reviews

**Friday, January 27, 2017**, at 4:00 p.m. CST Deadline for Questions

**Friday, February 3, 2017**, at 2:00 p.m. CST Answers to any Questions Posted, Final  
Addendum Issued (if applicable)

**Tuesday, February 21, 2017**, at 2:00 p.m. CST Proposal Opening

**Monday, March 6, 2017**, Initial Evaluation Committee Meeting

**Tuesday, April 18, 2017**, School Board Approval of Award

**Tuesday, May 16, 2017**, School Board Approval of Agreement

**Thursday, June 1, 2017**, Agreement Commencement Date

## **Attachment A Initial Sites to be Cleaned by Contractor Personnel**

**Page 38.**

**Change the following:**

Increase the "Cleanable Area" of Workman Middle School by 15,291 square feet to account for a new gymnasium to be completed prior to Agreement Commencement Date. Total "Cleanable Area" should now total 115,124 square feet.

## **Attachment G Form of Proposal ITEM #1: Agreement Pricing**

**Page 41.**

**Change the following:**

Replace 1,149,583 with 1,164,874 due to the addition of the new gymnasium at Workman Middle School.

## **Attachment E List of Minimum Required Duties (see Floors Hard Surfaces)**

**Page 46.**

**Change the following:**

Replace "Steam Clean Kitchen Floors" with "Pressure Wash Loading Dock (rear of kitchen) and Area Around Dumpster"

**Vendor Certification Regarding Scrutinized Companies Lists  
Attached**

**Fill out and return with your proposal. Place it behind your signed Addendum.**

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By signing this Addendum I, respondent acknowledges receipt of the Addendum for RFP #171201. Respondent is to attach and return this Addendum with their Proposal.

VENDOR (firm name): \_\_\_\_\_

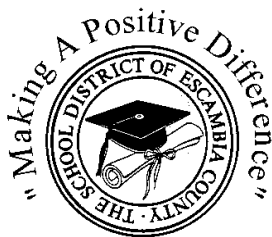
STREET ADDRESS: \_\_\_\_\_

CITY & STATE: \_\_\_\_\_

PRINT NAME OF AUTHORIZED REPRESENTATIVE: \_\_\_\_\_

SIGNATURE OF AUTHORIZED REPRESENTATIVE: \_\_\_\_\_

TITLE: \_\_\_\_\_ DATE: \_\_\_\_\_



**THE ESCAMBIA COUNTY SCHOOL DISTRICT  
PURCHASING DEPARTMENT  
75 NORTH PACE BLVD.  
PENSACOLA, FL 32505**

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## **REQUEST FOR PROPOSAL (RFP)**

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POSTING DATE:

**JANUARY 10, 2017**

PURCHASING CONTACT:

**JOHN DOMBROSKIE, DIRECTOR OF PURCHASING**

**Phone: 850.469.6120**

**Email: [jdombroskie@escambia.k12.fl.us](mailto:jdombroskie@escambia.k12.fl.us)**

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RFP TITLE:

**CUSTODIAL SERVICES**

RFP NUMBER:

**171201**

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RFP OPENING DATE & TIME:

**FEBRUARY 21, 2017, 2:00 PM CENTRAL TIME**

**NOTE: PROPOSALS RECEIVED AFTER THE RFP OPENING DATE AND TIME WILL NOT BE  
ACCEPTED.**

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The School District of Escambia County, Florida, solicits your company to submit a proposal on the above referenced services. All terms, specifications and conditions set forth in this request are incorporated by this reference into your response. Proposals will not be accepted unless all conditions have been met. Proposals will only be accepted from the firm who will actually perform the services requested in this solicitation. Proposals from franchisors on behalf of a franchisee will not be accepted. All Proposals must be signed in the appropriate places by an authorized representative of the entity who will actually perform the services requested in this solicitation. All Proposals must be sealed and received in the School District's Purchasing Office at 75 North Pace Blvd., Pensacola, Florida, by the "RFP Opening Date & Time" referenced above. All envelopes containing sealed Proposals must reference the "RFP Title", "RFP Number" and the "RFP Opening Date & Time". The School District is not responsible for lost or late delivery of Proposals by the U.S. Postal Service or other delivery services used by the Responder. Proposals may not be withdrawn for a period of ninety (90) days after the opening date unless otherwise specified.

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## I. INTRODUCTION & GENERAL INFORMATION

- A. **PURPOSE:** The purpose and intent of this Request for Proposals ("RFP") is to solicit sealed Proposals from qualified sources to establish an Agreement through negotiations for Custodial Management Services. An agreement will then be entered for the Custodial Services Management Firm ("Contractor") to provide complete Custodial Management and Operations in awarded facilities for the Escambia County School District (the "District").
- B. **GENERAL INFORMATION ABOUT DISTRICT SCHOOLS:** The District and its governing board were created pursuant to Section 4, Article IX of the Constitution of the State of Florida. The District is an independent taxing and reporting entity managed, controlled, operated, administered, and supervised by the District's school officials. The Board consists of five (5) elected officials responsible for the adoption of policies, which govern the operation of the District. The Superintendent of Schools is responsible for the administration and management of the schools within the applicable parameters of state and federal laws and regulations, State Board of Education Rules, and School Board policies. The Superintendent is also specifically delegated the responsibility of maintaining a uniform system of records and accounts in the District. Additionally, the District is held to adhering to the provisions outlined in the Jessica Lunsford Act. Responders should be aware that potential labor challenges may exist as a result of the District's adherence to this State mandate (see Sections III and XVI of the RFP).

The District is coterminous with Escambia County, which covers 876 square miles. The FY15-16 budget for the District totaled roughly \$549 million, including an operating budget of roughly \$354 million and a capital budget of roughly \$126 million. The District operates fifty-six (56) facilities, including administrative areas, elementary schools, middle schools, high schools and specialized schools. Charter Schools in Escambia County will NOT be a part of the Agreement resulting from this RFP.

As one of the largest school districts in the nation, the District serves approximately forty thousand one hundred (40,100) students (the student population changes annually). It is one of the largest employers in Escambia County with approximately five thousand two hundred (5,200) permanent employees at thirty-one (31) elementary schools, nine (9) middle schools, seven (7) high schools, and (9) exceptional student centers, alternative schools, and administrative facilities. At this point in time, only the twelve (12) schools listed in "Initial Sites to be Cleaned by Contractor Personnel" - Attachment A will be cleaned by contractor personnel. All other sites will be cleaned in-house but may in the future be turned over for contracted services.

The administration of this Agreement is a function of the District's Operations Division delegated to the Maintenance Services Department. All post-award communications shall be directed to Manager, Custodial Services. For more information about the District, please visit <http://ecsd-fl.schoolloop.com/> on the internet.

## II. GENERAL TERMS AND CONDITIONS

NOTE: The term "Responder" as used within this Request For Proposal (RFP) refers to the person, company or organization responding to this RFP. The Responder is responsible for understanding and complying with the terms and conditions herein.

- A. **GENERAL:** Upon an RFP award, the terms and conditions of this RFP or any portion thereof, may upon mutual agreement of the parties be extended for an additional term(s) or for additional quantities (all original terms and conditions will remain in effect). Subject to the mutual consent of the parties, the pricing, terms and conditions of this RFP, for the products or services specified herein, may be extended to other municipal, city or county government agencies, school boards, community or junior colleges, or state universities within the State of Florida.
- B. **RFP OPENING AND FORM:** Proposal openings will be public on the date and time specified on the Proposal Acknowledgement form. All proposals received after the time indicated will be rejected as non-responsive and retained by the District. Only proposals from Responders who will actually perform the services requested in this RFP will be accepted. Proposals by email, fax, telegram, or verbally by telephone or in person will not be accepted. The public opening will acknowledge receipt of the Proposals only; details concerning pricing or the offering will not be announced. All proposals submitted shall become public record upon an announcement of a recommended award or thirty (30) days after the opening date whichever occurs first. To protect any confidential information contained in their Proposal, companies must invoke the exemptions to disclosure provided by law in response to the RFP, and must identify the data and other material to be protected, and must state the reasons why such exclusion from public disclosure is necessary.
- C. **WARRANTY:** All goods and services furnished by the Responder, relating to and pursuant to this RFP will be warranted to meet or exceed the Specifications contained herein. In the event of breach, the Responder will take all necessary action, at Responder's expense, to correct such breach in the most expeditious manner possible.
- D. **PRICING:** All pricing submitted will include all packaging, handling, shipping charges, and delivery to any point within Escambia County, Florida to a secure area or inside delivery. The School Board is exempt and does not pay Federal Excise and State of Florida Sales Taxes.
- E. **TERMS OF PAYMENT/INVOICING:** The normal terms of payment will be Net 30 Days from receipt and acceptance of goods or services and Responder's invoice. Itemized invoices, each bearing the Purchase Order Number must be mailed on the day of shipment. Invoicing subject to cash discounts will be mailed on the day that they are dated.
- F. **TRANSPORTATION AND TITLE:** (1) Title to the goods will pass to the School District upon receipt and acceptance at the destination indicated herein. Until acceptance, the Responder retains the sole insurable interest in the goods. (2) The shipper will prepay all transportation charges. The School District will not accept collect freight charges. (3) No premium carriers will be used for the School District's account without prior written consent of the Director of Purchasing.
- G. **PACKING:** All shipments will include an itemized list of each package's content, and reference the School District's Purchase Order Number. No charges will be allowed for cartage or packing unless agreed upon by the School District prior to shipment.
- H. **INSPECTIONS AND TESTING:** The School District will have the right to expedite, inspect and test any of the goods or work covered by this RFP. All goods or services are subject to the School District's inspection and approval upon arrival or completion.

If rejected, they will be held for disposal at the Responder's risk. Such inspection, or the waiver thereof, however, will not relieve the Responder from full responsibility for furnishing goods or work conforming to the requirements of this RFP or the RFP Specifications, and will not prejudice any claim, right, or privilege the School District may have because of the use of defective or unsatisfactory goods or work.

- I. **STOP WORK ORDER:** The School District may at any time by written notice to the Responder stop all or any part of the work for this RFP award. Upon receiving such notice, the Responder will take all reasonable steps to minimize additional costs during the period of work stoppage. The School District may subsequently either cancel the stop work order resulting in an equitable adjustment in the delivery schedule and/or the price, or terminate the work in accordance with the provisions of the RFP terms and conditions.
- J. **INSURANCE AND INDEMNIFICATION:** The Responder agrees to indemnify and save harmless the School District, its officers, agents and employees from and against any and all claims and liabilities (including expenses) for injury or death of persons or damage to any property which may result, in whole or in part, from any act or omission on the part of the Responder, its agents, employees, or representatives, or are arising from any Responder furnished goods or services, except to the extent that such damage is due solely and directly to the negligence of the School District. The Responder will carry comprehensive general liability insurance, including contractual and product liability coverage, with minimum limits acceptable to the School District. The Responder will, at the request of the School District, supply certificates evidencing such coverage.
- K. **RISK OF LOSS:** The Responder assumes the following risks: (1) all risks of loss or damage to all goods, work in process, materials and equipment until the delivery thereof as herein provided; (2) all risks of loss or damage to third persons and their property until delivery of all goods as herein provided; (3) all risks of loss or damage to any property received by the Responder or held by the Responder or its suppliers for the account of the School District, until such property has been delivered to the School District; (4) all risks of loss or damage to any of the goods or part thereof rejected by the School District, from the time of shipment thereof to Responder until redelivery thereof to the School District.
- L. **LAWS AND REGULATIONS:** Responders will comply with all applicable Federal, State and Local laws, statutes and ordinances including, but not limited to the rules, regulations and standards of the Occupational Safety and Health Act of 1970, the Federal Contract Work Hours and Safety Standards Act, and the rules and regulations promulgated under these Acts. Responders agree not to discriminate against any employee or applicant for employment because of race, sex, religion, color, age or national origin.

All agreements as a result of an award hereto and all extensions and modifications thereto and all questions relating to its validity, interpretation, performance or enforcement shall be governed and construed in conformance to the laws of the State of Florida.

- M. **PUBLIC ENTITY CRIMES:** A Responder, person, or affiliate who has been placed on the convicted vendor list following a conviction for a public entity crime may not submit a proposal on a contract to provide any goods or services to a public entity for the construction or repair of a public building or public work, may not submit proposals on

leases of real property to a public entity, may not be awarded or perform work as a contractor, supplier, subcontractor, or consultant under a contract with any public entity, and may not transact business with any public entity in excess of the threshold amount provided in Florida State Statute, Section 287.017, for CATEGORY TWO for a period of thirty-six (36) months from the date of being placed on the convicted vendor list.

- N. **PATENTS:** Responders agree to indemnify and save harmless the School District, its officers, employees, agents, or representatives using the goods specified herein from any loss, damage or injury arising out of a claim or suit at law or equity for actual or alleged infringement of letters of patent by reason of the buying, selling or using the goods supplied under this solicitation, and will assume the defense of any and all suits and will pay all costs and expenses thereto.
- O. **CONFLICT OF INTEREST:** The award hereunder is subject to the provisions of Chapter 112 Florida Statutes. All Responders must disclose the name of any company owner, officer, director or agent who is an employee of the School District and/or is an employee of the School District and owns, directly or indirectly, an interest of five percent (5%) or more of the company.
- P. **TERMINATION: DEFAULT.** The School District may terminate all or any part of a subsequent award by giving notice of default to Responder, if Responder: (1) refuses or fails to deliver the goods or services within the time specified; (2) fails to comply with any of the provisions of this RFP or so fails to make progress as to endanger performances, hereunder, or; (3) becomes insolvent or subject to proceedings under any law relating to bankruptcy, insolvency, or relief of debtors. In the event of termination for default, the School District's liability will be limited to the payment for goods and services delivered and accepted as of the date of termination.  
**CONVENIENCE.** The School District may terminate for its convenience at any time, in whole or in part any subsequent award. In which event of termination for convenience, the School District's sole obligations will be to reimburse Responder for (1) those goods or services actually shipped/performed and accepted up to the date of termination, and (2) costs incurred by Responder for unfinished goods, which are specifically manufactured for the School District and which are not standard products of the Responder, as of the date of termination, and a reasonable profit thereon. In no event is the School District responsible for loss of anticipated profit nor will reimbursement exceed the RFP value.
- Q. **DRUG-FREE WORKPLACE:** Whenever two (2) or more RFPs are equal with respect to price, quality, and service, an RFP received from a business that certifies that it has implemented a drug-free workplace program as defined by Section 287.087 Florida Statutes, will be given preference in the award process.
- R. **REMEDIES:** Upon award and subsequent default by Responder, the School District reserves the right to pursue any or all of the following remedies: (1) to accept the next lowest available RFP price or to purchase materials or services on the open market, and to charge the original awardees for the difference in cost via a deduction to any outstanding or future obligations; (2) the Responder in default will be prohibited from activity for a period of time determined by the severity of the default, but not exceeding two (2) years; (3) any other remedy available to the School District in tort or law.
- S. **AUDIT AND INSPECTION:** The District or its representative reserves the right to inspect and/or audit all the Responder's documents and records as they pertain to the

products and services delivered under this agreement. Such rights will be exercised with notice to the Responder to determine compliance with and performance of the terms, conditions and specifications on all matters, rights and duties, and obligations established by this agreement. Documents/records in any form shall be open to the District's representative and may include but are not limited to all correspondence, ordering, payment, inspection and receiving records, and contracts or sub-contracts that directly or indirectly pertain to the transactions between the District and the Responder.

- T. SAMPLES AND BRAND NAMES: BRAND NAMES.** Specifications referencing specific brand names and models are used to reflect the kind and type of quality in materials and workmanship, and the corresponding level of performance the School District expects to receive as a minimum. Responders offering equivalents or superior products to the brand/model referenced will: (1) reference on the RFP in the space provided the manufacturer's name, brand name, model and/or part number; (2) next to the price Responder will indicate "ALT" to reflect an alternate offering; (3) where no sample is provided with the RFP, Responders will enclose sufficient technical specification sheets and literature to enable the School District to reach a preliminary evaluation; (4) the School District may request and Responder agrees to submit a sample or to provide its product on-trial or demonstration, whichever the School District may deem appropriate, at no charge to the District; (5) the School District reserves the right to determine the acceptability of any alternatives offered. **SAMPLES.** Any sample requested by this RFP or to be provided at the Responder's option, should be forwarded under separate cover to the attention of the Purchasing Office of the School District. The package or envelope will reference the RFP Number, RFP Title, and RFP Item Number and clearly marked "Samples". All samples will be provided free of charge, including transportation charges. Responders are responsible for notifying and making arrangements for pick up from the School District if a return of samples is expected. All samples unclaimed for thirty (30) days will be disposed of at the discretion of the School District.
- U. EVALUATION CRITERIA:** Primary factors used to decide the award hereunder will be price, quality, availability, vendor experience, references, and responsiveness. Other factors that may be used in the evaluation of proposals received include: (1) administrative costs incurred by the School District in association with the discharge of any subsequent award; (2) alternative payment terms; and (3) Responder's past performance. The School District reserves the right to evaluate by lot, by partial lot, or by item, and to accept or reject any proposal in its entirety or in part, and to waive minor irregularities if the proposal is otherwise valid. In the event of a price extension error, the unit price will be accepted as correct. The School District has sole discretion in determining testing and evaluation methods. The School District may consider in conjunction to any award hereunder, those products, services and, prices available to them through contracts from state, federal, and local government agencies or other school districts within the State of Florida.
- V. CLARIFICATIONS AND INTERPRETATIONS:** The School District reserves the right to allow for clarification of questionable entries, and for the Responder to withdraw items with obvious mistakes. Any questions concerning terms, conditions or specifications will be directed to the designated Purchasing Agent referenced on the RFP Acknowledgement. Any ambiguities or inconsistencies shall be brought to the attention of the designated Purchasing Agent in writing at least seven (7) workdays prior to the opening date of the proposals. Failure to do so, on the part of the Responder will constitute an acceptance by the Responder of consequent decision.

An addendum to the RFP shall be issued and posted for those interpretations that may affect the eventual outcome of this solicitation. It is the Responder's responsibility to assure the receipt of all addendum issued. No person is authorized to give oral interpretations of, or make oral changes to the RFP. Therefore oral statements given before the RFP opening date will not be binding. The School District will consider no interpretations binding unless provided for by issuance of an addendum. Addenda will be posted to the School District's Purchasing website address at <http://ecsd-fl.schoolloop.com/purchasing/bids> at least five (5) workdays prior to the opening date. The Responder shall acknowledge receipt of all addenda by signing and enclosing said addenda with their proposal.

- W. **RFP TABULATIONS, RECOMMENDATIONS, AND PROTEST:** RFP tabulations with award recommendations are posted for seventy-two (72) hours in the Purchasing Office and are also posted to the School District's Purchasing website address at <http://ecsd-fl.schoolloop.com/purchasing/bids>. RFP tabulations, recommendations or notices will not be automatically mailed. Failure to file a protest within the time prescribed in Section 120.57(3) Florida State Statutes, or failure to post the bond or other security required by law within the time allowed for filing a bond shall constitute a waiver of proceedings under Chapter 120, Florida State Statutes and School Board Rules.
- X. **CONTACT:** All questions for additional information regarding this RFP **must be directed to the designated Purchasing Agent noted on page one (1)**. Prospective Responders shall not contact any member of the Escambia County School Board, Superintendent, or staff regarding this solicitation prior to posting of the final tabulation and award recommendation on the website and in the Purchasing Office. Any such contact shall be cause for rejection of your proposal.
- Y. **PROPOSAL PREPARATION COSTS:** Neither the School District nor its representatives shall be liable for any expenses incurred in connection with the preparation of a response to this proposal.
- Z. **AGREEMENT FORM:** All subsequent agreements as a result of an award hereunder, shall incorporate all terms, conditions and specifications contained herein, and in response hereto, unless mutually amended in writing.
- AA. **ADDITIONAL TERMS AND CONDITIONS:** The School District reserves the right to reject offers containing terms and/or conditions contradictory to those requested in this solicitation.

**III. SPECIAL CONDITIONS** These "SPECIAL CONDITIONS" are in addition to or supplement Section II GENERAL TERMS AND CONDITIONS. In the event of a conflict these SPECIAL CONDITIONS shall have precedence.

- A. **EMPLOYEE SCREENINGS:** If services are to be provided when District students are present, or the Responder will have access to District funds, or the Responder will be working directly with students, the following additional provision is herein incorporated and made a part of this agreement by this reference:

Responder will comply with all requirements of Sections 1012.32 and 1012.465, Florida Statutes; by certifying that the Responder and all of its employees who provide services under this Agreement have completed the background screening required by

the referenced statutes and meet the standards established by the statutes. This certification will be provided to the District in advance of the Responder providing any services on campus while students are present. The Responder will bear the cost of acquiring the background screening required by Section 1012.32, Florida Statutes and any fee imposed by the Florida Department of Law Enforcement to maintain the fingerprints provided with respect to Responder and its employees. The Responder will follow the procedures for obtaining employee background screening as outlined on the District Website: <http://ecsd-fl.schoolloop.com>. Responder will provide the schools and the District a list of its employees who have completed background screening as required by the referenced statutes and meet the statutory requirements. Responder will update these lists in the event that any employee listed fails to meet the statutory standards or new employees who have completed the background check and meet standards are added. The parties agree that in the event that Responder fails to perform any of the duties described in this paragraph, this will constitute a material breach of the Agreement entitling the District to terminate immediately with no further responsibility to make payment or perform any other duties under this Agreement. Responder agrees to indemnify and hold harmless the District, its officers and employees from any liability in the form of physical injury, death, or property damage resulting from Responder's failure to comply with the requirements of this paragraph or Sections 1012.32 and 1012.465, Florida Statutes.

- B. HARASSMENT/DISCRIMINATION:** Contractors doing business with the District are prohibited from harassing, sexually harassing, and/or discriminating against any employee, applicant, or client because of race, creed, color, national origin, sex or age with regard to but not limited to the following: employment practices, rates of pay or other compensation methods, and training selection.
- C. EQUAL OPPORTUNITY:** Responders affirm by submitting their proposals that they are equal opportunity and affirmative action employers and shall comply with all applicable federal, state and local laws and regulations including, but not limited to: Executive Order 11246 as amended by 11375 and 12086; 12138; 11625; 11758; 12073; the Rehabilitation Act of 1973, as amended; the Vietnam Era Veterans Readjustment Assistance Act of 1975; Civil Rights Act of 1964; Equal Pay Act of 1963; Age Discrimination Act of 1967; Immigration Reform and Control Act of 1986; Public Law 95-507; the Americans with Disabilities Act; 41 CFR Part 60 and any additions or amendments thereto.
- D. THE RESPONDER AS AN INDEPENDENT CONTRACTOR:** The Responder shall have sole control over the manner and means of providing the services performed under this agreement. The Responder's relationship to the District under this agreement shall be that of an Independent Contractor. The Responder will not be considered an agent or employee of the District for any purpose.

As an Independent Contractor, the Responder is responsible for all taxes incident to payments for services herein, including without limitation, all state and federal income taxes payroll and other taxes, and Workers' Compensation.

- E. COMPLIANCE WITH LAWS:** The Responder agrees to comply with all applicable laws, statutes, regulations, rulings, or enactments of any governmental authority. The Responder shall obtain from third parties, including State and local governments, all licenses and permissions necessary for the performance of the work. Lack of knowledge by the Contractor will in no way be a cause for relief from responsibility.



- F. **GOVERNING LAWS:** This agreement is to be governed and construed in accordance with the laws of the State of Florida. The parties agree that jurisdiction for the resolution of any legal issues arising out of this Agreement shall be solely with the Circuit Courts of Escambia County, Florida. The parties hereby waive venue in any other forum.
- G. **EXAMINATION OF RECORDS:** The Responder agrees that the District, the Comptroller General of the United States of America and/or the Inspector General of the Federal Sponsoring Agency, and the Auditor General of the State of Florida or their duly authorized representatives shall have access to, and the right to examine, any directly pertinent books, papers, and records of the Responder involving transactions related to this agreement until the expiration of five (5) years after final payment under this agreement or such longer period as required by law.
- H. **FLORIDA PUBLIC RECORDS LAW AND COMPLIANCE:** Pursuant to Section 119.0701, Florida Statutes, any contract entered into pursuant to this RFP will require the successful Responder to comply with all public records laws, including the obligations to:
1. Keep and maintain public records required by the District to perform the service.
    - a. The timeframes and classifications for records retention requirements must be in accordance with the General Records Schedule GS1-SL for State and Local Government Agencies and GS7 for Public Schools. (See <http://dos.dos.state.fl.us/library-archives/records-management/general-records-schedules/>).
    - b. Records include all documents, papers, letters, maps, books, tapes, photographs, films, sound recordings, data processing software, or other material, regardless of the physical form, characteristics, or means of transmission, made or received pursuant to law or ordinance or in connection with the transaction of official business with the District. Contractor's records under this Agreement include but are not limited to, supplier/subcontractor invoices and contracts, project documents, meeting notes, emails and all other documentation generated during this Agreement.
  2. Upon request from the District's custodian of public records, provide the District with a copy of the requested records or allow the records to be inspected or copied within a reasonable time at a cost that does not exceed the cost provided for by law. If a Contractor does not comply with the District's request for records, District shall enforce the provisions in accordance with the contract.
  3. Ensure that project records that are exempt or confidential and exempt from public records disclosure requirements are not disclosed except as authorized by law for the duration of the contract term and following completion of the contract if the Contractor does not transfer the records to District.
  4. Upon completion of the contract, transfer, at no cost, to the District all public records in possession of the Contractor or keep and maintain public records required by the District to perform the service. If the Contractor transfers all

public records to the District upon completion of the contract, the Contractor shall destroy any duplicate public records that are exempt or confidential and exempt from public records disclosure requirements. If the Contractor keeps and maintains public records upon the completion of the contract, the Contractor shall meet all applicable requirements for retaining public records. All records kept electronically must be provided to the District, upon request from the District's custodian of public records, in a format that is compatible with the information technology systems of the District.

**IF THE CONTRACTOR HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FLORIDA STATUTES, TO THE CONTRACTOR'S DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THIS CONTRACT, CONTACT THE SCHOOL DISTRICT OF ESCAMBIA COUNTY, CUSTODIAN OF PUBLIC RECORDS AT (850) 469-6131, NROSS@ESCAMBIA.K12.FL.US, OR 75 NORTH PACE BLVD., PENSACOLA, FL 32505.**

A Contractor who fails to provide the public records to the District within a reasonable time may also be subject to penalties under Section 119.10, Florida Statutes.

- I. **COVENANT AGAINST CONTINGENT FEES:** The Responder warrants that no person or agency has been employed or retained to solicit or secure a contract pursuant to this RFP upon an agreement or understanding for a contingent fee, except a bona fide employee or agency. For breach or violation of this warranty, the District shall have the right to annul the contract without liability, or, in its discretion, to deduct from the contract price or consideration, or otherwise recover, the full amount of such commission, percentage, brokerage or contingent fee.

For purposes of this Section:

1. Bona fide agency means an established commercial or selling agency, maintained by a Responder for the purpose of securing business, that neither exerts nor proposes to exert improper influence to solicit or obtain government contracts nor holds itself out as being able to obtain any government contract or contracts through improper influence.
2. Bona fide employee means a person, employed by a Responder and subject to the Responder's supervision and control as to time, place, and manner of performance, who neither exerts nor proposes to exert improper influence to solicit or obtain government contracts nor holds out as being able to obtain any government contract or contracts through improper influence.
3. Contingent fee, as used in this clause, means any commission, percentage, brokerage, or other fee that is contingent upon the success that a person or concern has in securing a government contract.
4. Improper influence, as used in this clause, means any influence that induces or tends to induce a government employee or officer to give consideration or to act regarding a government contract on any basis other than the merits of the matter.

#### **J. MISCELLANEOUS:**

- 1.The District will not be liable for any cost incurred in the preparation of proposals.
- 2.The submission of a proposal shall be prima facie evidence that the Responder has full knowledge of the scope, nature, quantity and quality of work to be performed; the detailed requirements of the specifications; and the conditions under which the work is to be performed.
- 3.The Responder shall furnish the District such additional information as the District may reasonably require.
- 4.The District will not be liable for any costs not included in the proposal and subsequent contracted-for-costs.
- 5.The District reserves the right to reject any and all proposals, and the right, in its sole discretion, to accept the proposal it considers most favorable to the District's interests. The District further reserves the right to reject all proposals and to seek new proposals when such a procedure is reasonable in the best interest of the District.
- 6.The District reserves the right to waive any of the conditions or criteria set forth in this Request for Proposal.
- 7.The Agreement cannot be assigned to a sub-contractor without the prior written approval of the School Board of Escambia County.

#### **IV. SCOPE OF WORK/SERVICES**

**A. DISTRICT OBJECTIVES:** The successful Contractor shall furnish all necessary management and resources (including but not limited to personnel, training programs, support, equipment, materials, program, and supplies) to implement a program to maintain and improve the overall appearance, cleanliness and sanitation (the "Services") of selected District facilities listed in "Initial Sites to be Cleaned by Contractor Personnel" - Attachment A. The successful Contractor will be responsible for the management and operation of a comprehensive custodial services program which fulfills the objectives of the District. All Services shall be fully, timely, and continuously performed by the Contractor in a manner in accordance with the District Objectives set forth in this RFP. Primary objectives are as follows:

To establish and maintain a clean and safe environment for District employees and students through the development of a stringent cleanliness/sanitation program.

To develop a comprehensive quality assurance program. This includes but is not limited to providing a viable method of accurately determining the level of customer satisfaction, to routinely and continuously gather customer input on service quality as well as remedial steps to be taken, as necessary. The information gathered will be provided to the District on a quarterly basis or as requested.

To establish and conduct management and operational staff training and motivational programs that will ensure appropriate staff development, proper supervision, consistent quality control and the exercise of appropriate safety procedures for the Contractor's

custodial employees.

To develop and maintain model management/operations staffing patterns at District facilities, based upon their individual needs, which will assure appropriate levels of staffing, quality service and retention of qualified employees. See Section XIII E of this RFP.

To maintain a stable work force and provide qualified substitutions for absences.

To establish and conduct policy reviews and training regarding the District's civil rights policies and procedures as they pertain to harassment, sexual harassment and discrimination.

**B. PROGRAM OVERVIEW:** The District is currently divided into 5 Cleaning Zones. Zone Three ("Initial Sites to be Cleaned by Contractor Personnel" - Attachment A) is presently contracted to American Facility Services, Inc.; the other four Zones are serviced in-house. The current contractual program encompasses all aspects of custodial services operations for all schools within Zone Three. The Contractor is responsible for a turn-key operation in the provision of custodial services for that zone, as well as personnel training and program management/administration. As attrition of District custodians occur in other Cleaning Zones the District may consolidate the vacant positions, effectively creating a site where no District custodians are assigned. This site may then be turned over for contracted cleaning. It is understood and agreed that it is the responsibility of the Contractor to determine whether all District vacated positions are necessary to be refilled in order to maintain a satisfactory level of performance. Notwithstanding the Contractor's level of staffing, Contractor remains obligated to perform the Services without degradation in accordance with the Agreement. The Contractor agrees and represents to the District that it has or shall secure all new personnel required in performing the Services. This attrition adjustment will increase the original Agreement price by the additional square footage multiplied by the current square foot rate. If the Agreement price may need to be further adjusted annually to show a new square footage price due to economic conditions; then the new square footage price will be adjusted by CPI calculation set forth later in this Section.

1. Staffing Levels:

The Contractor shall determine the number of Full Time Equivalent (FTE) Employees necessary for the Contractor to perform the Services according to the provisions of this RFP per site (it being understood that the Contractor remains accountable at all times for meeting the standards and delivering the level of service required by the Agreement). The District's current staffing level is based on 18,500 sq. ft. of space cleaned per custodian. FTE Day-Custodians are defined as custodians working at each facility location during regular working hours, and who are responsible for opening and closing the facility, providing trash removal, restroom cleaning/refreshment, and performing cafeteria-related custodial functions, in addition to those day-time duties assigned by the Contractor). Each facility is to have a minimum of one (1) day custodian, whose schedule must include at least four (4) hours of unscheduled time for principal discretion and projects. FTE Night-Custodians are defined as custodians working at least a portion of their time at each facility location after regular working hours. A FTE of 1.0 means that the person is equivalent to a full-time worker, which is one (1) person working an eight (8) hour shift per day. The minimum number of Custodians set forth in the awarded Contractor's proposal shall be maintained at each facility. The District reserves the right to require the Contractor to terminate any employee found unacceptable as a school based employee.

The Contractor represents and warrants that its performance of the Services shall be

rendered with promptness and diligence and shall be executed in a workman-like manner, in accordance with the practices and high professional standards used in a well-managed operation performing services similar to the Services. The Contractor represents and warrants it will use an adequate number of qualified individuals with suitable training, education, experience, and skill necessary to perform the Services and the Contractor represents and warrants it will perform the Services in an efficient and cost-effective manner.

The Contractor will maintain timesheets for each employee at each school site and be made available for District review/audit when requested. These timesheets may also be made available via a District accessible secure website.

Reduction of the Contractor's overall staffing will be approved at the sole discretion of the District; however, also see Section XIII E of this RFP concerning schedule of deductions pertaining to unapproved insufficient staffing levels.

2. Cleaning Supplies/Equipment and Standards:

The Contractor is responsible to provide all required cleaning supplies, materials, utensils and equipment to efficiently and effectively perform custodial services for the District. The District will dictate cleaners which must be provided and used (see "Mandatory Cleaning Supplies and Walk Off Mats" - Attachment B). If additional, specialized cleaners are needed they must be approved by the District prior to usage. Paper towels, toilet paper and liquid hand soap used must also be the brand/product listed in Attachment B and must be purchased from the District's current supplier(s). All other supplies such as trash can liners, mops, brooms, light bulbs, walk off mats (for all entrances inside and outside to initially be replaced no later than three (3) weeks after Agreement commencement and as required thereafter see Attachment B), etc. are to be supplied by the contractor with District approval. (Note: Contractor shall be responsible for the proper disposal of all "burnt out" light bulbs per local, state and federal regulations.) All equipment initially provided by the Contractor will be new and in sufficient quantity and quality to perform the Services. If, after award, additional sites are added to be cleaned the Contractor may purchase the District's equipment currently assigned to that site or may purchase all new equipment. The District is responsible for the payment for these custodial services. The Contractor is responsible to maintain the premises, equipment and facilities to a level acceptable to the District. The Contractor is responsible to adhere to the sanitation standards established by appropriate federal and/or state agencies, the Escambia County Health Department and the District.

3. Ownership of Equipment and Consumable Supplies:

The Contractor shall purchase and retain ownership of all Contractor purchased equipment used for the purpose of providing the Services. Disposition or acquisition of equipment by the Contractor shall first be approved by the District. The Contractor is responsible for providing and maintaining the necessary equipment required to efficiently and cost-effectively perform the Services. Contractor should supply the District with an inventory list of equipment to be used in the District's facilities at the Executive Joint Review (see Paragraph IV, B, 6, m) meeting and/or at the request of the District. The District reserves the right to request additional equipment purchase with consideration of Services performance. Upon termination or expiration of the Agreement, the Contractor shall remove all its owned and unused inventory of cleaning chemicals and supplies. When the Agreement expires or is terminated the District will have first right of refusal to purchase the Contractor's equipment. The value of the equipment shall be its purchase price less twenty percent (20%) depreciation for each full year of the Agreement.

The Contractor shall purchase and retain ownership of all consumable cleaning supplies, walk off mats, light bulbs, etc. used for the purpose of performing the Services.

4. District Provisions:

The District provides limited office space for administrative and clerical staff of the Contractor. The District also provides certain operating utilities (water and electric but no telephone service) at no cost to the Contractor. Additional required space will be at the sole expense of the Contractor.

NOTE: The Contractor may alter existing allocated space to accommodate their needs, so long as current building codes are observed and no liens are placed on District property. Any such alteration shall be at the sole expense of the Contractor and must be approved by the District beforehand.

The District is not responsible for providing a training facility.

5. Agreement Term:

The District shall select a Contractor to provide complete management/operations services for five (5) years commencing June 1, 2017 (subject, however, to availability of lawfully appropriated funds for each District fiscal year and School Board approval). The Agreement may, with School Board approval, thereafter be renewed for five (5) more additional one (1) year periods, unless the District provides notice (in the District's sole discretion) to not renew the Agreement. Note: the District's written notice of non-renewal shall be delivered not less than ninety (90) days prior to the Agreement anniversary date.

An "Agreement Year" is defined as June 1 through May 31.

6. Scope of Services: These functions represent the minimum level of service to be provided (the "Services"). The Contractor is encouraged to perform above these standards.

a. Operation/Management - The Contractor selected as a result of this RFP shall provide complete operation and management of all custodial services in facilities for the District identified herein. The operation and management shall include, but not be limited to, the following:

i. The Contractor shall adhere to the List of Minimum Required Standards, Attachment D, as stated by APPA, (formerly known as Association of Physical Plant Administrators). Website location is: <http://www.appa.org/index.cfm>

ii. The Contractor is required to provide an annual cleanup of facilities during the summer recess. Summer clean up shall begin immediately after the last day of school, and be completed within one (1) week before the opening of school, except for those schools that have unique circumstances (e.g., summer programs, renovations, painting, flooring, asbestos removal, etc.). Those schools with unique circumstances are to be completed at least three (3) days prior to the designated teacher reporting day for the new school year. A winter break clean up shall be required, which will include at a minimum scrubbing, stripping and recoating of all hard surface floors including classrooms, shampooing carpets, to the extent possible within this timeframe, restroom sanitation, floor scrubbing, and dusting; it

being understood that the District expects a fresh, clean appearance to all facilities following winter break. The Contractor will be provided with a District School Year calendar once approved.

- iii. The Contractor will be required to assume custodial duties for daily cleaning of schools which have summer school classes, and facilities which have summer operations.
- iv. Provision of and training for custodial services personnel to include cleaning methods, leadership development activities and OSHA teaching (i.e. linoleum floor maintenance);
- v. Selection and procurement of cleaning products and custodial equipment and utensils;
- vi. Scheduling of services, evaluating the performance of the custodial staff, and on-site inspections, to meet the needs of the District;
- vii. Transportation, as required;
- viii. Public relations/marketing/program planning;
- ix. Analysis and reporting of continuing operations to include a quality assurance quality control program;
- x. Establishment and maintenance of a supplies and equipment management system;
- xi. To anticipate purchases, schedule purchasing/shipping activities, maintain adequate stocks and generate current/historical reports of existing/ordered/backordered supplies and equipment;
- xii. Provision of adequate and qualified supervisory personnel for effective and efficient management of District Objectives (see Section IV A of this RFP).

Note: In addition to the provisions of this Section of this RFP regarding hiring, the Contractor agrees that it will remove (within a mutually agreed upon period of time) from assignment under the Agreement any individual in its employ, if, after the matter has been reviewed jointly by the District and the Contractor, the District requests such action in writing. Any such removal shall not necessarily reflect on the capabilities or competence of the individual so removed. Nothing herein shall affect the status or responsibilities of the Contractor as an independent contractor solely responsible for the method, manner and means chosen by it to perform hereunder.

Note: The parties agree to reasonably and mutually cooperate as to the method and form of performance evaluations of Contractor employees.

- b. Financial/Reports Management – The selected Contractor will be responsible for any local, state or federal required financial and/or, statistical, or management reports. Any records generated or maintained by the Contractor in association with the Agreement resulting from this RFP will be considered public records in accordance with Chapter 119, Florida Statutes. Financial management and report generation shall include, but not be limited to the following:



- i. Annual budget development;
  - ii. Current Contractor and District employee salary/benefits calculation (including all payroll information) and reporting broken down by facility;
  - iii. Income and expense reporting;
  - iv. Retention of records in accordance with State of Florida records retention requirements and federal records retention requirements (whichever period is longer);
- c. Quality Control and Assurance – The Responders shall develop and submit with the proposal a quality control and assurance plan which demonstrates how the Responders will maintain and ensure quality, performance, and value. The Responders shall also submit a plan for correcting deficiencies found by the District. The District reserves the right of approval for all products and procedures proposed to be used.
  - d. Transportation and Communication – The Contractor shall be solely responsible for the provision, operation and maintenance of all necessary transportation and communications equipment (except as stated in Section IV B 4 of this RFP) required for use in association with the Agreement. The Contractor shall provide cellular phones (or their functional equivalent) and service for all management and administrative personnel at its expense. A listing of all names and numbers shall be provided to designated District staff. The list shall be updated as necessary. All telephone numbers are to be local to the Pensacola area.
  - e. Uniforms and Shoes – The Contractor shall provide at no cost to all contract employees a uniform and safety shoe program. The successful Contractor shall be responsible for the operation and management of these programs. Contractor shall purchase (or lease), manage and monitor the distribution of uniforms and slip resistant shoes to all custodial employees, as modified by the following. First, Contractor and District shall establish a replacement policy reasonably and mutually agreed to by the parties. Second, Contractor shall establish the means by which uniforms and slip resistant shoes are distributed to employees (whether during or upon the conclusion of any probation period of the employee); however, notwithstanding the foregoing, the Contractor shall indemnify, hold harmless and defend the District at Contractor's sole expense from any claim arising from the Contractor's failure to distribute uniforms, safety shoes, or any other safety equipment or apparel to the employees (whether on the first day of the employee's employment or thereafter).
  - f. Other Services and Options: The District may choose to negotiate with the Contractor for Integrated Pest Management, Grounds Maintenance, or other services as may be requested.
  - g. Monthly Billing: The Contractor shall assure that all monthly invoices for all services performed are accurately and completely compiled prior to submission for approval and remittance. Invoices shall be listed in numerical order according to school and site numbers. The District will make payments in one of two methods - either check or credit card. Upon award, the Contractor shall submit on the twenty-fifth (25th) day (or the next business day thereafter) of each month to the District an invoice for the Monthly Fee as set forth herein covering the period of the current month, which invoice shall be in form and content and shall contain such detail as mutually agreed upon by the parties. Payment of all such invoices by the District to

the Contractor shall be due in accordance with the requirements of the Florida Prompt Payment Act set forth in Part VII, Chapter 218, Florida Statutes, as amended (the "Act"). The Contractor agrees to provide the District written notice of non-payment after the "due date" specified in the Act and thereafter allow the District ten (10) calendar days to cure such non-payment. If the District fails to provide payment to Contractor after receipt of the Contractor's ten (10) calendar day notice, such failure shall be an event of default and the Contractor may then terminate the Agreement upon written notice to the District and pursue any and all remedies available to it.

- h. Partnering Session: Within the first two (2) weeks of award of the Agreement, District and Contractor Representatives will meet for a four (4) hour session to develop the management and communication template for operating as one (1) team. This will include setting schedules for required meeting, reviews, and performance evaluations as contained in other clauses within the Agreement.
- i. Performance and Staffing Meetings: The scope and frequency of these meetings will be determined at the Partnering Session identified above. These meetings will focus on start-up operations, performance, overall staffing, and other items deemed to be appropriate. This may also be known as the Executive Joint Review described in subsection M below.
- j. Implied Services: If any services, functions or responsibilities not specifically described in this RFP are necessary for the proper performance and provision of the Services, they shall be deemed to be implied by and included within the scope of the Services to the same extent and in the same manner as if specifically described herein. The Contractor shall be responsible for providing the equipment, supplies, personnel (including management, employees, and training), and other resources as necessary to provide the Services.
- k. Additional Services/Additional facilities: The Agreement to be awarded under this RFP is not a grant of exclusive services to the Contractor. Therefore, with respect to any Services not specifically provided in this RFP ("Additional Services"), the District reserves the right to engage third parties to provide these Additional Services. However, the Contractor may agree to provide these Additional Services at a fair and negotiated price upon the District's request, whereby the District and the Contractor would subsequently execute and deliver a separate agreement for such Additional Services. Notwithstanding anything to the contrary herein, with respect to new facilities opened during the term of the Agreement, the District reserves the right (at the District's election and in its sole discretion) to either add such new facility to the Agreement at the then-current price per square foot, or to not add these new facilities to the Agreement.
- l. Reports: Representatives of the District and the Contractor will meet on a regular basis to review the Contractor's performance of the Services and generally to review the results of operations under the Agreement. The District and the Contractor will agree upon the formats for desired reports, and the Contractor will provide the reports at a frequency and in a format mutually agreed upon by the parties.
- m. Executive Joint Review: The Contractor and the District agree to meet quarterly (or at such frequency that the District determines) at a time and place to be determined (the "Executive Joint Review").
- n. Exclusion from Services: The Contractor responsibilities are limited to the scope

and substance of the Services, and does not include investigating, detecting, handling, encapsulating, removing, monitoring, remediating, or disposing (beyond the bounds of routine maintenance and upkeep), asbestos, lead, fuel storage tanks or contents, or hazardous, toxic, or other waste substances regulated by applicable federal, state, or local law pollutants, or contaminants (collectively, the "Hazardous Substances") at the District's facilities; and such duties have not been included in the definition of Services. Notwithstanding the foregoing, the Contractor will promptly report to the District any Hazardous Substances of which it becomes aware or has knowledge. The Contractor will not in the course of performing the Services cause or permit Hazardous Substances to be used, transported, stored, released, produced, or installed in, on or from the facilities. In no case will any Contractor employee act in the capacity of a "Designated Person" (within the meaning of the Asbestos Hazard Emergency Response Act, "AHERA"), which duties remain solely with the District.

**V. PREPARATION AND SUBMISSION REQUIREMENTS** Proposals not conforming to the instructions provided herein will be subject to disqualification at the sole option of the District.

- A. There will be a MANDATORY Pre-proposal Conference held at the District's J.E. Hall Center Administration Complex, 30 E. Texar, Pensacola, Florida on Tuesday, January 24, 2017 at 9:30 a.m. CST in the Maintenance Department's Conference Room.** The purpose of the Conference is to review the Request for Proposal (RFP) documents, provide additional financial/statistical information for potential Responders, answer any questions regarding the RFP and address any areas of concern in order to provide an equal opportunity for participation to all Responders.

Proposals will only be accepted from Contractors represented at this **MANDATORY** Pre-proposal Conference.

**NOTE:** Potential Responders are directed to bring any comments, questions or items for clarification to the pre-proposal conference. Comments, questions or items for clarification will NOT be addressed prior to this Conference.

- B. All proposals must be received no later than 2:00 p.m. CST, on February 21, 2017.** If a proposal is transmitted by US Mail or other delivery medium, the Responder will be responsible for its timely delivery **to Purchasing Department, 75 North Pace Blvd., Pensacola, FL 32505, Attn: RFP #171201.** Any proposal received after the stated time and date or at other location will not be considered but will be retained by the District.
- C. One manually signed original, ten (10) photocopies, and one copy on a portable flash drive ("JumpDrive")** of the complete proposal in Microsoft Word format must be sealed and clearly labeled **"REQUEST FOR PROPOSAL: CUSTODIAL SERVICES "** on the outside of the package. The legal name, address, Responders' contact person, and telephone number must also be clearly annotated on the outside of the package. Once accepted, all original proposals and any copies of proposals become the sole property of the District and may be retained by the District or disposed of in any manner the District deems appropriate.

All proposals must be signed by an officer or employee having authority to legally bind the Responder.

Any corrections of unit prices must be by line-outs of the original prices with correct amounts typed or written in and initialed by the originator. Corrections made using correction fluid (white out) or any other method of correction are **unacceptable**.

- D. It is the intention of the District that the **MANDATORY** Pre-proposal Conference serve as a forum for clarifying issues regarding the intent, purpose and requirements of this RFP. Any questions and/or requests for additional information should be presented at the **MANDATORY** Pre-proposal Conference. Potential Responders shall not contact, by written or verbal communication, any District employee for information regarding this RFP other than as expressly permitted by this RFP.

Additions, deletions or modifications to information contained in the RFP document as a result of the MANDATORY Pre-proposal Conference will be presented to all potential Responders by means of a written addendum, if necessary.

No verbal or written information which is obtained other than by information in this document or by addendum to this RFP will be binding on the District. Subsequent to any **MANDATORY Pre-proposal Conference, any questions or requests for clarification regarding this RFP shall be** submitted to Mr. John Dombroskie, Purchasing & Business Services, in writing at the address as shown on the first page of this document or via e-mail at [jdombroskie@escambia.k12.fl.us](mailto:jdombroskie@escambia.k12.fl.us). The deadline for such questions or requests will be 4:00 p.m., CST on Friday, January 27, 2017 unless otherwise extended in writing by the District. Questions or requests for clarification received after the deadline will NOT be addressed.

- E. Any proposal may be withdrawn prior to the date and time the proposals are due. Any proposal not withdrawn will constitute an irrevocable offer, for a period of ninety (90) days, to provide the District ample time to award the Agreement for the services specified in the proposal and this RFP. Concurrent with the delivery of the Responder's proposal, the Responder shall also irrevocably deliver a completed and properly signed Attachment C and a completed (for the Contractor's notice information only) and properly signed Attachment F. Upon completion of the award process and within three (3) business days of the Escambia County School Board's completion of the award process at its duly called meeting, the successful Responder shall cause the delivery of the required Performance Bond (see Section XI of this RFP) to complete Exhibit C of Attachment F and deliver the required insurance certificate (see Section XIX of this RFP).

## **VI. PROPOSAL FORMAT AND EVALUATION CRITERIA**

In order to maintain comparability and enhance the review process, all proposals must be organized in the manner specified below. Include all information in your proposal. **Responders are encouraged to provide tab separations for each item. Proposals received which do not contain ALL items listed in this section will be considered non-responsive.**

- A. **FORM OF PROPOSAL (Attachment C):** Submit with all required information completed and all signatures as specified.
- B. **EXPERIENCES AND REFERENCES:** (10 points) A narrative letter which profiles the background, experience and qualifications of the Responder. Include a brief description of all lawsuits that are pending and/or filed against the Responder over the last three (3) years and any disciplinary action taken against the Responder. List a minimum of three (3) current similar sized educational/institutional contracts. Include names, titles, phone numbers and email addresses. Provide a brief outline of each contract with information regarding number of sites, "cleanable" square footage, student population (if applicable), program operations, staffing patterns, costs and any other information deemed relevant. Additionally, include agency contact names, titles and phone numbers. Furthermore, list any contracts which have been terminated early or upon

renewal within the past five (5) years. Explain the reason for early termination or non-renewal and include contact names, titles and phone numbers.

- C. FINANCIAL ABILITY:** (10 points) Responder must provide the last two (2) years' audited or reviewed financial statements for the Responder. Demonstrate the wherewithal and knowledge to cover expenses. Provide proof of your company's insurance as required in Section XIX of this RFP or submit a letter of your intention to have the required insurance within three (3) business days of the District's notification of award of the Agreement.
- D. PROPOSED ORGANIZATIONAL CHART:** (15 points) Identify the proposed management and office support team that will be responsible for providing the required contract administrative services at the resident, regional and corporate level. Detailed resumes' are required for the resident level management/administrative personnel. (District will interview and select the contractor's Resident manager from at least three (3) candidates supplied by the contractor.) General information is required for the management/ administrative personnel at the regional and corporate levels. Indicate the proposed specific individual who would serve as the day-to-day contact and be responsible for the operation of the overall program. Provide an organizational chart and a plan for the replacement of management staff.
- E. PROPOSED WORK PLANS:** (30 points) The following section should clearly define the Responder's team management approach with the following components: (1) Services Macro Start-Up Plan, (2) Facility-Specific Start-up Plan, and (3) Quality Sustainment Operations Plan. These plans, along with accompanying documentation, cover operations to include planning and start-up through commencement of and execution of normal operations, with emphasis on the first five (5) months of the agreement performance period. The purpose of this plan is to show a logical, aggressive, and realistic performance plan for attaining quality as outlined in this solicitation in total and as addressed specifically by Section IV A of this RFP using the formatted table below. All locations shall be at custodial standard no later than November 1, 2017.

**Services Macro Start-Up Plan:** The Services Start-up Table, provided below, should be developed and submitted as part of the proposal. This part of the plan should include any intended pre-planning actions taken prior to the June 1st Agreement start-date that will support the follow-on action-plan targets. The Responder's plan should present a timeline for how progress will be achieved to meet the Minimum Required Duties and Standards (Attachments E and D, respectively). This Services Start-Up Plan will include a completed table showing percentages of planned completion in the areas delineated in the table. This is a macro plan, with specific requirements as listed below. A detailed plan, facility-specific will be addressed further in this section. Specific requirements of the Services Macro Start-Up Plan:

- This plan must include action steps as identified in the required table with performance targets for hiring and staffing, purchase and delivery of equipment and supplies, and measuring level of service and customer satisfaction. If there are anticipated shortfalls school group - wide or by facility, address them here. Emphasis is on how the successful Contractor understands and conveys the immediacy of providing service.
- Submit a comprehensive quality assurance and control plan focused on production targets for the schools to be cleaned along with monitoring and follow-up mechanisms to achieve/maintain level of service.
- Describe the proposed communication program between the District and the Contractor to keep the District administration, school staff and the general public, if necessary, informed and involved, to respond to identified perceived or actual problems. The communication plan should allow for receipt of calls at District staff facilities, provide for receipt of and responses to inquiries, and provide a mechanism for tracking issues and responses and resolutions to the same.
- The presented plan should address challenges, as seen by the Contractor. This plan should factor in those unforeseen challenges and articulate how they will be addressed.

Facility Specific Start-Up Plan: From the start of the Agreement period, June 1 to June 30th, the Contractor should continue to assess facilities. At the Agreement start date of June 1 to June 30th, the Contractor should analyze the current condition and develop a Facility-Specific Start-Up Plan. The Services Start-Up Plan should be further analyzed and defined so that the goals of each facility are provided. This Facility-Specific Start-Up Plan is to be submitted not later than close of business June 30th. This plan will include a completed table showing percentages for each facility except that staffing numbers and overtime hours should be specific by school/facility as a number and not a percentage.

**Services and Facility-Specific Start-Up Plan June 1 - November 1, 2017**

**(For Facility-Specific Start-Up Plan List School)**

<b>Functional Area</b>	<b>June 30th (Facility-Specific Plan due-- list percent complete for each area below)</b>	<b>July 31st (Percent complete for each area below)</b>	<b>Fill in the target date The projected date for reaching custodial standard (no later than November 1<sup>st</sup>, 2017)</b>
<b>Overall Staffing</b> <b>Day:</b> <b>Night:</b>			
<b>Equipment</b> <b>(% on site)</b>			
<b>Supplies</b> <b>(% on site)</b>			
<b>Level of Service Progress and QA Plan (by facility)</b>			

The Facility-Specific Start-Up Plan should specifically discuss:

- The Contractor will address the transition requirements for customer liaison and communications with schools and district staff as to ongoing performance. This is a performance contract and staffing at start up is a key part of successful service in the first five (5) months and submitted staffing plans are considered as part of the performance requirement unless otherwise agreed to by the District within that five (5) month period. The Contractor remains accountable at all times for meeting the standards and delivering the level of service required by the Agreement.
- The submitted staffing plan for each school should specifically include both day custodial and night custodial staffing requirements and how daily and long-term absenteeism will be successfully managed to ensure delivery of the Services. Describe in detail the proposed employee recruitment, training and retention program related to providing a stable, qualified workforce, including compliance requirements of the Jessica Lunsford Act.
- Clearly demonstrate an understanding of the District's after-hours and summer programs and the required custodial support.
- Explain the work management process for handling minor repairs.
- Describe the proposed uniform and safety shoe program.
- Describe in detail the company's quality control and quality assurance plan.

**Quality Sustainment Operations Plan** shall describe the systemic approach to keep the service level at target to prevent unexpected operational problems and to implement additional quality and improvements. This will become the operating guide for daily operations on or before November 1, 2017. Please describe when this Quality Sustainment Operations Plan will commence and what modifications and/or additions to the previously listed plans will be instituted as part of this plan, in order to maintain the standard as delineated in the specifications of the Agreement.

Each of these plans shall be submitted to the District in electronic format. The District reserves the right to amend this format as desired after Agreement award to enhance overall progress toward stated objectives.

**F. PROGRAM COST:** (35 points) The objective of the District is that the custodial services program be cost effective. Costs shall include all expenses associated with the operation of the program, including, but not limited to all equipment, tool and supply costs, general expenses, utility charges (if applicable), delivery charges (if applicable), waste disposal costs (if applicable), administrative/management costs, and any other direct or indirect costs of operation. Describe the method(s) to be used to determine the most competitive pricing for purchases of supplies and equipment.

Proposals shall identify the pricing on the Form of Proposal (see Attachment C), which shall be an all-inclusive cost per square foot (and shall include the minimum staffing requirements set forth in Contractor's proposal). All other costs increases or decreases will only be granted based upon the express provisions of this RFP (see below for CPI increases). No CPI adjustments will be made during the initial term of this Agreement (June 1, 2017 – May 31, 2018).

Payment to the Contractor will be based upon the District's calculation (described below) of Total Net Square Feet (NSF) per site utilizing the Florida Inventory of School Houses (FISH). The District does not represent nor warrant that the square footage (SF) indicated by FISH to be cleanable SF (because FISH is calculated by the State as net useable SF and not net cleanable SF); accordingly, the District strongly urges the Responders to review the formula for how FISH is derived. Additionally, the total NSF for purposes of this RFP is reduced by the exclusion of the areas identified by the Room Design Codes identified in FISH Report – Design Code Deletions, Attachment G. Responders shall acknowledge and accept a plus or minus 1% variance in FISH calculations. All Responders agree to accept this calculated amount as the correct square footage for the purposes of billing and remittance.

Floor Plans and FISH report summaries will be available at the Pre-Proposal Conference. (Official FISH report may be viewed in the office of the District's Facilities Planning Office. A copy may be purchased upon request.)

In the event of the necessity of any change in calculated Total Net Square Feet, as a result of a School Land Inventory conducted by District staff, the modified compensation for additional or subtracted square footage will be adjusted prospectively only at the annual Agreement anniversary if the change in square footage is under 18,500 square feet.

#### **CONSUMER PRICE INDEX (CPI):**

The contracted charge per square foot (rate) in the initial Agreement year will be used and may be adjusted for subsequent Agreement years by using the initial Agreement year rates as follows. Commencing on the second Agreement year, and each Agreement year thereafter (including any additional renewal terms) the rates may be adjusted by the change in the CPI Index (as defined below).

If there is a decline in the CPI for any given year, compensation will not be reduced lower than the initial Agreement year rate. As used in this procedure:



"CPI" means the Consumer Price Index for all Urban Consumers, South – Size Class B/C: all items (December 1996 = 100), not seasonally adjusted, as published by the Bureau of Labor Statistics, United States Department of Labor (or the replacement index therefore published by the Bureau of Labor Statistics or its successor if the Consumer Price Index has been discontinued, or if there is no such replacement index, a reasonably comparable index selected by the District).

Commencing on the annual anniversary of the Agreement, the rate for the next Agreement year may be adjusted as follows. Using the CPI published as of January 31, 2017 as the Basic Index, the contracted charge per square foot may be adjusted to the quotient obtained by dividing (C) into the product of (A) multiplied by (B), where (A) is the CPI as of January 31 in the immediately preceding Agreement year for which the adjustment is being computed; where (B) is the rate for the initial Agreement year (prior to any adjustment) and where (C) is the Basic Index. The result of that calculation will be multiplied by the initial Agreement year rate to determine the new rate set forth in the Agreement for the applicable Agreement year.

When the Contractor desires that the rate for the following Agreement year is adjusted under these provisions, the Contractor will provide no later than April 1 a detailed written statement of the Contractor's calculations pursuant to this procedure. Rate adjustment will not be automatic, it must be requested. The rate adjustment pursuant to this procedure will be rounded to the same level of detail as the rate set forth in the initial Agreement year. Fifteen (15) days will be given to specify in writing to the Contractor any reasonable objection to such calculation as set forth in this procedure, and in the event no objection is made, then the rate adjustment will be conclusive. In the event of reasonable disagreement regarding the calculation in accordance with this procedure, the District will continue to pay the prior Agreement year rate until such disagreement is resolved, in which case, the District will pay the difference as reasonably agreed upon by the parties (such agreement to be conclusive). In the event the parties cannot reach a reasonable agreement within sixty (60) days, then the Superintendent's designee will conclusively determine the issue.

At any time, should extraordinary economic conditions exist, the District reserves the right to, at its sole discretion, negotiate further adjustments to the Contractor's rate(s).

## **VII. SITE FAMILIARITY AND ADDITIONAL INFORMATION**

Responders should become familiar with any local conditions which may, in any manner, affect the services required. The Responder(s) is/are required to carefully examine the RFP terms and to become thoroughly familiar with any and all conditions and requirements that may in any manner affect the work to be performed under the Agreement. No additional allowance will be made due to lack of knowledge of these conditions.

The facility sites and review schedule is included (see Attachment H). Facilities sites will be available for inspection once the Mandatory Pre-proposal Conference has ended January 24, 2017. The sites will continue to be available daily up to and including Friday, January 27, 2017. Transportation will not be provided by the District.

Submission of a proposal shall constitute acknowledgement by the Responders that he or she is familiar with all site conditions. The failure to familiarize himself or herself with the sites shall in no way relieve him or her from any obligations with respect to the proposal.

Responders are strongly encouraged to inspect every custodial service site listed on Attachment A. The current contractor may only visit schools for the purpose of on-site training, conducting inspections, and delivering supplies and or equipment, and performing custodial services.

The District has before-and-after school activities that may affect custodial service scheduling.

## VIII. TIME SCHEDULE

The District will attempt to adhere to the following time schedule:

**Tuesday, January 10, 2017**, RFP Distribution

**Tuesday, January 24, 2017**, at 9:30 a.m. CST MANDATORY Pre-proposal Conference  
(Maintenance Department Conference Room, 30 E. Texar, Pensacola, FL)

**Tuesday, January 24, 2017 through Friday January 27, 2017**, Site Reviews

**Friday, January 27, 2017**, at 4:00 p.m. CST Deadline for Questions

**Friday, February 4, 2017**, at 2:00 p.m. CST Answers to any Questions Posted, Final  
Addendum Issued (if applicable)

**Monday, February 21, 2017**, at 2:00 p.m. CST Proposal Opening

**Monday, March 6, 2017**, Initial Evaluation Committee Meeting

**Wednesday, April 18, 2017**, School Board Approval of Award

**Tuesday, May 16, 2017**, School Board Approval of Agreement

**Friday, June 1, 2017**, Agreement Commencement Date

Inquiries regarding the status of a proposal must not be made prior to the posting of award recommendation.

The District reserves the right to schedule additional Mandatory pre-proposal conference(s) as necessary to encourage competition and serve to advance the best interests of the District.

## IX. EX PARTE COMMUNICATION

Ex parte communication, whether verbal or written, by any potential Responders or representative of any potential Responders to this RFP with District personnel involved with or related to this RFP, other than as expressly designated in this document, is strictly prohibited. Violation of this restriction may result in the rejection/disqualification of the Responders' proposal.

Ex parte communication (whether verbal or written) by any potential Responders or representative of any potential Responders to this RFP with District Board members is also prohibited and will result in the disqualification of the Responders.

**Any current contractor meetings with District custodial staff and administration, or instructional personnel shall be limited to disciplinary hearings involving custodial personnel or concerns from school-based administration; it being understood that at no time shall there be any conversation regarding the RFP.**

## X. EVALUATION CRITERIA AND AWARD

**A. PROPOSAL EVALUATION PROCESS:** Proposals are received and publicly opened. Only names of Responders are read at this time.

An Evaluation Committee will convene, review and evaluate all proposals submitted based on the factors set forth in the RFP. Purchasing personnel will participate in an administrative and advisory capacity only.

The Evaluation Committee reserves the right to interview any or all Responders and to require a formal presentation with the key people who will administer and be assigned to work on the Agreement before recommendation of award. This interview is to be based upon the written proposal received.

All proposals will be evaluated in accordance with the evaluation criteria specified in this document. Information derived by investigation and overall due diligence of District staff will be considered. Based on the proposals received, the District may elect to proceed based on any of the following options, but will not necessarily be limited only to these options: (1) Award to the best initial proposal without any further discussion or negotiation; (2) Negotiate with the highest ranked Responder; or, (3) Allow the top ranked Responders to make oral presentations.

Responders are advised to provide their best offer with the initial proposal because the District reserves the right to award an Agreement based on initial proposals without further discussion or negotiation.

The proposal most advantageous to the District in its sole discretion will be selected. The District reserves the right to negotiate out unacceptable clauses or restrictions incorporated within an otherwise acceptable proposal. In the event that a mutually acceptable agreement between the District and the selected Responders cannot be successfully negotiated and executed, then the District reserves the right to discontinue negotiations with such Responders and to negotiate and execute an Agreement with the next-ranked Responders.

The District reserves all rights, in its sole discretion, not to issue an award to any Responders, to cancel this RFP at any time, to reissue this RFP for any reason, or a combination of any or all of the above. The District will not be liable to any Responder for any costs incurred in connection with this RFP as a result of any of the above stated actions taken by the District.

The Purchasing Department will prepare and submit a recommendation agenda item to the Superintendent of Schools, Escambia County, Florida. The Superintendent will then recommend the award to the School Board. The School Board will then approve or reject the recommendation.

**B. MINIMUM ELIGIBILITY REQUIREMENTS:** In order to be considered for evaluation, the Responders shall demonstrate sufficient capacity, resources and experience to successfully manage and operate a large scale custodial services program. At a minimum, Responders shall:

Have the ability to be licensed to conduct business within the State of Florida and Escambia County;

Have been involved as the prime contractor in planning, designing and operating a single custodial services program similar in scope and size as described in this RFP;

Demonstrate the Responder's financial viability and ability to commit the necessary capital investment, and;

Demonstrate knowledge of United States Occupational Safety and Health Administration rules and regulations, as well as other applicable rules/regulations.

**NOTE: The items above shall be clearly outlined in each Contractor's proposal.**

**C. DISTRICT'S RIGHTS AND RESERVATIONS:**

The District reserves the right to accept or reject any or all proposals.

The District reserves the right to waive any irregularities and technicalities and may at its sole discretion request clarification or other information to evaluate any or all proposals.

The District reserves the right, before awarding the Agreement, to require Responders(s) to submit additional evidence of qualifications or any other information the District may deem necessary.

The District reserves the right, prior to its Board approval, to cancel the RFP or portions thereof, without liability to any Responders or the District.

The District reserves the right to: (1) accept the proposals of any or all of the items it deems, at its sole discretion, to be in the best interest of the District; and (2) the District reserves the right to reject any and/or all items proposed.

The District reserves the right to further negotiate any proposal, including price, with the highest rated Responders. If an agreement cannot be reached with the highest rated Responder(s), the District reserves the right to negotiate and recommend award to the next highest ranked Responder or subsequent Responder(s) until an agreement is reached.

## **XI. BONDS**

- A. **PROPOSAL BOND:** As a guarantee, the Responders will enter into the Agreement under the terms and conditions set forth in this RFP, a proposal bond in the amount of \$50,000.00 made payable to the Escambia County School Board shall accompany the proposal when submitted. The proposal bond shall be issued by a surety company licensed to conduct business in Florida and approved by the United States Treasury Department. Cash and/or checks of any kind are not acceptable. PROPOSALS RECEIVED WITHOUT THE REQUIRED PROPOSAL BOND ARE CONSIDERED NON-RESPONSIVE.
- B. **PERFORMANCE BOND:** The successful Responder shall execute and furnish to the Escambia County School Board a performance bond, and only one (1) bond, issued by the same surety company that issued the proposal bond. The performance bond shall be for an amount that is at least equal to six (6) months of the Agreement; and it is required that the performance bond remain continuously in effect and renewal bonds be provided at least thirty (30) days prior to the expiration of the existing bond. Such performance bond shall be submitted within three (3) business days after the District's notification of award of the Agreement to the successful Responder.
- C. **RETURN OF PROPOSAL BOND:** Proposal bonds will be returned to all unsuccessful Responders immediately after the Agreement award has been made and to the successful contractor after receipt of the performance bond and execution of the Agreement.

## **XII. REPLACEMENT OF MANAGEMENT STAFF**

All management personnel to be assigned to the District Agreement shall require prior written approval by the District.

Replacement personnel must have, at a minimum, credentials equivalent to the individuals whom they replace. Resumes of replacement management personnel may be required to be submitted to the District for review. The District reserves the right to interview replacement management personnel prior to approval.

The successful contractor shall provide any and all necessary training for management and staff employed under the terms of the Agreement with the District.

### **XIII. TERMINATION, SUSPENSION, AND REMEDIES**

- A. The District reserves the right to terminate any Agreement resulting from this RFP, at any time and for any reason upon giving a minimum of ninety (90) days prior written notice to the Contractor. If said Agreement should be terminated for convenience as provided herein, the District will be relieved of all obligations under said Agreement. The District will only be required to pay to the Contractor that amount of the Agreement actually performed to the date of termination. Access to any and all work papers will be provided to the District after the termination of the Agreement. The parties understand and agree that the Contractor shall in no event have the reciprocal right to terminate the Agreement; it being understood that the District's payment of the Agreement fees forms the consideration for the Contractor not having this right to terminate for convenience. In the event of the District's termination of the Agreement, the District (in its sole election) may also require the Contractor to provide the Transition Assistance set forth in Section XIII C of this RFP.
- B. In the event any of the provisions of the Agreement are breached by the Contractor, the Superintendent or designee will give written notice to the Contractor stating the deficiencies and unless the deficiencies are corrected within the applicable cure period set forth in this RFP (and if none is stated, then ten (10) days), the District may terminate the Agreement. Upon termination hereunder, the District may pursue any and all legal remedies as provided herein and by law. Notwithstanding the foregoing, and in addition to the remedies set forth herein, the District may elect the following in its sole discretion, and without any obligation whatsoever to make this election. If Contractor is unable to reasonably cure a deficiency within ten (10) days after receiving the District's notice notwithstanding Contractor's continuous and diligent efforts to do so, the District may elect, in its sole discretion, to permit Contractor to cure the deficiency as soon as is reasonably practicable using continuous and diligent efforts, but in no event more than thirty (30) days after receipt of the District's notice. Until the earlier of either (1) the deficiencies are cured or (2) this agreed upon cure period expires, the Contractor remains obligated to perform the Services without degradation and in accordance with the Agreement.
- C. In order to provide transition assistance to the District in the event that the Agreement is terminated or expires, the Contractor agrees that the District may provide written notice to the Contractor retaining the Contractor for a mutually agreed upon period of time (at a minimum of one (1) calendar month, plus two (2) additional calendar months on a month-by-month basis at the District's sole and unilateral election) on the same terms and conditions set forth in the Agreement (the "Transition Assistance"). The provisions of this section will not apply if the Agreement is terminated by the Contractor based on an uncured event of default by the District as set forth in Section IV B 6 g of this RFP.
- D. The District's representative(s) will inspect facilities (whether on a random and unannounced basis, or on a previously scheduled basis, either being at the District's discretion) to determine Contractor's compliance with the List of Minimum Required Duties and List of Minimum Required Standards set forth in this RFP (see Attachments E and D). The District representative will record deficiencies (whether unperformed or inadequately performed Services) and communicate the same to the Contractor via the procedure to be developed pursuant to Section 4.1 of the Agreement (in Attachment F). If the deficiency is failure to perform a recurring Service, then Contractor shall notify the District representative that the deficiency was corrected within the following periods after Contractor's receipt of the District's initial notice: (a) for a daily Service, Contractor shall cure the deficiency and notify the District within twenty-four (24) hours; (b) for a weekly Service, Contractor shall cure the deficiency and notify the District within seventy-two (72) hours; (c) for a monthly Service, Contractor shall cure the deficiency and notify the District within seven (7) calendar days; (d) for a quarterly Service or a Service to be conducted periodically, then Contractor shall cure the deficiency and notify the District within ten (10) calendar days; and, (e) for a semi-annual Service or an annual Service, then Contractor shall cure the deficiency and notify the District within thirty (30) calendar days. In addition to the foregoing, if there are deficiencies of Services in a single facility that repeatedly occur (whether daily, weekly, monthly, quarterly, periodically, annually, or any

combination of the foregoing) (defined as "Habitual Deficiencies"), the District may elect (in its sole discretion) a separate remedy as follows: the District shall provide notice to the Contractor of said Habitual Deficiencies, and the Contractor shall have twenty (20) days for the Contractor to cure the Habitual Deficiencies and thereafter continuously maintain the facility according to the required level of Services.

Deficiencies and the correction periods will be measured monthly for compliance and discussed at the Executive Joint Review ("Compliance Report"). In the event the Compliance Report identifies certain Services that were not performed and were not cured according to the procedures and timing set forth above or otherwise excused at the District's discretion, then the District will withhold the following sums from the District's monthly Fee payment for each type and each occurrence: (a) for daily and weekly Services - \$250.00 each; (b) for monthly, periodic, and quarterly Services - \$750.00 each; (c) for semi-annual and annual Services - \$1,500.00 each; and (d) for Habitual Deficiencies - \$1,000.00 per week. The aggregate of all deductions set forth in this Section XIII of the RFP will not exceed ten percent (10%) of the agreement price per Agreement year. When the District remits payment of the monthly Fee that deducts a portion of the payment for unperformed Services as set forth herein, the District shall also remit a schedule outlining the offset for each particular Service that was not performed.

- E. Financial Remedy for Insufficient Staffing: By entering into the Agreement, the District will have accepted the successful Responder's overall staffing plan. If the Contractor fails to continuously maintain at least ninety-eight percent (98%) of the Contractor's overall staffing plan in its proposal, then the District may elect (in its sole discretion) to deduct from the Agreement payments the amount equal to the FTE shortage at the average hourly rates paid. This remedy is in addition to any and all other remedies set forth herein, and this amount is not capped according to the provisions of Section XIII D above. The Contractor shall, with their monthly invoice, submit documentation providing the daily staffing levels at each site cleaned for the period invoiced. Notwithstanding the foregoing, the District may elect in its sole discretion to waive this remedy on a case by case basis if the Contractor's provision of Services meet the standards set forth in Attachments D and E. And further notwithstanding the foregoing, the District shall not utilize this remedy for the period of June 1, 2017 through November 1, 2017 so long as the Contractor is materially complying with its Facility-Specific Start-Up Plan referenced in Section VI E of this RFP.
- F. Failure by either party to insist upon strict performance of any of the provisions hereof or failure or delay by either party in exercising any rights or remedies provided herein or by law, the District's payment in whole or in part for services hereunder or any purported oral modification or rescission of the Agreement by an employee or agent of either party shall not release either party of any of its obligations hereunder, shall not be deemed a waiver of the rights of either party to insist upon strict performance hereof or of any of either party's rights or remedies under the Agreement or by law and shall not operate as a waiver of any of the provisions hereof. A waiver by either of the Parties of any of the covenants to be performed by the other or any breach thereof shall not be construed to be a waiver of any succeeding breach thereof or of any other covenant in the Agreement. Except as otherwise expressly provided in the Agreement, all remedies provided for in the Agreement shall be cumulative and in addition to and not in lieu of any other remedies available to either Party at law, in equity or otherwise.

## **XIV. INCENTIVES**

Performance factors will be reviewed quarterly (frequency can change at the District's sole discretion) by the District. These factors will provide merit as to whether the Agreement will be renewed each year, up to the total of ten (10) agreement years allowed. Factors to be considered include:

- How well transition was managed and compliance to work plan
- Effectiveness of Quality Control Plan
- Customer Feedback

- Periodic Sampling (Utilizing the “Custodial Inspection Report”, Attachment J.)
- Custodian management
- Substitution management

## XV. DEFAULT

In the event that the Contractor breaches the Agreement, then the District reserves the right to seek any and all remedies in law and/or in equity.

## XVI. LEGAL REQUIREMENTS

- A. It shall be the responsibility of the Contractor to be knowledgeable of and adhere to the stipulations of any federal, state, county and local laws, ordinances, rules and regulations that in any manner affect the items covered herein which may apply. Lack of knowledge by the Contractor will in no way be a cause for relief from responsibility.
- B. Contractors doing business with the District are prohibited from harassing, sexually harassing, and/or discriminating against any employee, applicant, or client because of race, creed, color, national origin, sex or age with regard to but not limited to the following: employment practices, rates of pay or other compensation methods, and training selection.
- C. Responders affirm by submitting their proposals that they are equal opportunity and affirmative action employers and shall comply with all applicable federal, state and local laws and regulations including, but not limited to: Executive Order 11246 as amended by 11375 and 12086; 12138; 11625; 11758; 12073; the Rehabilitation Act of 1973, as amended; the Vietnam Era Veterans Readjustment Assistance Act of 1975; Civil Rights Act of 1964; Equal Pay Act of 1963; Age Discrimination Act of 1967; Immigration Reform and Control Act of 1986; Public Law 95-507; the Americans with Disabilities Act; 41 CFR Part 60 and any additions or amendments thereto.
- D. JESSICA LUNSFORD ACT: The Contractor shall comply and be responsible for the costs associated with the Jessica Lunsford Act, which became effective on September 1, 2005. The Act states that contractual personnel who are permitted access to school grounds when students are present or who have direct contact with students must meet Level 2 requirements as described in Section 1012.32, Florida Statutes. Contractual personnel shall include any vendor, individual or entity under contract with the District. All background checks (initial and renewals) will be at the expense of the Contractor. See Section III A of this RFP for further information.
- E. Drug Testing; Other Legal Requirements. Prior to offering employment, the Contractor shall obtain satisfactory results (from a District approved licensed lab) at the Contractor's cost regarding drug testing to the standards of the District. After reasonable suspicion an employee must submit to further drug testing. **If applicable please sign and return with your proposal package the attached “Drug Free Workplace” form.** All the personnel assigned by the Contractor and any subcontractor shall be authorized under state and local laws to perform such Services, whether by appropriate license, registration, certification or other authorization.
- F. Representations and Warranties.
  1. The Contractor warrants that it is a duly formed business entity organized and existing in good standing under the laws of the State of its formation and is entitled and shall remain licensed to carry on its business as required for its performance pursuant to the Agreement in the State of Florida. The Contractor agrees that it will comply with all rules and regulations of governmental bodies governing its performance under this RFP and the resulting Agreement whether or not such specified in the Agreement and Exhibits. The Contractor further warrants that the execution and delivery of the Agreement and the terms



and conditions herein have been duly authorized by proper corporate and/or partnership action (as the case may be).

2. The Contractor shall comply with all applicable federal, State and local laws, ordinances, rules, and regulations pertaining to the performance of the Services and all matters pertaining to the Agreement, as the same exist and as they may be amended from time to time. The Contractor acknowledges and agrees that it is subject to the requirements of the Public Records Law, Chapter 119, Florida Statutes, for all matters pertaining to the Agreement.
  3. Each Party agrees to continue performing its obligations under the Agreement while any dispute is being resolved (except to the extent the issue in dispute precludes performance); provided, however, that any dispute over payment shall not be deemed to preclude performance.
  4. Each Party agrees that, in its respective dealings with the other Party under or in connection with the Agreement, it shall act in good faith.
  5. Neither Party shall use the name or marks of the other without its express written permission, which may be withdrawn at any time.
- G. Miscellaneous. The Agreement to be awarded pursuant to this RFP shall be further governed by the following:
1. This RFP and any Agreement resulting there from shall be interpreted and enforced in accordance with the laws of Florida and it shall be binding upon and inure to the benefit of the parties hereto and their respective legal representatives, successors and assigns. Venue for any action arising out of the Agreement shall lie exclusively in the jurisdictional courts in and for Escambia County, Florida.
  2. The Agreement shall not be construed more strongly against any party regardless of who was more responsible for its preparation.
  3. Except for the provisions requiring Contractor to pay the District's reasonable attorneys' fees and costs for any matter arising under Section XIX of the RFP (which shall control), in the event of any other conflict arising from the Agreement, each party shall pay its own attorneys' fees and costs.
  4. Should any provision of the Agreement be determined by the Courts to be illegal or in conflict with any laws of the State of Florida or of the United States Government, the remaining provisions shall not be impaired, and such provision shall be deemed to be restated to reflect as nearly as possible the original intentions of the Parties in accordance with applicable law. The remainder of the Agreement shall remain valid and in full force and effect.
  5. Nothing set forth in any provision of the Agreement shall mean or be construed that the District has waived, altered, or amended in any manner whatsoever the limitations or provisions of Section 768.28, Florida Statutes, regarding the District's sovereign immunity.
  6. The Agreement may not be amended or supplemented in any way except in writing, dated and signed by authorized representatives of both parties.
  7. The Article and Section headings and the table of contents used herein are for reference and convenience only and shall not enter into the interpretation hereof.

8. The Contractor is, and shall at all times be, an independent contractor under the Agreement and not an agent of the District. Nothing in the Agreement nor any actions taken by or arrangements entered into between the Parties in accordance with the provisions of the Agreement shall be construed as or deemed to create as to the Parties any partnership or joint venture. Neither Party shall have any authority to bind or commit the other Party contractually or otherwise to any obligations whatsoever to third parties.
9. The Agreement is entered into solely between, and may be enforced only by, the District and the Contractor, and the Agreement shall not be deemed to create any rights in third parties, including suppliers and customers of a Party, or employees of either Party, or to create any obligations of a Party to any such third parties.
10. Except where expressly provided as being in the discretion of a Party, where agreement, approval, acceptance, consent, or similar action by either Party is required under the Agreement, such action shall not be unreasonably delayed or withheld. An approval or consent given by a Party under the Agreement shall not relieve the other Party from responsibility for complying with the requirements of the Agreement, nor shall it be construed as a waiver of any rights under the Agreement, except as and to the extent otherwise expressly provided in such approval or consent.
11. Any provision of the Agreement which contemplates performance or observance subsequent to any termination or expiration of the Agreement, including those provisions relating to the obligations of Contractor in connection with the Transition Assistance, shall survive any termination or expiration of the Agreement and continue in full force and effect.
12. All media releases, public announcements, and public disclosures by either Party relating to the Agreement or the subject matter of the Agreement, including promotional or marketing material, shall be coordinated with and approved by the other Party prior to release.
13. Time is of the essence in the Agreement. If any date of significance hereunder falls upon a Saturday, Sunday, or legal holiday, such date shall be deemed moved forward to the next day which is not a Saturday, Sunday or legal holiday. Saturdays, Sundays and legal holidays shall not be considered business or working days.

## **XVII. FEDERAL AND STATE TAX**

The District is exempt from federal and state taxes for tangible personal property. The Contractor doing business with the District will not be exempted from paying sales tax to its suppliers for materials to fulfill contractual obligations with the District, nor will any Contractor be authorized to use the District's Tax Exemption Number in securing such materials.

## **XVIII. CONFLICT OF INTEREST**

- A. The Responder affirms that, to the best of its knowledge, there exists no actual or potential conflict between the Independent Contractor's family, business, or financial interests and its services under this agreement; and, in event of change in either its private interests or services under this agreement, the Responder will raise with the District any questions regarding possible conflict of interest which may arise as a result of such change.

All Responders must disclose the name of any officer, director, or agent who is also an employee of the District. All Responders must also disclose the name of any District employee who owns, directly or indirectly, any interest in the Responder's business or any of its branches.

B. Non-Collusion Statement /Public Domain

I, the Responder, attest that I have not divulged, discussed, or compared this proposal with any other Responders and have not colluded with any other Responders in the preparation of this proposal in order to gain an unfair advantage in the award of this proposal.

All information contained herein is part of the public domain as defined in the Public Records Act, Chapter 119, Florida Statutes.

## **XIX. INSURANCE REQUIREMENTS**

- A. Proof of the following insurance will be furnished by the awarded Contractor to the District by a Certificate of Insurance. **THE ESCAMBIA COUNTY SCHOOL BOARD, BOARD MEMBERS, OFFICERS, EMPLOYEES, AND AGENTS OF THE BOARD, SHALL BE NAMED AS AN ADDITIONAL INSURED ON THE CERTIFICATE FOR ALL LIABILITY INSURANCES. ALL INSURANCE MUST BE ISSUED BY A COMPANY OR COMPANIES APPROVED BY THE DISTRICT.**
- B. Certificates of Insurance meeting the specific required provision specified within this RFP shall be forwarded to the District's Purchasing Department no later than three (3) business days after the award of the Agreement and prior to the start of any work or the possession of any school property. Renewal certificates must be forwarded to the same department at least thirty (30) days prior to the policy renewal date.
- C. Thirty (30) days written notice shall be provided to the District via certified mail in the event of cancellation. The notice must be sent to the Purchasing Department.
- D. The awarded Contractor shall provide complete copies of any insurance policy for required coverage within three (3) business days of the date of request by the Purchasing Department, but in any event at least five (5) business days prior to the commencement of any term or renewal term.
1. **WORKERS' COMPENSATION:** Awarded Contractor must comply with Chapter 440, Florida Statutes, Workers' Compensation and Employees' Liability Insurance with minimum statutory limits.
  2. **COMPREHENSIVE GENERAL LIABILITY:** Awarded Contractor shall procure and maintain, for the life of this contract/agreement, Comprehensive General Liability Insurance, Broad Form, including product liability. This policy shall provide coverage for death, bodily injury, personal injury, or property damage that could arise directly or indirectly from the performance of this agreement. It must be an occurrence form policy.

The minimum limits of coverage shall be \$1,000,000.00 per occurrence, Combined, Single Limit for Bodily Injury Liability and Property Damage Liability.

3. **BUSINESS AUTOMOBILE LIABILITY:** Awarded Contractor shall procure and maintain, for the life of the contract/agreement, Business Automobile Liability Insurance.
  - a. The minimum limits of coverage shall be \$1,000,000.00 per occurrence, Combined Single Limit for Bodily Injury Liability and Property Damage Liability. This coverage shall be an "Any Auto" or "Comprehensive Form" policy. The insurance must be an occurrence form policy.
  - b. In the event the Contractor does not own any vehicles, hired and non-owned coverage shall be provided in the amounts listed above. In addition, the District may require an affidavit signed by a principal of the Contractor indicating the following:

\_\_\_\_\_ (Company Name) does not own any vehicles. In the event we acquire any vehicles throughout the term of this contract/agreement, \_\_\_\_\_ (Company Name) agrees to purchase "Any Auto" or "Comprehensive Form" coverage as of the date of acquisition.

## **XX. INDEMNIFICATION / HOLD HARMLESS AGREEMENT**

- A. The Contractor shall, in addition to any other obligation to indemnify the Escambia County School Board and to the fullest extent permitted by law, protect, defend, indemnify and hold harmless the District, its agents, officers, elected officials, employees and volunteers from and against all claims, actions, liabilities, losses (including economic losses), and costs arising out of any actual or alleged bodily injury, sickness, disease or death, or injury to or destruction of tangible property including the loss of use resulting from, or any other damage or loss arising out of, or claimed to have resulted in whole or in part from any actual or alleged act or omission of the Contractor, subcontractor, anyone directly or indirectly employed by any of them, or anyone for whose acts any of them may be liable in the performance of the work; or violation of law, statute, ordinance, governmental administration order, rule or regulation by the Contractor in the performance of the work; or liens, claims or actions made by the Contractor or any subcontractor or other party performing the work.
- B. The indemnification obligations hereunder shall not be limited to any extent on the amount, type of damages, compensation or benefits payable by or for the Contractor or any subcontractor under workers' compensation acts, disability benefit acts, other employee benefit acts or any statutory bar.
- C. Any costs or expenses, including attorney's fees, incurred by the District to enforce this agreement shall be borne by the Contractor.
- D. The Contractor recognizes the broad nature of this indemnification and hold harmless article, and voluntarily makes this covenant. This article will survive the termination of the Agreement.

## **XXI. PUBLIC RECORDS LAW**

It shall be the sole responsibility of the awarded Contractor to comply with all requirements of Chapter 119 regarding documents received or generated in direct relationship to any contract/agreement awarded by the District.

Pursuant to Florida Statutes Chapter 119, paragraph (m), proposals received as a result of this RFP will not become public record until ten (10) days after the date of opening or until posting of a recommendation for award, whichever occurs first. Thereafter, all proposal documents or other materials submitted by all Responders in response to this RFP will be open for inspection by any person and in accordance with Chapter 119, Florida Statutes.

## **XXII. PERMITS AND LICENSES**

The Contractor will be responsible for obtaining any necessary permits and licenses and will comply with laws, rules, and regulations whether state or federal and with all local codes and ordinances without additional cost to the District.

## **XXIII. PUBLIC ENTITY CRIMES**

- A. A person or affiliate who has been placed on the convicted vendor list following a conviction for a public entity crime may not submit a bid/proposal on a contract to provide any goods or services to a public entity, may not submit a bid/proposal on a contract with a public entity for the construction or repair of a public building or public work, may not submit bids/proposals on leases of real property to a public entity, may not be awarded or perform work as a Contractor, supplier, subcontractor, or consultant under a contract with any public entity, and may not transact business with any public entity in excess of the threshold amount provided in Section 287.017, Florida Statutes, for CATEGORY TWO for a period of thirty-six (36) months from the date of being placed on the convicted vendor list.
- B. The Responder certifies by submission of this RFP, that neither it nor its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency. The Contractor will execute and deliver to the District the appropriate federal debarment certification form (Attachment I) within three (3) business days of the award of the Agreement.

## **XXIV. ASSIGNMENT OF AGREEMENT AND/OR PAYMENT**

The Contract or agreement is personal to the parties herein and may not be assigned, in whole or in part, by the Contractor without prior written consent of the District in its sole discretion. The Contractor agrees and represents that all of the Services required hereunder shall be performed by the Contractor as identified in the Proposal. Should the Contractor desire to delete, add, or amend any subcontractors or engage additional companies as subcontractors hereunder, prior written approval by the District (in its sole discretion) shall be required.

The Contractor herein shall not assign payments under the Agreement or agreement without the prior written consent of the District.

## **XXV. AGREEMENT**

An Agreement will be released, after award, for any work to be performed as a result of this RFP. The proposal, negotiated term, agreement and, if applicable, the corresponding Agreement will constitute the complete agreement between Contractor and the District. The form of Agreement is set forth in Attachment F, and each Responder shall properly execute and irrevocably deliver to the District the Agreement set forth in Attachment F concurrent with the delivery of the proposal according to the procedure set forth in Section V E of this RFP.

## **XXVI. DISPUTE**

Any person or company whose substantial interests are directly and adversely affected by the award or intended award of a bid, RFP or contract may file a protest in accordance with the rules set forth herein.

- A. The District reserves the right to reject all proposals submitted and re-solicit at any time during the solicitation process.
- B. The services that are the subject of this Request for Proposal are essential to the operations of the District, the School Board in order to assure continuation of services may direct the award recommendation as presented conditioned upon and subject to the findings of a formal administrative hearing. As such, the Board shall authorize the Director of Purchasing and Business

Services to negotiate and enter into a short-term contract with the proposed awardee or to purchase essential services/materials on an as needed basis.

- C. Solicitation award recommendations and tabulations will be posted for seventy-two (72) hours in the Purchasing and Business Services Department and on its website. Failure to file a "Notice of Protest" during this seventy-two (72) hour period, or failure to post the bond or other security required by law within the time allowed for filing a bond shall constitute a waiver of proceedings under School Board Rule and Florida Statutes. It is the Contractor's responsibility to insure timely filing and receipt of protest by the Purchasing and Business Services Department.
- D. Within ten (10) days, not including Saturdays, Sundays and state holidays, of filing the Notice of Protest, the Protester shall file a formal written protest with the Purchasing and Business Services Office. The formal written protest shall state with particularity the facts and law on which the protest is based. At the time of filing the formal written protest, the Protester shall post a Protest Bond to defray the costs incurred by the Board in considering the protest. The Bond, payable to the Board, shall be in the amount equal to five percent (5%) of the estimated amount of the contract or ten thousand dollars (\$10,000.00), whichever is greater, not to exceed twenty-five thousand dollars (\$25,000.00).
  - 1. The Protest Bond shall be in the form of a surety bond, cash, or certified funds, and shall be conditioned upon payment of all costs and charges which may be incurred by the Board in considering the protest if the Board prevails. In the event the Protest is withdrawn prior to a formal hearing or the Protester prevails as determined by the findings of an independent Hearing Officer, the Bond will be refunded to the Protester.
  - 2. Failure to file the Notice of Protest, formal written protest and/or Protest Bond within the time permitted shall constitute a waiver of proceedings under Board Rules and Florida Statutes. The Protester has the responsibility to insure timely filing of the Notice of Protest, formal written protest and/or Protest Bond and receipt of same by the Purchasing and Business Services Office.
- E. Communications shall continue between the Protester and the Purchasing and Business Services Department and/or their legal counsel for seven (7) days, not including Saturdays, Sundays and state holidays from filing the formal written protest in an effort to mutually resolve the protest. The parties may mutually extend the seven (7) workday time period. If the subject of a protest is not resolved by mutual agreement within 7 days, excluding Saturdays, Sundays, and state holidays, after receipt of the formal written protest, the Board shall refer the protest to the Florida Division of Administrative Hearings (DOAH).
- E. The Florida Division of Administrative Hearings (DOAH) will assign an Administrative Law Judge (ALJ) to serve as an impartial Hearing Officer. A date, time and location will be set for an administrative hearing within (30) days.
  - 1. The parties shall arrange to have all witnesses and evidence present at the time and place of hearing. Subpoenas will be issued by the ALJ upon request of the parties. All parties have the right to present oral argument and to cross-examine opposing witnesses. All parties have the right to be represented by counsel or other qualified representative, in accordance with Florida Administrative Code Rule 28-106.106. Failure to appear at this hearing may be grounds for closure of the file without further proceedings.
  - 2. The ALJ shall render his findings of fact and ruling of law. Each party shall be allowed ten (10) days in which to submit written exceptions to the recommended order. A final order shall be submitted within thirty (30) days of the entry of the recommended order to the School Board to be adopted for resolution and disposition of the protest.

3. If the Protester prevails, the Board shall return the Protest Bond to the Protester.
4. If the Board prevails, the Protester will submit payment for all costs and charges, such as ALJ and court reporter fees. Each party will be responsible for their own attorney fees regardless of the findings of the ALJ. Upon settlement of all cost and charges the Protest Bond will be returned to the Protester.

## **XXVII. DISCLAIMER**

**Except as expressly set forth in this RFP**, all figures presented herein (i.e. square footage, times, rates, and quantities) are for evaluative purposes only and are not deemed to be a direction to Responders, nor a representation/warranty by the District.



## DRUG FREE WORKPLACE

Preference shall be given to businesses with drug-free workplace programs. Whenever two or more bids which are equal with respect to price, quality, and service are received by the State of Florida or by any political subdivision for the procurement of commodities or contractual services, a bid received from a business that certifies that it has implemented a drug-free workplace program shall be given preference in the award process. Established procedures for processing tie bids will be followed if none of the tied vendors have a drug-free workplace program. In order to have a drug-free workplace program, a business shall:

- 1) Publish a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the workplace and specifying the actions that will be taken against employees for violations of such prohibition.
- 2) Inform employees about the dangers of drug abuse in the workplace, the business's policy of maintaining a drug-free workplace, any available drug counseling, rehabilitation, and employee assistance programs, and the penalties that may be imposed upon employees for drug abuse violations.
- 3) Give each employee engaged in providing the commodities or contractual services that are under bid a copy of the statement specified in subsection (1).
- 4) In the statement specified in subsection (1), notify the employees that, as a condition of working on the commodities or contractual services that are under bid, the employees will abide by the terms of the statement and will notify the employer of any conviction of, or plea of guilty or nolo contendere to, any violation of Chapter 893 or of any controlled substance law of the United States or any state, for a violation occurring in the workplace no later than five (5) days after such conviction.
- 5) Impose a sanction on, or require the satisfactory participation in a drug abuse assistance or rehabilitation program if such is available in the employee's community, by any employee who is so convicted.
- 6) Make a good faith effort to continue to maintain a drug-free workplace through implementation of this section.

As the person authorized to sign the statement, I certify that this firm complies fully with the above requirements.

Vendor's Signature \_\_\_\_\_

# ATTACHMENT A

## Initial Sites to be Cleaned by Contractor Personnel

Brentwood Elementary School  
4820 North Palafox Street  
Pensacola, FL 32505  
Approximately 581 Students  
Cleanable area: 60,391 sq. ft.

Ferry Pass Elementary School  
8310 North Davis Highway  
Pensacola, FL 32514  
Approximately 683 Students  
Cleanable area: 64,829 sq. ft.

Scenic Heights Elementary School  
3801 Cherry Laurel Drive  
Pensacola, FL 32504  
Approximately 810 Students  
Cleanable area: 60,465 sq. ft.

Holm Elementary School\*  
6101 Lanier Drive  
Pensacola, FL 32504  
Approximately 492 Students  
Cleanable area: 74,789 sq. ft.

Ferry Pass Middle School  
8355 Yancey Avenue  
Pensacola, FL 32514  
Approximately 1,024 Students  
Cleanable area: 107,320 sq. ft.

Cordova Park Elementary School  
2250 Semur Road  
Pensacola, FL 32503  
Approximately 687 Students  
Cleanable area: 67,498 sq. ft.

Washington High School  
6000 College Parkway  
Pensacola, FL 32504  
Approximately 1783 Students  
Cleanable area: 221,902 sq. ft.

Brown Barge Middle School  
201 Hancock Lane  
Pensacola, FL 32503  
Approximately 530 Students  
Cleanable area: 75,375 sq. ft.

Semmes Elementary School  
1250 East Texar Drive  
Pensacola, FL 32503  
Approximately 424 Students  
Cleanable area: 49,509 sq. ft.

Workman Middle School  
6299 Lanier Drive  
Pensacola, FL 32504  
Approximately 852 Students  
Cleanable area: 99,833 sq. ft.

Woodham Middle School  
150 E. Burgess Road  
Pensacola, FL 32503  
Approximately 821 Students  
Cleanable area: 183,600 sq. ft.

Suter Elementary School  
501 Pickens Ave.  
Pensacola, FL 32503  
Approximately 542 Students  
Cleanable area: 84,072 sq. ft.

\*Special needs school, requires additional staffing.

# ATTACHMENT B

## Mandatory Cleaning Supplies and Walk Off Mats

The products listed below must be utilized and purchased from the vendor awarded the District's business via the formal bid process. Over the course of the Agreement's life these products may change as might their price and source.

Betco Green Earth Daily Floor Cleaner #20 (District tem #0305232) - \$67.81 - 4/case

Betco Green Earth Natural All Purpose Cleaner #12 (District Item #0305236) - \$44.24 - 4/case

Betco Green Earth Daily Disinfectant Cleaner #21(District Item #0305230) - \$67.82 - 4/case

Betco Green Earth Peroxide Cleaner Concentrate #11 (District Item #0305234) - \$63.47 - 4/case

Betco Clario Green Earth Foaming Skin Cleanser #78129 - \$36.96 - 6/case

Betco Citrus Chisel Degreaser #167 (District Item #0305238) - \$56.07 - 4/case

Betco Sanibet Food Contact Sanitizer #237 (District Item #0305240) -\$42.56 - 4/case

Bay West Ecosoft Green Seal Toilet Tissue #61990 - \$33.64/case

Bay West Ecosoft Green Seal Hand Towels #31400 - \$29.42/case

Dispensers provided at no cost by vendor providing product.

All products currently awarded to and purchased from Supreme Paper Products, 8965 Pensacola Blvd., Pensacola, FL 32534

## Mandatory Walk Off Mats

**The walk off mats mentioned in Section IV. Scope of Work / Services Paragraphs B. 2. And 3. Shall be provided as follows:**

### **INSIDE MATS**

Water Hog Classic Mat

Pattern: Waffle

**Border: Rubber**

Size: 4'X6'

Color: As required by School District

Please note that this **is not** the "Fashion Edge" border type as mentioned earlier.

This mat, "is with the "Rubber Border".

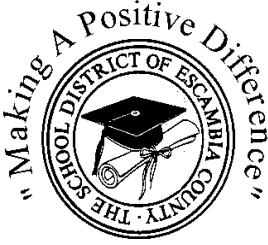
### **OUTSIDE MATS** (may be used outside instead of the Water Hog mats required for indoor use)

3M Nomad Medium Traffic, Backed Scraper Matting 6050

Size: 4'X6'

Color: As required by School District

# ATTACHMENT C



**THE ESCAMBIA COUNTY SCHOOL DISTRICT  
PURCHASING DEPARTMENT  
75 NORTH PACE BLVD.  
PENSACOLA, FL 32505**

## FORM OF PROPOSAL

### Request for Proposals (RFP)

#### **CUSTODIAL SERVICES RFP No. 171201**

This proposal must be submitted to the School District of Escambia County, Purchasing Department, 75 North Pace Blvd., Pensacola, FL 32505, no later than 2:00 p.m. CST on February 21, 2017 and plainly marked RFP No. 171201. Proposals are due and will be opened at this time. Proposals received after 2:00 p.m. on the date due will not be considered.

#### Anti-Collusion Statement / Public Domain

I, the undersigned vendor, have not divulged, discussed, or compared this proposal with any other vendors and have not colluded with any other vendor in the preparation of this proposal in order to gain an unfair advantage in the award of this proposal.

I acknowledge that all information contained herein is part of the public domain as defined in the Public Records Act, Chapter 119, F.S.

#### Proposal Certification

I hereby certify that I am submitting the following information as my company's proposal and understand that by virtue of executing and returning with this proposal this REQUIRED RESPONSE FORM, I further certify full, complete, and unconditional acceptance of the contents of all pages, inclusive of this Request for Proposal, and all appendices/attachments and the contents of any Addendum released hereto.

VENDOR (firm name): \_\_\_\_\_

STREET ADDRESS: \_\_\_\_\_

CITY & STATE: \_\_\_\_\_

PRINT NAME OF AUTHORIZED REPRESENTATIVE \_\_\_\_\_

SIGNATURE OF AUTHORIZED REPRESENTATIVE: \_\_\_\_\_

TITLE \_\_\_\_\_ DATE: \_\_\_\_\_

CONTACT PERSON: \_\_\_\_\_

CONTACT PERSON'S ADDRESS: \_\_\_\_\_

TELEPHONE: \_\_\_\_\_ FAX: \_\_\_\_\_ TOLL FREE: \_\_\_\_\_

INTERNET E-MAIL ADDRESS: \_\_\_\_\_ INTERNET URL: \_\_\_\_\_

VENDOR TAXPAYER IDENTIFICATION NUMBER: \_\_\_\_\_

NOTE: Entries must be completed in ink or typewritten. An original manual signature is required.

**FORM OF PROPOSAL**

**INSTRUCTIONS:**

Complete the following Agreement information, not exceeding more than three decimal places.

**Agreement Pricing:** This is to be inclusive of all costs associated with management and operations.

**ITEM #1: AGREEMENT PRICING**

**COST PER SQUARE FOOT TO CLEAN ALL SITES LISTED IN ATTACHMENT A:**

Square footage shall be in accordance with the Florida Inventory of School Houses (FISH) (Reference Section VI F of the RFP)

Price per square foot:   \$\_\_\_\_\_ per month x 1,149,583 Total Net Sq. Ft. x 12 months =  
  (\$\_.XXX)

  \$\_\_\_\_\_ total annual Agreement cost.

**COMPANY ACCEPTS PURCHASING CARDS FOR THE PAYMENT OF INVOICES: YES\_\_\_\_\_ NO\_\_\_\_\_**

**DISCOUNT, IF ANY, FOR PAYMENT OF INVOICES VIA PURCHASING CARD: \_\_\_\_\_%**

\_\_\_\_\_  
COMPANY NAME

\_\_\_\_\_  
SIGNATURE/TITLE

# ATTACHMENT D

## List of Minimum Required Standards

The level of cleanliness must meet the minimum acceptable standards as indicated below:

- ❖ **Clean, Dust or Damp Wipe:** Free of dust, dirt, wax build up, smudges, marks, spots, stains or film. Thoroughly cleaned and dusted from the complete surface from corner to corner and including corners, edges, sides, top, bottom of the surfaces, molding, crevices, ledges and any hardware attached. Free from spots, smudges, stains, watermarks and rings. No dust streaks. Damp wiping must be dried to provide a uniform appearance.
- ❖ **Wipe Dry:** Drying with a suitable cloth, free of smudges, scuffs marks, streaks and film, buffed for a uniform polished appearance.
- ❖ **Sweeping and Damp Mopping:** All floors shall be cleaned and free of dirt from corner to corner, edges and ledges, under the desks, chairs, trash bins, mats, signs, tables and behind doors. No dirt shall be left behind or on flooring adjacent to the area being swept and/or mopped.

There shall be no trash or foreign matter under floor mats, desks, tables, chairs or receptacles. Gum, scuffs and other matter are to be removed by spot cleaning.

- ❖ **Sweeping and Scrubbing:** The floors, stairs and landing shall be properly prepared, thoroughly swept, from corner to corner, edges and ledges, under the desks, chairs, trash bins, mats, signs, tables and behind doors. Clean and free of dirt and debris, no water streaks, no mop marks, no gum, tar or other substances on the floor surface. Edges and corners must be clean and free of dirt, debris and build up, hand scrubbing may be required. Properly rinsed and dry mopped area to present an overall appearance of cleanliness. Special attention shall be given to floors in restrooms near commodes for elimination of odors and stains. Appearance shall be uniformly clean.
- ❖ **Metal Polishing:** Metal polishing may be performed by damp-wiping and drying with a suitable cloth, free of smudges, scuffs, marks, streaks and film, buffed for a uniform polished appearance. However, if a uniform polished appearance is not produced, the appropriate metal polish must be used for the type of metal surface based on the manufacturer's recommendation and industry standards.
- ❖ **Sinks and Toilets:** Inside of bowls, outside, top, bottom (underside) and sides of fixtures including all hardware shall be clean and free of dirt, mold, mildew, streaks, stains or any buildup of matter. Free of odor.
- ❖ **Window Washing and Glass Cleaning:** All glass shall be clean and free of dirt, grime, streaks, tape, sticky substance, cobwebs, excessive moisture, smudges and prints. Glass shall not be cloudy. Surrounding walls, woodwork and trim shall be thoroughly wiped free of drippings and other watermarks.
- ❖ **Spot Cleaning:** All walls, floors, furniture, fabric and metal partitions are to be free of marks, stains, spots, spills smudges, gum, tar and other foreign matter. Cleaned area must blend into surrounding area.
- ❖ **Floor Finish:** Floor shall be thoroughly clean and free of all dirt, debris, spills, spots, stains; old finish and old finish build up, gum, tar and other foreign matter. No build up in corners or along edges and baseboards. All edges and baseboards must be clean of any dirt or finish residue. No streak, no film or powder residue on floor surface. Floor should have a uniform shine.
- ❖ **Cleaning Blinds:** All blinds are to be free of all dirt, debris, smudges, stains and streaks. Cords and ropes are to be clean and free of all dirt, debris, smudges and stains.

# ATTACHMENT E

## List of Minimum Required Duties

### List of Minimum Required Duties

<b>AREA:</b>	<b>ADMINISTRATION AREAS</b>	<b>DAYS PER WEEK:</b>	<b>5</b>
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SERVICES PROVIDED	FREQUENCY OF SERVICE								√ COMMENTS
GENERAL	Daily	Weekly	X Per Week	Monthly	X Per Month	Quarterly	Semi-Annually	Annually	
Empty trash cans/Replace liner as needed	X								
Dust all furniture including desks, chairs, tables		X							
Clean and sanitize drinking fountains, sinks, restock supplies	X								
Low dust - including window sills, ledges, moldings,shelves, picture frames, etc. to 36"		X							
High dust - including shelves, molding, ledges, etc. to 72"					2				
Spot clean desk tops	X								Papers and Personal Items Not to be Disturbed
Spot clean lobby glass including front doors and partition glass	X								
Dust blinds/vents						X			
Dust mop/Wet mop hard floors or vacuum carpet wall to wall	X								
Spot clean carpets	X								
Chalkboard / Marker Board Cleaned		X							
Spot clean board trays	X								
Spot clean Walls and Doors	X								
Secure Windows and Doors	X								
Change Defective Light Bulbs	X								Reachable with an 8' Ladder
Vacuum Fabric Furniture				X					
Clean and Sanitize Telephones		X							
RESTROOMS	Daily	Weekly	X Per Week	Monthly	X Per Month	Quarterly	Semi-Annually	Annually	√ COMMENTS
SEE RESTROOM PROCEDURES	X								
WINDOWS	Daily	Weekly	X Per Week	Monthly	X Per Month	Quarterly	Semi-Annually	Annually	√ COMMENTS
Clean-outside								X	Summer Break
Clean-inside								X	Summer Break
FLOORS HARD SURFACE	Daily	Weekly	X Per Week	Monthly	X Per Month	Quarterly	Semi-Annually	Annually	√ COMMENTS
Buff and Recoat					2				
Strip and Wax							X		Christmas Break / Summer Break
CARPETS	Daily	Weekly	X Per Week	Monthly	X Per Month	Quarterly	Semi-Annually	Annually	√ COMMENTS
Clean Carpet by Appropriate Method							X		Christmas Break / Summer Break



## List of Minimum Required Duties

<b>AREA:</b>	<b>AUDITORIUMS / STAGES</b>	<b>DAYS PER WEEK:</b>	<b>5</b>
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SERVICES PROVIDED		FREQUENCY OF SERVICE								√ COMMENTS
GENERAL		Daily	Weekly	X Per Week	Monthly	X Per Month	Quarterly	Semi-Annually	Annually	
Empty trash cans/Replace liner as needed		X								
Dust all Chairs and Tables			X							Inspect Daily
Clean and sanitize drinking fountains, sinks, restock supplies		X								
Low dust - including window sills, ledges, moldings,shelves, picture frames, etc. to 36"			X							
High dust - including shelves, molding, ledges, etc. to 72"						2				
Clean entire glass doors inside and Out			X							As Needed
Spot clean lobby glass including front doors and partition glass		X								
Dust blinds/vents							X			
Dust mop/Wet mop hard floors or vacuum carpet wall to wall		X								
Spot clean carpets		X								
Spot clean Walls and Doors		X								
Secure Windows and Doors		X								
Change Defective Light Bulbs		X								Reachable with an 8' Ladder
Detail Clean Chairs									X	Summer Break
RESTROOMS		Daily	Weekly	X Per Week	Monthly	X Per Month	Quarterly	Semi-Annually	Annually	√ COMMENTS
SEE RESTROOM PROCEDURES		X								
WINDOWS		Daily	Weekly	X Per Week	Monthly	X Per Month	Quarterly	Semi-Annually	Annually	√ COMMENTS
Clean-outside									X	Summer Break
Clean-inside									X	Summer Break
FLOORS HARD SURFACE		Daily	Weekly	X Per Week	Monthly	X Per Month	Quarterly	Semi-Annually	Annually	√ COMMENTS
Strip and Wax								X		Christmas Break / Summer Break
CARPETS		Daily	Weekly	X Per Week	Monthly	X Per Month	Quarterly	Semi-Annually	Annually	√ COMMENTS
Clean Carpet by Appropriate Method								X		Christmas Break / Summer Break

## List of Minimum Required Duties

<b>AREA:</b>	<b>TEACHER'S LOUNGES / BREAKROOMS</b>	<b>DAYS PER WEEK:</b>	<b>5</b>
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SERVICES PROVIDED		FREQUENCY OF SERVICE								√ COMMENTS
GENERAL		Daily	Weekly	X Per Week	Monthly	X Per Month	Quarterly	Semi-Annually	Annually	
Empty trash cans/Replace liner as needed		X								
Dust and Spot Clean All Furniture		X								
Clean and sanitize drinking fountains, sinks, restock supplies		X								
Low dust - including window sills, ledges, moldings,shelves, picture frames, etc. to 36"			X							
High dust - including shelves, molding, ledges, etc. to 72"						2				
Spot clean lobby glass including front doors and partition glass		X								
Dust blinds/vents							X			
Dust mop/Spot mop hard floors or vacuum carpet floor traffic lanes only		X								
Dust mop/wet mop hard floors or vacuum carpet wall to wall			X							
Spot clean carpets		X								
Spot clean Walls and Doors		X								
Secure Windows and Doors		X								
Change Defective Light Bulbs		X								Reachable with an 8' Ladder
Vacuum Fabric Furniture					X					
Clean and Sanitize Telephones			X							
RESTROOMS		Daily	Weekly	X Per Week	Monthly	X Per Month	Quarterly	Semi-Annually	Annually	√ COMMENTS
SEE RESTROOM PROCEDURES		X								
WINDOWS		Daily	Weekly	X Per Week	Monthly	X Per Month	Quarterly	Semi-Annually	Annually	√ COMMENTS
Clean-outside									X	Summer Break
Clean-inside									X	Summer Break
FLOORS HARD SURFACE		Daily	Weekly	X Per Week	Monthly	X Per Month	Quarterly	Semi-Annually	Annually	√ COMMENTS
Strip and Wax							X			
CARPETS		Daily	Weekly	X Per Week	Monthly	X Per Month	Quarterly	Semi-Annually	Annually	√ COMMENTS
Clean Carpet by Appropriate Method							X			

## List of Minimum Required Duties

AREA:		CAFETERIAS / KITCHENS							DAYS PER WEEK:	5
SERVICES PROVIDED		FREQUENCY OF SERVICE								
GENERAL		Daily	Weekly	X Per Week	Monthly	X Per Month	Quarterly	Semi-Annually	Annually	√ COMMENTS
Empty trash cans/Replace liner as needed		X								
Sweep / Vacuum		X								
Clean and sanitize drinking fountains, sinks, restock supplies		X								
Low dust - including hand rails, window sills, ledges, moldings, shelves, picture frames, etc. to 36"		X								
High dust - including shelves, molding, ledges, etc. to 72"						2				
Spot Mop		X								
Dust blinds/vents					X					
Dust Mop/Wet Mop Hard Floors Wall to Wall		X								
Spot clean carpets		X								
Spot clean Walls and Doors		X								Up to 72'
Secure Windows and Doors		X								
Clean Door Glass		X								
Set Up Chairs and tables		X								
Arrange Chairs and Tables for Next Days Use		X								
Change Defective Light Bulbs		X								Reachable with an 8' Ladder
Kitchen Hood Cleaning									X	
WINDOWS		Daily	Weekly	X Per Week	Monthly	X Per Month	Quarterly	Semi-Annually	Annually	√ COMMENTS
Clean-outside								X		December 1 - January 31 / Summer Break
Clean-inside								X		December 1 - January 31 / Summer Break
FLOORS HARD SURFACE		Daily	Weekly	X Per Week	Monthly	X Per Month	Quarterly	Semi-Annually	Annually	√ COMMENTS
Buff and Recoat				2						
Top Scrub and Recoat								X		Fall Break / Spring break
Strip and Wax								X		December 1 - January 31 / Summer Break
Steam Clean kitchen Floors								X		December 1 - January 31 / Summer Break
CARPETS		Daily	Weekly	X Per Week	Monthly	X Per Month	Quarterly	Semi-Annually	Annually	√ COMMENTS
Clean Carpet by Appropriate Method								X		December 1 - January 31 / Summer Break

## List of Minimum Required Duties

<b>AREA:</b>	<b>CLASSROOMS/LABS/MULTIPURPOSE AREAS</b>	<b>DAYS PER WEEK:</b>	<b>5</b>
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SERVICES PROVIDED		FREQUENCY OF SERVICE								√ COMMENTS
GENERAL		Daily	Weekly	X Per Week	Monthly	X Per Month	Quarterly	Semi-Annually	Annually	
Empty trash cans/Replace liner as needed		X								
Dust all furniture including desks, chairs, tables			X							
Clean and sanitize drinking fountains, sinks, restock supplies		X								
Low dust - including window sills, ledges, moldings,shelves, picture frames, etc. to 36"			X							
High dust - including shelves, molding, ledges, etc. to 72"						2				
Spot clean desk tops		X								
Spot clean lobby glass including front doors and partition glass		X								
Dust blinds/vents							X			
Dust mop/Spot mop hard floors or vacuum carpet floor traffic lanes only		X								
Dust mop/Wet mop hard floors or vacuum carpet wall to wall			X							
Spot clean carpets		X								
Chalkboard / Marker Board Cleaned			X							
Spot clean board trays		X								
Spot clean Walls and Doors		X								
Secure Windows and Doors		X								
Change Defective Light Bulbs		X								Reachable with an 8' Ladder
Clean Desk Tops								X		
Detail Clean Entire Desks									X	Summer Break
RESTROOMS		Daily	Weekly	X Per Week	Monthly	X Per Month	Quarterly	Semi-Annually	Annually	√ COMMENTS
SEE RESTROOM PROCEDURES		X								
WINDOWS		Daily	Weekly	X Per Week	Monthly	X Per Month	Quarterly	Semi-Annually	Annually	√ COMMENTS
Clean-outside	Classroom								X	Summer Break
Clean-inside	Classroom								X	Summer Break
FLOORS HARD SURFACE		Daily	Weekly	X Per Week	Monthly	X Per Month	Quarterly	Semi-Annually	Annually	√ COMMENTS
Strip and Wax								X		December 1 - January 31 / Summer Break*
CARPETS		Daily	Weekly	X Per Week	Monthly	X Per Month	Quarterly	Semi-Annually	Annually	√ COMMENTS
Clean Carpet by Appropriate Method								X		December 1 - January 31 / Summer Break
ESE/PreK Carpets Cleaned							X			
Multi Purpose Room Carpets							X			

**\*All Floor Finish (wax) must be a sealer finish. Must be able to use on resilient tile, terrazzo, concrete, cork, linoleum or rubber flooring. Must have nonvolatile solids "not to exceed" a minimum of 22% and a maximum total solids of 26.5%. Product must not contain any dark resins. Must have pH level between 8.1 and 8.9. Must respond to buffing and burnishing between 300 rpm and 2000+ rpm. Must meet or exceed slip resistance (ASTMD 2047-93) James Machine 0.5 minimum.**

## List of Minimum Required Duties

<b>AREA:</b>	<b>ENTRANCES / LOBBIES / HALLWAYS</b>	<b>DAYS PER WEEK:</b>	<b>5</b>
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SERVICES PROVIDED		FREQUENCY OF SERVICE								√ COMMENTS
GENERAL		Daily	Weekly	X Per Week	Monthly	X Per Month	Quarterly	Semi-Annually	Annually	
Empty trash cans/Replace liner as needed		X								
Dust all furniture including desks, chairs, tables		X								
Clean and sanitize drinking fountains, sinks, restock supplies		X								
Low dust - including window sills, ledges, moldings,shelves, picture frames, etc. to 36"			X							
High dust - including shelves, molding, ledges, etc. to 72"						2				
Clean Entrance Glass		X								
Dust blinds/vents					X					
Dust mop/wet mop Hard Floors or vacuum Carpet Wall to Wall		X								
Spot clean carpets		X								
Spot clean Walls and Doors		X								Up to 72'
Secure Windows and Doors		X								
Change Defective Light Bulbs		X								Reachable with an 8' Ladder
Vacuum Fabric Furniture					X					
Dust Tops of Lockers			X							
Detail Clean Lockers									X	Summer Break
RESTROOMS		Daily	Weekly	X Per Week	Monthly	X Per Month	Quarterly	Semi-Annually	Annually	√ COMMENTS
SEE RESTROOM PROCEDURES		X								
WINDOWS		Daily	Weekly	X Per Week	Monthly	X Per Month	Quarterly	Semi-Annually	Annually	√ COMMENTS
Clean-outside									X	Summer Break
Clean-inside									X	Summer Break
FLOORS HARD SURFACE		Daily	Weekly	X Per Week	Monthly	X Per Month	Quarterly	Semi-Annually	Annually	√ COMMENTS
Buff Tile			X							
Top Scrub and Recoat										These areas must maintain a reading of 55 using a gloss meter set at a measuring angle of 60 degrees. This will be used as a signal for a top Scrub and Recoat.*
Strip and Wax									X	Summer Break
CARPETS		Daily	Weekly	X Per Week	Monthly	X Per Month	Quarterly	Semi-Annually	Annually	√ COMMENTS
Clean Carpet by Appropriate Method								X		December 1 - January 31 / Summer Break

**\*All Floor Finish (wax) must be a sealer finish. Must be able to use on resilient tile, terrazzo, concrete, cork, linoleum or rubber flooring. Must have nonvolatile solids "not to exceed" a minimum of 22% and a maximum total solids of 26.5%. Product must not contain any dark resins. Must have pH level between 8.1 and 8.9. Must respond to buffing and burnishing between 300 rpm and 2000+ rpm. Must meet or exceed slip resistance (ASTMD 2047-93) James Machine 0.5 minimum.**

## List of Minimum Required Duties

<b>AREA:</b>	<b>GYMS / LOCKER ROOMS*</b>	<b>DAYS PER WEEK:</b>	<b>5</b>
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SERVICES PROVIDED	FREQUENCY OF SERVICE								√ COMMENTS
GENERAL	Daily	Weekly	X Per Week	Monthly	X Per Month	Quarterly	Semi-Annually	Annually	
Empty trash cans/Replace liner as needed	X								
Dust all furniture including desks, chairs, tables		X							
Clean and sanitize drinking fountains, sinks, restock supplies	X								
Low dust - including window sills, ledges, moldings,shelves, picture frames, etc. to 36"		X							
High dust - including shelves, molding, ledges, etc. to 72"					2				
Dust/Clean exposed ceiling structures/air supply ducts and vents and surrounding walls and all other flat vertical surfaces.								X	
Clean Entire Glass Doors Inside and Out		X							As Needed
Spot clean lobby glass including front doors and partition glass	X								
Dust blinds/vents						X			
Dust mop/Spot mop hard floors or vacuum carpet floor traffic lanes only	X								
Dust mop/wet mop hard floors or vacuum carpet wall to wall		X							
Spot clean carpets (up to 4" diameter)	X								
Chalkboard / Marker Board Cleaned		X							
Spot clean board trays	X								
Spot clean Walls and Doors	X								
Secure Windows and Doors	X								
Change Defective Light Bulbs	X								Reachable With An 8' Ladder
Weight Room	X								Spot Clean Glass / Sanitize Rubber Mats (Equipment Not Cleaned by Contractor)
Deep Clean Lockers								X	
Seating Areas									Remove Loose Debris AS Needed
Special Event Coverage									As Required
RESTROOMS / SHOWERS	Daily	Weekly	X Per Week	Monthly	X Per Month	Quarterly	Semi-Annually	Annually	√ COMMENTS
SEE RESTROOM PROCEDURES	X								
Remove Soaps and other foreign matter	X								
Sanitize Floors and Walls with Germicidal Disinfectant	X								
Pressure Clean Floors				X					

AREA:		GYMS / LOCKER ROOMS**-Cont.								DAYS PER WEEK:	5
WINDOWS		Daily	Weekly	X Per Week	Monthly	X Per Month	Quarterly	Semi-Annually	Annually	√ COMMENTS	
Clean-outside									X	Summer Break	
Clean-inside									X	Summer Break	
FLOORS HARD SURFACE		Daily	Weekly	X Per Week	Monthly	X Per Month	Quarterly	Semi-Annually	Annually	√ COMMENTS	
Gym Floors/Re-Coat									X	Contractor Not Responsible for Painting and Restriping; *See Note below for Gym Floor Re-Coat Specifications.	
Strip and Wax								X		December 1- January 31/ Summer Break	
CARPETS		Daily	Weekly	X Per Week	Monthly	X Per Month	Quarterly	Semi-Annually	Annually	√ COMMENTS	
Clean Carpet by Appropriate Method								X		December 1- January 31/ Summer Break	
*All Gym floors are to be re-coated using a Water Base or Oil Base product.											
Two coats required to meet District Specifications.											
*Day to day maintenance of the swimming pool at Washington High School is not part of this Agreement.											



## List of Minimum Required Duties

<b>AREA:</b>	<b>MISCELLANEOUS</b>	<b>DAYS PER WEEK:</b>	<b>5</b>
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SERVICES PROVIDED	FREQUENCY OF SERVICE								√ COMMENTS
GENERAL	Daily	Weekly	X Per Week	Monthly	X Per Month	Quarterly	Semi-Annually	Annually	
Maintain janitor closet in neat and orderly fashion	X								
Clean and inspect equipment	X								
Observe building security and lighting procedures	X								
Notify building contact of any irregularities or equipment malfunctions	X								
Respond to After Hour Alarms	X								As Required
Clean After Hours School Events	X								As Required

## List of Minimum Required Duties

<b>AREA:</b>	<b>RESTROOMS</b>	<b>DAYS PER WEEK:</b>	<b>5</b>
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SERVICES PROVIDED	FREQUENCY OF SERVICE								✓ COMMENTS
RESTROOMS	Daily	Weekly	X Per Week	Monthly	X Per Month	Quarterly	Semi-Annually	Annually	
Clean, sanitize and polish all R.R. fixtures including toilet bowls, urinals, sinks	X								
Clean all glass and mirrors	X								
Empty all trash cans and disposals, insert liners as needed, spot clean and sanitize container	X								
Empty and sanitize interior of sanitary container	X								
Spot clean walls, doors and partitions	X								
Refill dispensers to normal limits	X								
Low dust - (36" ) window sills, moldings, ledges, shelves, frames, etc.		X							
Dust all air ducts				X					
High dust - (to 72") shelves, moldings, ledges, etc.		X							
Sweep and damp mop hard floors	X								
Vacuum carpet if applicable	X								
High Use Restrooms									Checked at least 2x daily by Day Custodian
Remove Graffiti Where Possible	X								
Report Plumbing Problems	X								
Scrub Restrooms				X					
Change Defective Light Bulbs	X								Reachable with an 8' Ladder

## List of Minimum Required Duties

<b>AREA:</b>	<b>STAIRWELLS/ELEVATORS</b>	<b>DAYS PER WEEK:</b>	<b>5</b>
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SERVICES PROVIDED		FREQUENCY OF SERVICE								√ COMMENTS
GENERAL		Daily	Weekly	X Per Week	Monthly	X Per Month	Quarterly	Semi-Annually	Annually	
Empty trash cans/Replace liner as needed		X								
Sweep / Vacuum		X								
Clean and sanitize drinking fountains, sinks, restock supplies		X								
Low dust - including hand rails, window sills, ledges, moldings, shelves, picture frames, etc. to 36"			X							
High dust - including shelves, molding, ledges, etc. to 72"						2				
Spot Mop		X								
Dust blinds/vents					X					
Dust Mop/Wet Mop Hard Floors or Vacuum Carpet Wall to Wall			X							
Spot clean carpets (up to 4" diameter)		X								
Spot clean Walls and Doors		X								Up to 72'
Secure Windows and Doors		X								
Change Defective Light Bulbs		X								with an 8 Ladder
WINDOWS		Daily	Weekly	X Per Week	Monthly	X Per Month	Quarterly	Semi-Annually	Annually	√ COMMENTS
Clean-outside									X	Summer Break
Clean-inside									X	Summer Break
FLOORS HARD SURFACE		Daily	Weekly	X Per Week	Monthly	X Per Month	Quarterly	Semi-Annually	Annually	√ COMMENTS
Strip and Wax							X			
CARPETS		Daily	Weekly	X Per Week	Monthly	X Per Month	Quarterly	Semi-Annually	Annually	√ COMMENTS
Clean Carpet by Appropriate Method								X		December 1 - January 31 / Summer Break

# ATTACHMENT F

## AGREEMENT FOR CUSTODIAL SERVICES

This Agreement for Custodial Services (the "Agreement"), is made and entered into effective the 1<sup>st</sup> day of June, 2017, by and between the School Board of Escambia County, Florida, a district school system in the State of Florida (hereinafter referred to as "The Board"), and the signatory party set forth hereafter, which is authorized to transact business in Florida (hereinafter referred to as "Contractor").

### WITNESSETH:

**Whereas**, the Purchasing Department of the District issued a Request for Proposals dated January 10, 2017, entitled "Custodial Services, RFP No. 171201," and all Attachments thereto (collectively, the "RFP"), a copy of which RFP is attached hereto and incorporated herein by this reference as Exhibit A;

**Whereas**, after free and open competition, the Contractors submitted a proposal, which the parties negotiated to create a conformed Proposals (attached hereto and incorporated herein by this reference as Exhibit B), and was selected as the best responsive and responsible Contractor by the District (the "Proposal");

**Whereas**, the Contractor is interested in and capable of performing the desired custodial services (hereafter further defined as the "Services") for the District and the Board desires to have the Contractor perform the Services; and

**Whereas**, the parties have reached an agreement on the Services to be performed and the payment for the same, and therefore wish to set forth this understanding in writing in this Agreement.

**NOW, THEREFORE**, in consideration of the mutual covenants and conditions contained herein, the parties agree as follows:

### ARTICLE I SCOPE OF SERVICES

- 1.1 The recitals set forth above are true and correct and are incorporated into this Agreement by this reference.
- 1.2 The Contractor shall perform all services, jobs, duties, and functions described in the RFP at the District Schools described in the Proposal, and in accordance with the staffing plan in the Proposal (collectively defined herein as the "Services").

### ARTICLE II COMMENCEMENT AND RENEWAL

- 2.1 The Initial Term of this Agreement commences June 1, 2017 and ends June 30, 2017 (subject, however, to the availability of lawfully appropriated funds). Agreement renewals are set forth in Section IV B 5 of the RFP.
- 2.2 The Services shall commence according to the schedule set forth in the RFP, unless the District notifies the Contractor otherwise in writing.

### **ARTICLE III COMPENSATION**

The compensation payable to the Contractor is set forth in the Contractor's completed Attachment C of the RFP (as accepted by the Board), and the amount set forth therein shall be the Board's maximum financial liability to the Contractor.

### **ARTICLE IV NOTICES**

- 4.1 The parties agree that all communications relating to the day-to-day activities shall be exchanged between the respective representatives of the District Director of Maintenance Services and the Contractor, which representatives shall be designated by the parties, in writing, promptly upon commencement of the Services. These procedures shall replace and supersede all processes outlined in any Proposal.
- 4.2 All notices and communications in writing required or permitted hereunder may be delivered by hand, or pre-paid certified mail, return receipt requested, or via overnight delivery (with a courier providing a receipt or tracking for such service) to the representatives of the District and the Contractor set forth below. Until changed by a notice in writing, all such notices and communications shall be addressed as follows:

If to the District:

Escambia County School District  
Attn: John Dombroskie, Director of Purchasing  
75 North Pace Blvd.  
Pensacola, Florida 32505  
Phone: (850) 469-6120

With a copy to:

Office of the General Counsel  
Attn: Donna Sessions Waters General Counsel  
75 North Pace Blvd.  
Pensacola, Florida 32505  
Phone: (850) 469-6362

If to the Contractor:

See the information set forth in the Contractor's signature page.

### **ARTICLE V MISCELLANEOUS**

- 5.1 Pursuant to the RFP, the Contractor provides the Proposal Bond and the Performance Bond as attached hereto and incorporated herein by reference as Exhibit C. The parties agree that the complete Agreement documents include the following: This Agreement, the RFP (and any associated Addendums) in Exhibit A, a conformed copy of Contractor's Proposal in Exhibit B, the Contractor's bonds attached as Exhibit C. In the event of a conflict or ambiguity among the Agreement documents, then precedence shall be given in the following order: this Agreement, then the RFP, then Exhibit C, and then lastly the Proposal.
- 5.2 In the event the Proposal contained exceptions to the RFP, the exceptions and the Contractor's proposed form of agreement, are all stricken in their entirety and void unless the District affirmatively evidenced its written acceptance of these exceptions on Exhibit B herein.
- 5.3 This Agreement may be executed in one or more counterparts, each of which will be deemed an original, but all such counterparts will together constitute but one and the same instrument.

**ARTICLE VI**  
**FLORIDA PUBLIC RECORDS LAW AND COMPLIANCE**

Pursuant to Section 119.0701, Florida Statutes, any contract entered into pursuant to this RFP will require the successful Responder to comply with all public records laws, including the obligations to:

- 6.1 Keep and maintain public records required by the District to perform the service.
- a. The timeframes and classifications for records retention requirements must be in accordance with the General Records Schedule GS1-SL for State and Local Government Agencies and GS7 for Public Schools. (See <http://dos.dos.state.fl.us/library-archives/records-management/general-records-schedules/>).
  - b. Records include all documents, papers, letters, maps, books, tapes, photographs, films, sound recordings, data processing software, or other material, regardless of the physical form, characteristics, or means of transmission, made or received pursuant to law or ordinance or in connection with the transaction of official business with the District. Contractor's records under this Agreement include but are not limited to, supplier/subcontractor invoices and contracts, project documents, meeting notes, emails and all other documentation generated during this Agreement.
- 6.2 Upon request from the District's custodian of public records, provide the District with a copy of the requested records or allow the records to be inspected or copied within a reasonable time at a cost that does not exceed the cost provided for by law. If a Contractor does not comply with the District's request for records, District shall enforce the provisions in accordance with the contract.
- 6.3 Ensure that project records that are exempt or confidential and exempt from public records disclosure requirements are not disclosed except as authorized by law for the duration of the contract term and following completion of the contract if the Contractor does not transfer the records to District.
- 6.4 Upon completion of the contract, transfer, at no cost, to the District all public records in possession of the Contractor or keep and maintain public records required by the District to perform the service. If the Contractor transfers all public records to the District upon completion of the contract, the Contractor shall destroy any duplicate public records that are exempt or confidential and exempt from public records disclosure requirements. If the Contractor keeps and maintains public records upon the completion of the contract, the Contractor shall meet all applicable requirements for retaining public records. All records kept electronically must be provided to the District, upon request from the District's custodian of public records, in a format that is compatible with the information technology systems of the District.

**IF THE CONTRACTOR HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FLORIDA STATUTES, TO THE CONTRACTOR'S DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THIS CONTRACT, CONTACT THE SCHOOL DISTRICT OF ESCAMBIA COUNTY, CUSTODIAN OF PUBLIC RECORDS AT (850) 469-6131, [NROSS@ESCAMBIA.K12.FL.US](mailto:NROSS@ESCAMBIA.K12.FL.US), OR 75 NORTH PACE BLVD., PENSACOLA, FL 32505.**

A Contractor who fails to provide the public records to the District within a reasonable time may also be subject to penalties under Section 119.10, Florida Statutes.

IN WITNESS WHEREOF, the Board and the Contractor have each caused this Agreement to be signed and delivered by its duly authorized officer, all as of the date first set forth above.

**SCHOOL BOARD OF ESCAMBIA COUNTY, FL**

Form Approved for Escambia County School Board

By: \_\_\_\_\_

Bill Slayton, Chairman

By: \_\_\_\_\_

Office of General Counsel

Attest:

Date: \_\_\_\_\_

By: \_\_\_\_\_

Malcolm Thomas, Superintendent

Approved by Board on May 16, 2017

Responders are instructed to create the Agreement signature page for the entity as follows:

1. Create the signature block for the legally formed entity, signed by a President, Chairman, or Vice President;
2. If an officer other than the President, Chairman, or Vice President signs the Agreement, then an corporate resolution/partnership affidavit/etc. must accompany the Agreement to show the person has the actual authority to bind the Responder;
3. The signature block shall include two witnesses for the officer's signature;
4. Please include the Responders taxpayer identification number, and attach an executed W-9 Form;
5. Finally, please add the address for the Contractor's formal notices (including any and all copy notices) – see Section 4.2 above for the District's notices as an example.



**EXHIBIT A**  
**RFP**

**EXHIBIT B**  
**CONFORMED PROPOSAL**

**EXHIBIT C-1 and C-2**  
**CONTRACTOR'S PROPOSAL BOND and PERFORMANCE BOND**

# ATTACHMENT G

## FISH Report - Design Code Deletions

Used to establish "cleanable square footage"

CODE	ROOM DESIGN		CODE	ROOM DESIGN
00013	PE Storage (Elementary School)		00530	Masonry Shop
00014	Elementary Covered Play Area		00540	Electronics Shop
00098	PE Storage (Middle/High School)		00545	Electrical Shop
00120	Gymnasium Storage		00555	Plumbing Shop
00121	Other PE Space-Concrete		00560	Paint Shop
00245	Medium Industrial Lab		00565	Welding Shop
00272	Vocational Lab Support Space		00570	Air Conditioning Shop
00308	General School Storage		00575	Carpet Shop
00309	Vault / Student Records		00580	Lock Shop
00330	Custodial Receiving		00585	School Bus Parts Room
00331	Custodial Service Closet		00586	School Bus Machine Shop
00332	Custodial Work Area		00587	School Bus Glass/Upholstery Shop
00333	Flammable Storage		00588	School Bus Body Shop
00334	Custodial Equipment Storage		00589	School Bus Paint/Flammable Storage
00341	Kitchen & Serving Area		00590	School Bus Paint Bay
00342	Kitchen Dry Storage		00591	School Bus Tire Storage & Mounting
00343	Kitchen Office		00592	School Bus Work Bay
00344	Kitchen Garbage Wash		00701	Covered Walkways
00345	Kitchen Nonfood Storage		00702	Mechanical Room
00346	Kitchen Food Preparation		00703	Electrical Room
00347	Kitchen Dish Washing		00707	Telephone Equipment/Comm. Closet
00348	Satellite Kitchen		00801	Firing Range
00349	Kitchen Chair Storage		00805	Kiln
00350	Other Food Service		00808	Material Storage
00364	Stage Storage		00810	Material Storage Large
00368	Textbook Storage		00811	Outside Storage
00372	Ticket Booth		00841	Greenhouse
00419	Ancillary Flammable Storage		00911	Dormitory Bath
00504	Off-Line Equipment		00914	Dormitory Closet
00510	Warehouse Storage		00917	Residence Bedroom
00515	Central Kitchen		00919	Residence Living Room
00520	Carpentry Shop			

# ATTACHMENT H

## School Site Review and Schedule For Escambia County Public Schools

As part of the custodial services solicitation process, a schedule has been developed to allow for site reviews of schools within Cleaning Zone 3 of the District. The site review period is from January 24<sup>th</sup> through January 27<sup>th</sup>. Site reviews will kick off after the **MANDATORY** Pre-Proposal Conference at the District's J.E. Hall Center Administration Complex, 30 E. Texar, Pensacola, Florida on Tuesday January 24, 2017 at 9:30 a.m. CST in the Maintenance Department's Conference Room. Further Information will be provided at this meeting and any questions from potential Responders answered. At the conclusion of the conference those in attendance will be given the opportunity to tour all school sites to survey the custodial needs of the District until 3:00 p.m. that day. The sites will continue to be available 9:00 a.m. to 3:00 p.m. daily up to and including Friday, January 27, 2017. Survey teams are limited to four (4) individuals. District staff will not accompany any Contractors to the schools. But, once on school grounds, Contractors must check-in with the administrative office to sign-in and received visitor badges. From that point forward they will be escorted by school personnel.

Firms desiring to review schools will be allowed to schedule representative(s) for these schools by contacting John Dombroskie, Director of Purchasing at [jdombroskie@escambia.k12.fl.us](mailto:jdombroskie@escambia.k12.fl.us) with their names and contact information not earlier than 7:30 am CST on Wednesday, January 18th and no later than 4:00 pm CST on Monday, January 23rd. The Purchasing Department will notify the schools of the pending visit(s) and then supply the Contractor with a letter to shown to the school's staff granting access. Visits prior to confirmation by the Purchasing Department are prohibited.

# ATTACHMENT I

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## Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion - Lower Tier Covered Transactions

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This certification is required by the Department of Education regulations implementing Executive Order 12549, Debarment and Suspension, 34 CFR Part 85, for all lower tier transactions meeting the threshold and tier requirements stated at Section 85.110.

### Instructions for Certification

1. By signing and submitting this proposal, the prospective lower tier participant is providing the certification set out below.
2. The certification in this clause is a material representation of fact upon which reliance was placed when this transaction was entered into. If it is later determined that the prospective lower tier participant knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government, the department or agency with which this transaction originated may pursue available remedies, including suspension and/or debarment.
3. The prospective lower tier participant shall provide immediate written notice to the person to whom this proposal is submitted if at any time the prospective lower tier participant learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.
4. The terms "covered transaction," "debarred," "suspended," "ineligible," "lower tier covered transaction," "participant," "person," "primary covered transaction," "principal," "proposal," and "voluntarily excluded," as used in this clause, have the meanings set out in the Definitions and Coverage sections of rules implementing Executive Order 12549. You may contact the person to which this proposal is submitted for assistance in obtaining a copy of those regulations.
5. The prospective lower tier participant agrees by submitting this proposal that, should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by the department or agency with which this transaction originated.
6. The prospective lower tier participant further agrees by submitting this proposal that it will include the clause titled "Certification Regarding Debarment, Suspension, Ineligibility, and Voluntary Exclusion-Lower Tier Covered Transactions," without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.
7. A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that it is not debarred, suspended, ineligible, or voluntarily excluded from the covered transaction, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may, but is not required to, check the Nonprocurement List.
8. Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge and information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.
9. Except for transactions authorized under paragraph 5 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to other remedies available to the Federal Government, the department or agency with which this transaction originated may pursue available remedies, including suspension and/or debarment.

## Certification

(1) The prospective lower tier participant certifies, by submission of this proposal, that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency.

(2) Where the prospective lower tier participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal.

NAME OF APPLICANT	AWARD NUMBER AND/OR PROJECT NAME
PRINTED NAME AND TITLE OF AUTHORIZED REPRESENTATIVE	
SIGNATURE	DATE

ED 80-00014, 9/90 (Replaces GCS-009 (REV. 12/88), which is obsolete)

## CUSTODIAL INSPECTION REPORT

**LOCATION:** \_\_\_\_\_

DATE \_\_\_\_\_

**ZONE:** \_\_\_\_\_

TOTAL SCORE% 

INSPECTED BY (Title): \_\_\_\_\_

NAME \_\_\_\_\_

A = 90% - 100%

B = 80% - 89%

C = 65% - 79%

D = 50% - 64%

F = Below 50%

### 1) Gym/Locker Rooms

1) <b>Gym/Locker Rooms</b>	#	#	#
Floor clean of dirt & debris?			
Corners & baseboards clean?			
Lockers clean?			
Sinks & fixtures clean?			
Urinals & bowls clean?			
Bathroom supplies stocked?			
Lights, Bulbs/cover			
Walls/vents			
<b>Total points:</b>			
<b>Maximum points:</b>			

## 2) Hallways

<b>2) Hallways</b>	<b>#</b>	<b>#</b>	<b>#</b>	<b>#</b>
Floor clean of dirt & debris?				
Corners & baseboards clean?				
Ledges free of dust?				
Drinking fountains clean?				
Walls clean & graffiti clean?				
Lights, Bulbs/covers				
Shine/Floor				
Vents				
<b>Total points:</b>				
<b>Maximum points:</b>				

### 3) Administrative Offices

<b>3) Administrative Offices</b>	<b>#</b>	<b>#</b>	<b>#</b>
Floor clean of dirt & debris?			
Carpet vacuum & clean?			
Corners & baseboards clean?			
Wastebaskets clean?			
Walls/Windowsills			
Furniture clean & orderly?			
Lights, Bulbs/cover			
Vents, Blinds			
<b>Total points:</b>			
<b>Maximum points:</b>			

#### 4) Clinic

4) Clinic	#	#
Floor clean of dirt & debris?		
Corners & baseboards clean?		
Walls & mirrors clean?		
Trash cans emptied & cleaned?		
Lights clean & working?		
Sinks & fixtures clean?		
Restroom supplies stocked?		
Lights, Bulbs/covers		
Restrooms		
Vents		
Eyewash station clean?		
<b>Total points:</b>		
<b>Maximum points:</b>		

## 5) Stairwells & Elevators

5) Stairwells & Elevators	#	#	#
Stairwells mopped & clean?			
Ledges free of dust?			
Stairwells free of graffiti?			
Elevators walls/floors clean?			
Media Center?			
Cafeteria/Dining Area?			
<b>Total points:</b>			
<b>Maximum points:</b>			

## 6) Custodial Storage

<b>6) Custodial Storage</b>	<b>#</b>	<b>#</b>
Cart clean & stocked property?		
Floor clean?		
Dry & wet mop clean?		
Chemicals stored property?		
Sink/drain clean & odor free?		
Paper supplies off the floor?		
Equipment clean & running?		
Bottles labeled?		
<b>Total points:</b>		
<b>Maximum points:</b>		

TOTAL



## CUSTODIAL INSPECTION REPORT

Page 2

### 7) Restrooms

	#	#	#	#	#	#	#	#
Floor clean of dirt & debris?								
Corners & baseboards clean?								
Walls clean & free of graffiti?								
Stalls clean & graffiti free?								
Wastebaskets clean?								
Ledges free of dust/Windowsills?								
Mirrors/glass clean?								
Sinks?								
Urinals clean?								
Paper/soap supplies stocked?								
Room odor free?								
Lights, Bulbs/Cover								
Vents free of dust?								
Toilet Bowl & Base clean								
<b>Total points</b>								
<b>Maximum points</b>								

**TOTAL**

### 8) Classrooms - Rm #

	#	#	#	#	#	#	#	#
Baseboard/corners clean?								
Walls/Windowsills								
Floor clean of dust/debris?								
Wastebaskets clean?								
Floor has a nice shine?								
Carpet clean & free of stains?								
Lights clean, Bulbs/cover								
Glass clean?								
TV stands & file cabinets								
Vents free of dust?								
Blackboards clean/Chalk tray								
Sinks clean?								
Desk tops?								
<b>Total points</b>								
<b>Maximum points</b>								

**TOTAL**

## CUSTODIAL INSPECTION REPORT

Page3

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**Total for all categories:**

	Total Points:	Maximum Points:	
1) Gym/Locker Rooms	<hr/>	<hr/>	
2) Hallways	<hr/>	<hr/>	
3) Administrative Offices	<hr/>	<hr/>	
4) Clinic	<hr/>	<hr/>	
5) Stairwells/Elevators	<hr/>	<hr/>	
6) Custodial Storage	<hr/>	<hr/>	
7) Restrooms	<hr/>	<hr/>	
8) Classrooms	<hr/>	<hr/>	
Total Scores	<hr/>	<div>÷</div> <hr/>	= <div style="border: 1px solid black; width: 50px; height: 20px; display: inline-block;"></div> Total Score %

**Administrative Signature** \_\_\_\_\_

**Head Custodian Signature** \_\_\_\_\_

## CONTRACTOR PROPOSAL CLARIFICATIONS

This document outlines the mutual understanding of the Parties with regard to negotiated changes to the Contractor's proposal and to also provide amplifying information regarding that proposal. The items appearing below, in no particular order, if in conflict with the Contractor's proposal shall take precedence over the proposal language.

- Under the "Personnel" tab of the proposal, regarding the "Proposed Daily Labor Allocation" table; add 6.00 Day Porter Hours to Holm Elementary.
- Under the "Personnel" tab of the proposal, regarding the "Proposed Daily Labor Allocation" table; it is agreed that Porter Hours divisible by eight (8) signify a full time Porter. Left over hours less than eight (8) signify part time Porters.
- Under the "Cost" tab of the proposal, the first page labeled "Form of Proposal", the Total Annual Agreement Cost needs to be adjusted. On February 3, 2017 the District issued Addendum I to the solicitation. In the Addendum respondents were instructed to sign and attach it to their proposal, which the Contractor did. The Addendum also stated that:

"The following information contained in the original RFP has changed or been added:

**Attachment G Form of Proposal ITEM #1: Agreement Pricing**

**Page 41.**

**Change the following:**

Replace 1,149,583 with 1,164,874 due to the addition of the new gymnasium at Workman Middle School."

The Contractor's proposal did not reflect this increase in the square footage to clean. PESG figures work out to a cost of \$1.128 Sq. Ft / Year. The price per square foot should be multiplied by 1,164,874 to obtain a true "total annual Agreement Cost" of **\$1,313,977.80** for PESG.

- Under the "Supplies & Equipment" tab of the proposal, regarding "Equipment Maintenance & Replacement", the Contractor ensures that the typical turnaround time for equipment repairs will be forty-eight (48) hours. And, surplus vacuums will be secured at the local PESG office. Turnaround time for the replacement of vacuums will be within six (6) hours.
- The Contractor will provide the following staff members to be on site (start-up crew and support staff) to ensure a successful transition and start to the 2017-2018 school year:

Transition Team Profile

Two (2) Account Managers  
Transition/Regional Manager  
District On-Boarding Specialists  
Director Of Facility Services  
Four (4) Floor Teams/Six (6) Members per Team  
Day Porter Coverage at Each School  
PESG District Hourly Employees



**PESG** Facilities Services response to  
**Escambia County School District**

Request For Proposal for  
**"RFP # 17120 Custodial Services"**

Escambia County School District  
ATTN: John Dombroskie  
75 North Pace Blvd.  
Pensacola, FL 32505



Dear Mr. Dombroskie,

Thank you for the opportunity to partner with Escambia County School District. **PESG's Facility Services, LLC** offers custodial services, general maintenance and grounds services for educational institutions. PESG created our Facility Services division in response to increasing demand from our Educational Partners who wanted to engage superior facility services from a reputable, reliable company.

When we first launched our services in 2005, we made a commitment to excellence, continuous improvement, and integrity, and those values still drive us today. Currently, we partner with over 520 school districts across multiple states. Our focus remains on providing efficiencies and value to school districts, so that the districts can focus on their students.

Please consider the qualities that set us apart from our competitors – those factors that make up *"The PESG Difference:"*

- We only offer **Educational Facility Services** – our sole focus is on you!
- We offer **The PESG Pledge** – full commitment to excellent customer service above all else
- The strongest **Employee Incentive Program** in the industry, with bonus earning potential for all employees
- Annual \$3,000.00 **Scholarship Contribution** for each year of our contact with EAA
- **\$270,000.00** in new equipment

We are a proven industry leader for good reason: We have the processes, solutions, and people in place to save your district money while providing your students with the excellent educational care they deserve.

We are bound by the terms and conditions outlined in the RFP. If you have any questions regarding our response, please do not hesitate to contact me. I look forward to hearing from you.

Sincerely,

A handwritten signature in blue ink, appearing to read "David Davis".

David Davis  
Regional Manager & Business Development  
(615) 961-1178

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Service Agreement



# Section 1:

# Qualifications

- Executive Summary
- Financials
- References and Current Districts
- Service Levels



## Executive Summary

**PESG Facility Services, LLC** is a wholly-owned subsidiary of PESG (Professional Educational Services Group), one of the largest education solution and service companies in the United States. PESG is a well-capitalized, privately-owned company with a healthy, sustainable growth track. We firmly believe that our steady growth has been due to our commitment to serving our partnering districts with integrity and dedication.

PESG created **PESG Facility Services** in response to increasing demand from our Educational Partners who wanted to engage superior facility services from a reputable, reliable company. Thanks in part to the strength of the PESG name, this company has continually grown over time.

**PESG Facility Services** offers ***custodial services, general maintenance, and grounds services*** for the K-12 and Higher Education markets.

We have developed four distinct Service Levels to meet every facility servicing need, from Comprehensive Custodial solutions to Substitute Custodial Staffing on demand. We proudly offer each of these Service Levels to our Educational Partners and customize each service plan to ensure maximum satisfaction.



Throughout the years, we've developed innovative solutions to meet the unique demands and needs found only in educational markets. Education is our sole focus, so we are able to offer the premium facility services, value, and reliability that our Educational Partners have grown to expect from PESG. Our primary goal is to prepare educational environments that are safe and clean so that you can continue to focus on what matters most – *educating your students, without interruption.*

### Our Mission

**PESG Facility Services' mission** is to be the foremost leader of Facility Services to Educational Institutions through the integration of people, processes, and technology.

### Our Goals

- To be **good stewards** of facilities
- To be an **advocate** for the customer
- To provide the highest level of **quality work and service**
- To foster a **collaborative and enriching** work experience
- To **maximize efficiency** through technology and experience



## Professionalism

When you partner with **PESG Facility Services**, you can expect professionalism. Our local management teams are especially trained to ensure that our services meet or exceed your expectations.

All of our employees pass mandatory background checks and fulfill other hiring criteria. We offer competitive wages, a menu of voluntary benefits, monthly bonus earning incentives, extensive training in policies, procedures, and safety precautions, and we provide supplies and equipment so that our staff is prepared and ready to perform.

Because we offer **industry-leading bonus incentives**, we attract and retain quality individuals who are motivated to succeed. This promotes a healthy culture of stability and loyalty in which all parties win.



## Our Vision

*To build a legacy by becoming the nation's most recognizable name of facility management services that **never cuts corners** and always places **customer satisfaction** and **employee enrichment** above all else.*

- We believe that people want a personal experience that speaks to integrity, reliability and compassion.*
- We know that giving employees the opportunity to showcase their passion for contribution is only enabled by placing meaningful value at the individual level.*
- The understanding that, exceptional customer service must always precede profits, is not just an idea, it is a PESG core value.*

## Corporate and Regional Offices

Our corporate office is located in Nashville, Tennessee, and we also staff regional offices to further support our Educational Partners locally.



### **Certifications, Associations & Organizations:**

PESG is proud to partner with many local and national associations including:

- Tennessee School Boards Association (TSBA)
- Tennessee Organization of School Superintendents (TOSS)
- Tennessee Association of School Business Officials (TASBO)
- Southeaster Association of School Business Officials (SASBO)
- National School Boards Association (NSBA)
- US Green Building Council (USGBC)
- Leadership in Energy and Environmental Design (LEED)
- Snow & Ice Management Association (SIMA)
- International Sanitary Supply Association (ISSA)
- International Facility Management Association (IFMA)
- Leadership in Educational Facilities (APPA)

## Financials

**PESG** has experienced substantial growth each year of our twelve-year existence. Financial stability, integrity, and reliability are the hallmarks of our company. Due to our private ownership status, we are entitled to privacy regarding financial data.

However, in response to the District's request, we have included one copy of our audited financial statements from 2014-2015 and 2015-2016 in a separate, sealed document marked "Confidential." This information is included in separately sealed envelope attached to the original copy and marked "*PESG Confidential Financial Statement Enclosed*" and is intentionally left blank in all other copies.

We declare all financial information to be "Exempt from Disclosure" as this information is private and confidential.



## **References**

PESG has provided exceptional services for our Educational Partners for more than a decade. Now serving over 520 school districts across the country, PESG is recognized as a stable, reliable, and committed partner in educational services. Our company was built by educators, for educators, and from the start our sole focus has been education.

More than 42,000 PESG professionals serve in schools today. Beyond this, we've built a leadership team of the most seasoned educational professionals to help direct our choices and ensure that everything we do is in line with our mission of helping schools succeed and thrive. This is why more school districts choose to work with PESG than any other facilities management company.

PESG's sole focus is on you, the customer. In our eleven years of service, PESG has never lost an account for poor performance and currently partners with over 520 schools districts with a customer retention rate of over 98%.

***We are unmatched in our experience in the education market and have the record to prove it.***

### **Gibson County Special School District**

Terry Cunningham, *Director of Finance and Operations*

113 Trenton Highway

Dyer, TN 38330

731-692-3803 | [tcunningham@gcssd.org](mailto:tcunningham@gcssd.org)

Fax 731-692-4375

Square Footage: 763,652

Enrollment: 4,500 Students

Since: 2016

### **Lenawee ISD**

Dan Garno, *Executive Director of Staff Resources*

4107 N. Adrian Highway

Adrian, MI 49221

517-265-1608 | [dan.garno@lisd.us](mailto:dan.garno@lisd.us)

Fax 517-265-7405

Square Footage: 3,573,204

Enrollment: 16,316 Students

Since: 2013



### **Greater Clark Community Schools**

Donna Mullins, *Director of Human Services*

2112 Utica Sellersburg Road

Jeffersonville, IN 47131

812-283-0701 | [dmullins@gcs.k12.in.us](mailto:dmullins@gcs.k12.in.us)

Fax 812-288-4804

Square Footage: 2,311,326

Enrollment: 10,554 Students

Since: 2013

### **Eastern Upper Peninsula ISD**

Steve Gordon, *Director of Business Services*

315 Armory Place

Sault Ste. Marie, MI 49783

906-632-3373 | [sgordon@eupisd.k12.mi.us](mailto:sgordon@eupisd.k12.mi.us)

Fax 906-632-1125

Square Footage: 1,642,500

Enrollment: 7,500 Students

Since: 2014

### **Dickinson Iron ISD**

Wendy Warmuth, *Superintendent*

1074 Pyle Drive

Kingsford, MI 49802

906-779-2690 | [wwarmuth@diisd.org](mailto:wwarmuth@diisd.org)

Fax 906-779-9577

Square Footage: 1,248,300

Enrollment: 5,700 Students

Since: 2012

### **Lincoln Park School District**

Christina Varady, *Human Resources Specialist*

1650 Champaign

Lincoln Park, MI 48146

313-389-0200 | [Christina.varady@lpps.info](mailto:Christina.varady@lpps.info)

Fax 313-389-1322

Square Footage: 1,066,530

Enrollment: 4,870 Students

Since: 2013

### **Oakridge Public Schools**

Judy Hancock, *Human Resources*  
275 South Wolf Lake Road  
Muskegon, MI 49442  
231-788-7106 | [jhandcock@oakridgeschools.org](mailto:jhandcock@oakridgeschools.org)  
Fax 231-788-7114

### **Fruitport Community Schools**

Mark Mesgergen, *Director of Business Services*  
3255 E. Pontaluna Road  
Fruitport, MI 49415  
231-865-4005 | [mmesbergen@fruitportschools.net](mailto:mmesbergen@fruitportschools.net)

### **Pentwater Public Schools**

Toni Glover, *Administrative Assistant*  
600 E. Park Street  
Pentwater, MI 49449  
231-869-4100 | [tglover@pentwater.k12.mi.us](mailto:tglover@pentwater.k12.mi.us)  
Fax 231-869-4535

### **Muskegon Area Intermediate School District**

Kelly Powers, *Director of Human Resources*  
630 Harvey Street  
Muskegon, MI 49442-2309  
231-767-7213 | [kpowers@muskegonisd.org](mailto:kpowers@muskegonisd.org)

Dollar Volume in sales: \$4.7 million  
Educational Partner Since: July 2006  
Services Provided: PESG provides substitute staffing for Teachers, Clerical, Custodial Workers, Food Service Workers, and Administrators.

### **Genesee ISD**

Keely P. Mounger, *Ed.D., Deputy Superintendent*  
2413 W. Maple Ave  
Flint, MI 48507  
(810)591-4528 | [kmounger@geneseeisd.org](mailto:kmounger@geneseeisd.org)

Dollar Volume in Sales: \$10.4 Million  
Educational Partner Since: September 2008  
Services Provided: PESG provides substitute staffing for Teachers, Clerical, Custodial Workers, Food Service, and Administrators.

***Please see the following pages for a list of current Facility Services contracts.***

## Districts Currently Served by PESG's Facility Services Division

District	Student Count	Square Footage
Lenawee ISD	16,316	3,573,204
Greater Clark Communtiy Schools	10,554	2,311,326
Eastern Upper Peninsula ISD	7,500	1,642,500
Dickinson Iron ISD	5,700	1,248,300
Lincoln Park School District	4,870	1,066,530
Woodhaven-Brownstone School District	4,860	1,064,340
Wyandotte School District	4,504	986,376
Ypsilanti	4,162	911,478
Allen Park Public Schools	3,770	825,630
Clintondale Community Schools	3,129	685,251
Redford Union Schools	2,969	650,211
Fowlerville Community Schools	2,895	634,005
Fruitport Community Schools	2,889	632,691
Dearborn Heights SD # 7	2,700	591,300
Center Line Public Schools	2,678	586,482
FitzGerald Public Schools	2,677	586,263
Lake Ridge Community Schools	2,530	554,070
Sault Ste. Marie Area Schools	2,423	530,637
Orchard View Schools	2,338	512,022
South Haven Public Schools	2,202	482,238
Goodrich Area Schools	2,086	456,834
West Branch-Rose City Area Schools	2,045	447,855
South Lake Schools	1,941	425,079
Armada Area Schools	1,912	418,728
Breitung Township School District	1,712	374,928
Crawford Ausable Schools	1,641	359,379
Onsted Community Schools	1,466	321,054
Gladstone Area Schools	1,453	318,207
Montrose Community Schools	1,375	301,125
Beecher Community Schools	1,316	288,204
Iron Mountain Public Schools	1,300	284,700
Blissfield Community Schools	1,235	270,465
Mount Clemens Community Schools	1,187	259,953
Roscommon Area Public Schools	1,148	251,412
Homer Community Schools	1,110	243,090
Union City Community Schools	1,063	232,797
Melvindale-Northern Allen Park	996	218,124
Holton Public Schools	888	194,472
Breckenridge Community Schools	787	172,353

## Districts Currently Served by PESG's Facility Services Division

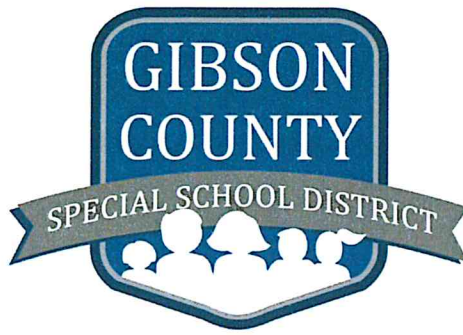
Pinckney Community Schools	761	166,659
Norway-Vulcan Area Schools	714	156,366
Mid Peninsula School	704	154,176
Tahquamenon Area Schools	703	153,957
Veastaburg Community Schools	628	137,532
Saint Ignace Area Schools	585	128,115
Pickford Public Schools	501	109,719
Woodland Park Academy	486	106,434
JKL Bahweiting School	458	100,302
Tekonsha Community Schools	273	59,787
Detour Area Schools	145	31,755

**Total Number of Students Served: 124,185**

**Total Amount of Square Footage: 27,218,415**



*Eddie Pruett*  
*Director of Schools*



*Phone: 731-692-3803*  
*Fax: 731-692-4375*

February 7, 2017

*Creating Learning Communities*  
*130 Trenton Highway · PO Box 60*  
*Dyer, Tennessee 38330*

To Whom It May Concern:

**REFERENCE: PESG's FACILITY SERVICES DIVISION**

PESG Facility Services Division was employed by our school district effective November 1, 2016 after extensive research and interviews with several full service custodial companies.

The contract was awarded to PESG the second week of September and the PESG Management Team hit it hard getting everything ready for the November 1 transition. Although, an unusual time to be making a transition I can say with PESG planning it was relatively smooth.

Since PESG has taken over the custodial services our buildings are looking much better. We just finished our 90 day review with the PESG Management Team and the owner of the company, and each School Principal stated that their schools (9 schools) looked better and they were pleased. PESG is having to clean-up a lot of mistakes that the previous custodial services left behind.

Although, early in the game, I feel confident that PESG will full-fill its obligations per the RFP and bring up the schools cleanliness to the standards that the school district expects.

They have been very professional, treat their employees with respect, and do what they tell you.

If you are considering hiring an outside custodial services company or making a change, I recommend you give this company an opportunity to discuss their strategy with you.

Sincerely,

A handwritten signature in blue ink that reads "Terry Cunningham". The signature is written in a cursive, flowing style.

Terry Cunningham  
Director of Finance & Operations  
Gibson County Special School District  
Phone: (731) 692-3803

# PESG Educational Partner Reference Questionnaire



## Educational Partner Profile

School District Name: Seminole County Public Schools  
Contract Start Date with PESG: January 1, 2016

## This Section To Be Completed by the Reference Provider:

Which job classifications did this firm provide?

Custodial Services Temporary Staffing

Was the firm responsive to your needs and requests? ☒ Yes ☐ No

Was there good communication between the client and the firm? ☒ Yes ☐ No

Was the firm proactive in resolving problems and disputes? ☒ Yes ☐ No

Was the firm's support staff professional and knowledgeable? ☒ Yes ☐ No

Were the firm's services completed on time and within budget? ☒ Yes ☐ No

Has this firm ever been awarded a repeat contract by your organization for similar services? ☐ Yes ☒ No

Would you award a contract to this firm again for similar services? ☒ Yes ☐ No

How would you rate the overall performance of the firm:

☒ Excellent ☐ Very Good ☐ Satisfactory ☐ Unsatisfactory

Comments:

my direct contact for Custodial Services is  
Abigail Dolbear and she has provided  
excellent customer service. we look forward to  
a successful 2016-17 school year.  
Thank you.

Name of Person Providing Information:

Stacey Strader  
Printed name

Stacey Strader  
Signature

Title: Custodial Business Manager Phone: 407-320-7445

Company/Agency: Seminole County Public Schools - Custodial Services

## Facility Services: Service Levels

We have developed four distinct Service Levels to meet every facility servicing need, whether you require comprehensive or occasional substitute staffing. We proudly offer each of these Service Level options to our Educational Partners and customize each service plan to ensure maximum satisfaction.

### Recommendation for Escambia County School District

Based on the specifications outlined in *RFP for custodial services*, PESG Facility Services recommends our **Level 1** option, “**Comprehensive Custodial Service Solutions.**”

Below, you’ll see descriptions of each of our Service Level offerings, followed by a comparison chart. PESG Facility Services is happy to discuss all options with ECSD to determine the best possible solutions for your District and we will customize your selected service level based on your needs.

### Level 1: Comprehensive Custodial Service Solutions

In Level 1, our **Comprehensive Services** model, PESG Facility Services offers a wide range of services designed to anticipate and meet your District’s full spectrum of custodial needs. This option includes full custodial staffing, with one or more dedicated on-site managers, backed by the expert local, regional, and corporate support provided by the PESG Facility Services Team.

Service team members who work in your buildings are recruiting, screened, and fully trained for tasks and safety. Productivity increases due to our standardized cleaning processes, with quality assurance and reporting included in our technologically-advanced systems. We provide and utilize state-of-the-art equipment, supplies, expendables, and more.

With Level 1 coverage, your District receives safety and risk assurance, financial security, simplified budgeting, and personal interaction with PESG management. Additionally, PESG provides substitute custodial staffing as needed in order to ensure all tasks are completed in a timely and satisfactory manner.

### Level 2: Full-Service Custodial Service Solutions

Within the Level 2 service option, PESG Facility Services offers **full-service custodial solutions**. As with Level 1, Level 2 offers on-site management, expert local, regional, and corporate support, and a team of screened and trained service staff. Our workers have access to the same technology and are trained in our standardized cleaning processes. Your district still receives safety and risk assurance, simplified budgeting, and so on.

The most distinct difference with our Level 2 service option is PESG Facility Services does not include equipment, supplies, or expendables; rather, these are provided by the District. This is a great alternative for districts transitioning from an in-house program which already own quality equipment or those who prefer to purchase their own supplies and expendables.

### **Level 3: Customized Custodial Service Solutions**

For those districts which prefer to set their own custodial and maintenance standards and manage personnel in-house, a **customized custodial solution** with Level 3 is a great choice. Within this option, PESG Facility Services provides screened and trained custodial staff as well as custodial substitutes to perform duties within your District's buildings. While PESG Facility Services handles all employment-related issues (such as corrective action, benefit management, workers compensation, and so on), the District retains responsibility for creating performance goals and ensuring our staff meets or exceeds your expectations. The District is also responsible for purchasing and/or providing acceptable equipment, supplies, and expendables.

### **Level 4: Substitute Custodial Staffing On Demand**

With our Level 4 option, PESG Facility Services offers **substitute custodial staffing** service on an on-demand basis. In other words, the District maintains responsibility for all standard custodial services, including employment of custodians, but PESG Facility Services provides trained and qualified custodial substitutes to support your staff as needed. Our custodial substitutes may be requested for regular daily absences or for assignments which require additional personnel.

As with all of our service level options, Level 4 includes the expert local, regional, and corporate support and oversight of the PESG Facility Services Team.

***Please see the following chart for a visual representation of each of the four Service Level options offered by PESG Facility Services.***



## PESG Facility Services: Service Levels

	LEVEL 1 Comprehensive Custodial Service Solutions	LEVEL 2 Full-Service Custodial Service Solutions	LEVEL 3 Customized Custodial Service Solutions	LEVEL 4 Substitute Custodial Staffing On-Demand
Dedicated On-Site Manager	✓	✓		
Full Custodial Staffing	✓	✓	✓	
Expert Local & Regional Support	✓	✓	✓	✓
Increased Productivity	✓	✓		
Standardized Cleaning Processes	✓	✓		
Quality Assurance & Reporting	✓	✓		
Safety and Risk Assurance	✓	✓		
Financial Security	✓	✓		
Simplified Budgeting	✓	✓		
State-of-the-art Equipment	✓			
Cleaning Supplies	✓			
Expendables	✓			
Arms Length Employment Relationship			✓	✓
Task and Safety Training Material	✓	✓	✓	✓
Substitute Custodial Staffing	✓	✓	✓	✓



# Section 2:

## Personnel

- Your PESG Team
- Key Personnel, Qualifications & Experience
- Organizational Charts
- Benefits and 401(k)
- Bonus Earning Incentive Program
- Wages and Proposed Staffing
- Advancement & Mentoring programs

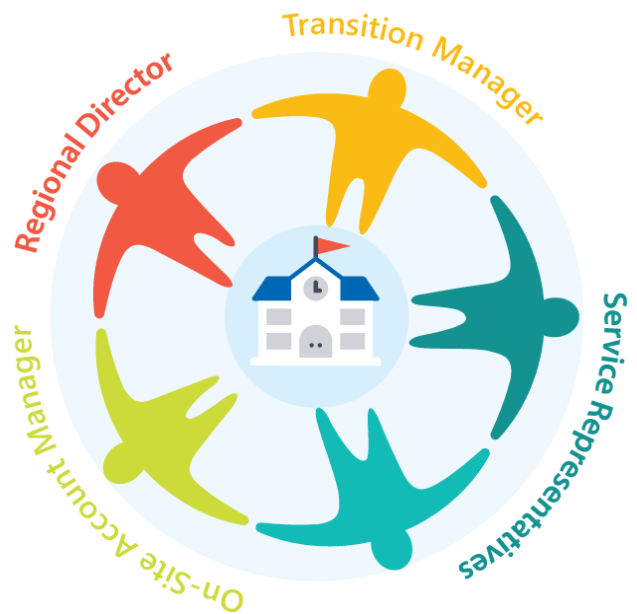


## Your PESG Team

PESG partners with your district every step of the way, from the initial customization of your service plan to implementation and all throughout your service period. Our goal is to make sure that your district receives the proper and expected coverage and communications at all times. In order to fulfill this expectation, we have a team of account professionals in place to service your district and schools, as well as a group of in-house service representatives who assist and provide direction for the PESG employees dispatched to your schools.

### Your PESG Team: Working for You

- Your **Regional Director of Field Services, Transition Manager & On-Site Account Manager** work together with you to:
  - Identify your district's needs and determine all aspects of your custom service plan
  - Oversee all managerial aspects of your contract
  - Ensure that the terms are fulfilled in a timely and satisfactory manner
- In addition, your **On-Site Account Manager** works for you by:
  - Handling day-to-day operations for your schools
  - Monitoring inspections and goals



PESG also employs **Service Representatives** who work with the On-Site Account Manager to assist the Facility Service Providers who work in your district and make sure that your needs and expectations are met at all times.

### Communication with Your Team

PESG places a high priority on communication with our partner districts. You may reach out to the Regional Support Representative assigned to your district with any urgent messages or concerns via their cell phone at any time.

PESG also holds a year-end meeting in each district to discuss our performance for the year. These meetings are well-attended and Best Practices are shared and recorded for future process enhancements.

### Additional Support

PESG's fully-staffed calling center is open from 6:00 a.m. until 6:00 p.m. each weekday to support the PESG Facility Services employees who serve in your schools. Our customer care professionals are proactive in assisting with any needs of our employees.



*PESG's fully-staffed Call Center is open from 6:00AM – 6:00PM each weekday to support the PESG Facility Service Providers who work in your buildings.*



## Key Personnel

PESG is pleased to have a strong team to serve your district, the members of which collectively have decades of relevant experience and industry-specific knowledge. From our executive team to our dedicated PESG's Facility Services Division team, these individuals are committed to the success of your district and collaborate to give you the best experience possible with PESG.



### **David Davis**

*Regional Manager of Facility Services*

ddavis@pesgfacades.com | 615-961-1178

David joined PESG with over 26 years of experience in the Facility Services industry with 19 of those years being dedicated to Educational Facilities. He served as Sr. Regional Manager for 2 of the world's largest facilities management companies and was responsible for all operations, growth and expansion across the southeast. His expertise was also utilized across the nation when needed. During his time, David managed up to 2,200 educational facility services professionals and oversaw operations for more than 250 schools and educational facilities across the southeast.

Prior to entering the facility services field, David was a retail manager for over 3 years so he has a wealth of management experience and knowledge. Shortly after entering the facility services field he realized the need for an honest and passionate company that could provide a clean and safe environment for students and staff while adhering to budget guidelines in numerous locations. Since then he has dedicated his working life to providing these services to many school districts.

In his position as PESG's Regional Manager of Facility Services, David oversees operations and assists in development. His insistence on building positive client relationships as well as providing clean and safe facilities that exceed customer expectations has made him invaluable.

David studied Business management at Volunteer State Community College and has completed numerous training courses within his industry. He has also completed an asbestos abatement training program and conducted numerous training seminars such as, Train the Trainer, Customer Relations and too many technical training seminars to list.



**Chad Druckenmiller**

*Account Executive*

[cdruckenmiller@mypesg.com](mailto:cdruckenmiller@mypesg.com) | 866-782-7277 extension 3301

Chad joined PESG with over 10 years experience in the Facility Services industry. He served as the Director of Recruitment for a large Michigan based Facility Service organization. During this time, Chad helped to double the size of the company through recruitment efforts that created long term sustainability and reduction of turnover. Chad holds a Bachelor of Arts Degree in Language Arts Elementary Education from Grand Valley State University, where he majored in Elementary Education.



**Henry Bledsoe**

*President and Chief Executive Officer*

[nhbledsoe@myPESG.com](mailto:nhbledsoe@myPESG.com) | 866-782-7277 ext 5001

Henry Bledsoe serves as founder and CEO of PESG, the largest education-only substitute staffing agency in the United States. With a growing presence in thousands of schools across the country, PESG has developed a solid reputation for delivering people, processes, and staffing solutions that save school districts money – without shortchanging their students. Under Mr. Bledsoe' leadership, PESG maintains an average fill rate of 97% across the board and offers full PPACA monitoring and compliance to all partner districts. PESG is celebrating ten years of successful service.

Known for his background in benefits management, success in business development, passion for education, and personal integrity, Mr. Bledsoe offers a uniquely qualified perspective on solutions for the educational arena.



**Fredericka Hayes**

*Corporate Human Resources Director/ Educational Compliance Officer*  
fhayes@myPESG.com | 866-782-7277 ext 3303

Fredericka retired from a large Michigan Public School after 30 years of service, including 25+ years in a Human Resource capacity. She has been with PESG since 2012. She holds a Bachelor's Degree in Business Administration with an emphasis in Human Resources, a Master's Degree in Educational Leadership from Western Michigan University, and Michigan Administrative Certification and Professional Certification in Human Resources.



**Evan Bledsoe**

*Chief Strategy Officer*  
hebledsoe@myPESG.com | 855-747-8233 extension 7202

Evan has been directly involved in all aspects of building PESG since 2005 and is currently credited with the direct responsibility for the overall structure, design and process of the company. He has a Bachelor's of Business Administration in Finance from Belmont University as well as over 15 years of experience in working with financial analysis, technology systems development and product development and implementation.



**John W. Flietstra**

*Chief Financial Officer*  
Jflietstra@myPESG.com | 866-782-7277 ext 5006

John joined PESG with over 35 years of financial management experience. He oversees all finance, accounting, banking, risk management and strategic financial planning. He holds a BA from Calvin College and an MBA from Western Michigan University. He is a Certified Public Accountant and a member of the American Institute of Certified Public Accountants and Michigan Association of CPA's.



**Kim Woodson**

*Field Services Director*

mkwoodson@myPESG.com | 855-74-STAFF extension 7403

Kim brings a wealth of experience in education to her role as Field Services Director with PESG. Prior to joining our team, she built her career serving in the University of Tennessee Extension Office, where she strengthened individuals, families and communities through education. Within her current role with PESG, Kim oversees a team of service and implementation specialists and serves a growing number of Educational Partners to ensure they are equipped with the best possible solutions for their schools. She holds a Bachelors Degree in Child Development and Family Studies, a Masters Degree in Family and Consumer Sciences, and is a certified Family Life Educator. Kim has been with PESG since August of 2012.

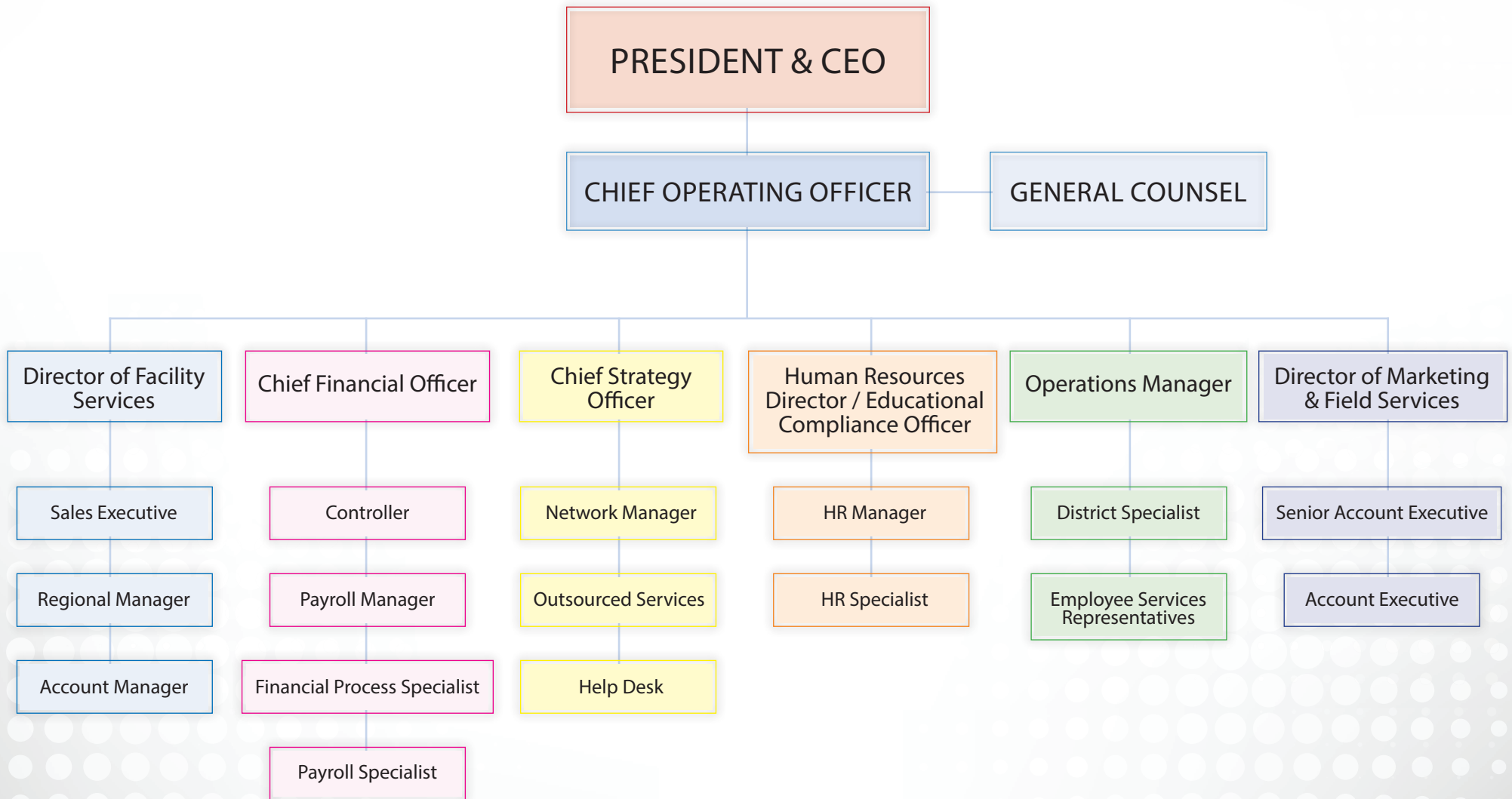
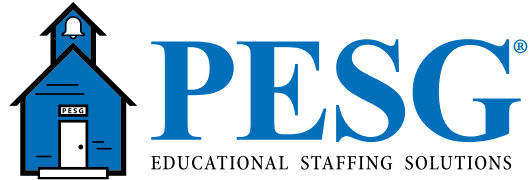


**Gordon Hansen**

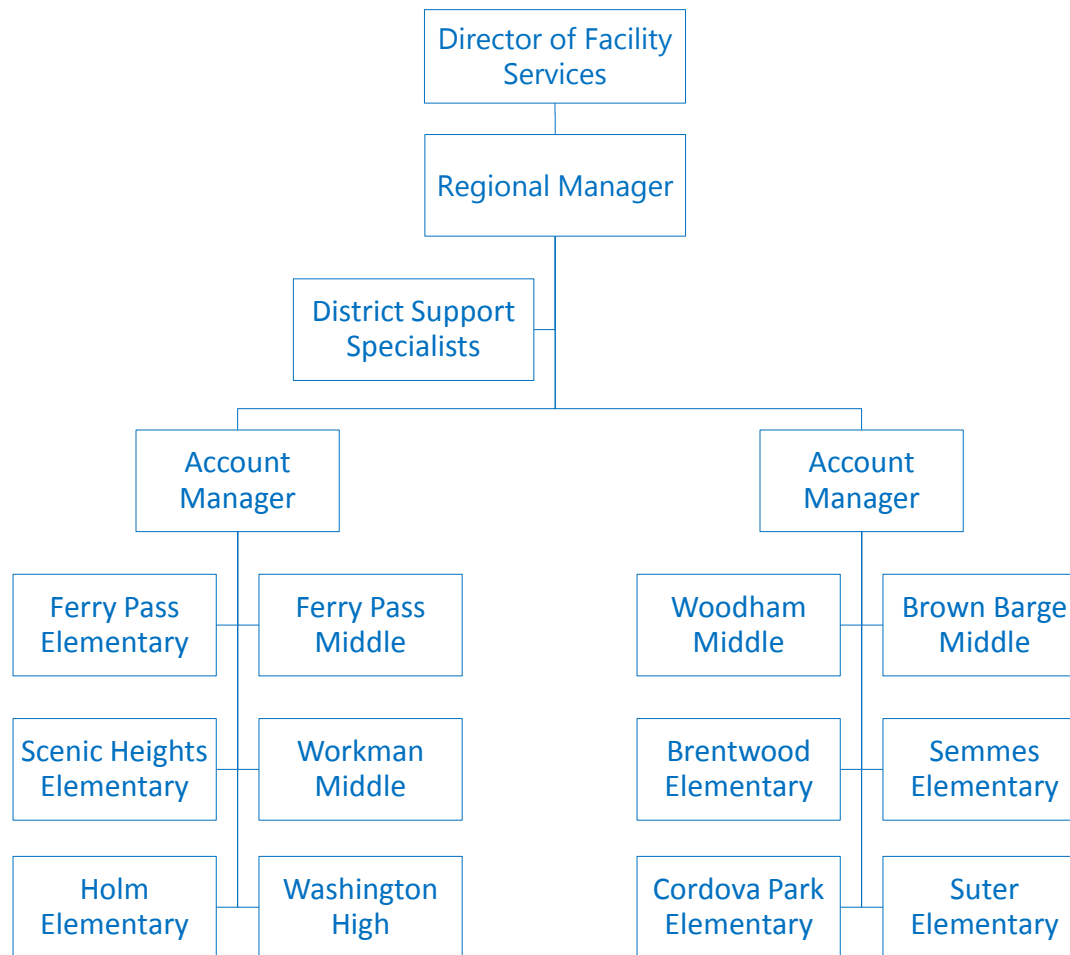
*Account Executive*

ghansen@myPESG.com | 866-782-7277 extension 7435

Gordon is an accomplished professional with more than 20 years of experience in operations and sales management. Prior to joining PESG, Gordon served as a Senior Sales Director for one of the world's largest facilities management companies, overseeing forty-two accounts and over 400 employees across four states. With experience spearheading growth and expansion, Gordon is responsible for business growth across all Division activities in his role as Account Executive with PESG. Gordon received his Bachelor of Science degree from St. Mary's College and earned a Masters of Business Administration from the Fogelman Business School at the University of Memphis.



# Escambia County School District



## Summary of Benefits

PESG is ACA compliant and offers a full menu of voluntary benefits to all eligible hourly employees including **Paid Vacation, 401k, Medical, Life, Dental and Vision** benefits. Our proposed bid price includes any costs associated with PESG employee benefits. Please see the attached chart called "2016-2017 Summary of Benefits for Hourly Employees" for details.



## ***PESG Summary of 2016/2017 Benefits***

***Eligible Full Time Tier 1 Custodial Hourly and Salaried Employee Benefits***

<b>ELIGIBILITY REQUIREMENTS</b>	All Eligible full time hourly and salaried employees currently working in the School District					
<b>BENEFIT</b>	<b>PLAN DESIGN</b>					
<b>Carrier</b>	<b>UNUM</b>					
<b>Life Insurance</b>	\$20,000.00 100% employer paid					
<b>Accidental Death &amp; Dismemberment Insurance</b>	\$20,000.00 100% employer paid					
<b>Long Term Disability</b>	60% of weekly earnings to a maximum of \$5,000 per month, 90 day elimination period 100% employee paid Post Tax premium, benefits not taxed					
<b>MEDICAL</b>						
<b>Carrier/Trust</b>	<b>BLUE CROSS/BLUE SHIELD</b>			<b>AEG - MEC</b>		
		<b>SILVER</b>	<b>BRONZE</b>	<b>BRONZE</b>		<b>MEC</b>
<b>17 Biweekly Premiums</b>	EE Only:	<b>\$414.79</b>	<b>\$322.20</b>	<b>\$282.81</b>		<b>\$45.88</b>
	EE + Spouse:	<b>\$919.55</b>	<b>\$763.92</b>	<b>\$637.56</b>		<b>\$86.96</b>
	EE + Family:	<b>\$1,162.38</b>	<b>\$954.90</b>	<b>\$796.95</b>		<b>\$112.53</b>
	<b>Employee premiums are pre tax (MEC can be employee or employer paid)</b>					
<b>DENTAL</b>						
<b>Carrier/Trust</b>	<b>AEG DENTAL</b>			<b>VSP Vision</b>		
<b>17 Biweekly Premiums</b>	EE Only:	<b>\$28.36</b>	EE Only:		<b>\$8.98</b>	
	EE + Spouse:	<b>\$59.94</b>	EE + One:		<b>\$23.20</b>	
	EE + Family:	<b>\$76.27</b>	EE + Family:		<b>\$23.20</b>	
	<b>Employee premiums are pre-tax</b>					
<b>PAID TIME OFF</b>						
<b>Vacation</b>	As specified in the PESG Employee Handbook					
<b>Personal Days</b>	As specified in the PESG Employee Handbook					
<b>Holidays</b>	As specified in the PESG Employee Handbook					
<b>Sick Time</b>	As specified in the PESG Employee Handbook					
<b>OTHER BENEFITS</b>						
<b>401(k)</b>	Eligibility Requirements: Age 21 and 1 year of service Voluntary participation no fixed employer contribution Auto enrollment employee contribution is at 3% Discretionary Profit Sharing Contributions Pre-Tax contributions to a maximum of 25% of salary Participant directed investments Employee can waive participation					
Note: This is a summary of the full time hourly and salaried benefit plans.						



# Employee Earning Bonus Recognition Program



## Bonus Earning Incentive and Recognition Programs

At PESG, we believe that people will rise to the level of your expectations. Therefore, we establish high expectations of excellence, accountability, and consistency. We also believe in recognizing those who exceed expectations and perform to a superior level on the job. For this reason, we created our **Facility Services Incentive Programs**.

### Monthly Bonus Incentive for All Employees

Within this program, every employee has the opportunity to earn more than his or her base wage. We assess each individual's monthly performance and measure based on his/her dependability (time and attendance) and consistency and compliance to standards and expectations. If employee scores measure above compliance, he/she can earn up to an **extra 10%** an hour on top of their base wage. The PESG incentive approach has proven to be instrumental in minimizing employee turnover and leading employee performance.

### Monthly and Yearly Performance Incentives

Additionally, we reward the top performers in your district with monthly and yearly recognition opportunities. Each month, we assess all PESG Facility Services employees and determine which person has shown the most significant and excellent performance on the job. He or she is rewarded with the *Monthly Outstanding Employee Recognition Award*, which includes a certificate, company-wide recognition in our employee newsletter, and a \$100.00 gift card.

At the end of the year, we assess which employee should be recognized for his or her consistent standard of excellence in service to your district. He or she receives our *Yearly Outstanding Employee Recognition Award*, which includes a certificate, company-wide recognition in our employee newsletter, and a \$500.00 gift card.

Please see a sample *Monthly Incentive Assessment Form* on the following page.

# Incentive Assessment Form



## Employee Information

Employee Name \_\_\_\_\_

Wage Rate \_\_\_\_\_

Account \_\_\_\_\_

Hour Worked \_\_\_\_\_

School/Site \_\_\_\_\_

Employee ID \_\_\_\_\_

Review Period \_\_\_\_\_

Manager \_\_\_\_\_

Ratings	Definitions	Point Value
Exceeds Expectations	Employee meets and exceeds performance objectives and standards	1
Meets Expectations	Employee meets performance objectives and standards	0
Below Expectations	Employee often falls short of performance objectives and standards	-1
Objective	Standard	Rating
Time & Attendance	Clocks in and out on time - Good time management - Rarely misses work	
ID & Uniform Compliant	Always wears uniform and ID badge - Neat appearance	
Professionalism	Demonstrates good judgment - Polite behavior - Stays on task - Good attitude - Dependable - Seeks to improve	
Customer Care	Sensitive to customer needs - Promptly follows up to customer requests - Respectful - Service minded	
Safety Compliant	Demonstrates safe work practices - Proper use of safety equipment	
PPE Compliant	Wears personal protective equipment (eye protection, gloves, slip resistant shoes...)	
Policies Compliant	adheres to PESG and school district policies and rules - Adheres to federal, state and local regulation	
Custodial Closet Care	Keeps custodial closet locked at all times - Neat and clean - Supplies stored properly	
Cleaning Performance	Completes all cleaning and tasks to performance objectives and standards - Strong attention to details -	
Cooperation	Takes initiative - Works well with others - Always helpful - Follows instructions with minimal oversight	

Employee Signature \_\_\_\_\_

Bonus Percent 0%

Bonus Amount \$ -

Manager Signature \_\_\_\_\_

Date \_\_\_\_\_

Comments:

### Proposed Wages & Staffing

PESG has calculated hourly compensation based on average local market wages to maximize staffing resources and operational efficiency (please see table below). We also offer a wage incentive to motivate employees to perform to the exacting standards outlined in the RFP Specifications. Based on our assessment of each employee's time and attendance, as well as performance, the employee can earn up to ten percent more of their hourly wage each month. This means each employee has the opportunity to boost his or her final wage to more than \$9.00/\$10.00 an hour.

Hourly Wages And Benefits				
Position	Location	Wage	Incentive Wage	Voluntary Benefits
Day Custodian	All	\$8.25/hr - \$9.25/hr	\$0.82/hr	Medical, Dental, Vision, 401k, Short Term Disability, Life Insurance, Vacation Pay
Night Custodian	All	\$8.00/hr - \$9.00/hr	\$0.80/hr	Medical, Dental, Vision, 401k, Short Term Disability, Life Insurance, Vacation Pay
Floor Tech	All	\$8.50/hr – \$9.50/hr	\$0.85/hr	Medical, Dental, Vision, 401k, Short Term Disability, Life Insurance, Vacation Pay
Account Manager	All	\$30,000 – \$45,000	Annual Review	Medical, Dental, Vision, 401k, Short Term Disability, Life Insurance, Vacation Pay

The table below shows the proposed staffing for ECSD. We recognize that each school is a fluid environment with unique needs and demands, and we are committed to maximize staffing to meet the exacting standards outlined in the specification requirements. During the **A to Z Implementation and Transition**, the Transition Team will meet with the building administrator to finalize staffing schedules to meet the needs of *Escambia County School District*.

Building Name	Proposed Daily Labor Allocation		
	Day Porter Hours	Night Porter Hours	Total Daily Hours
Brentwood Elementary	8.00	14.00	22.00
Ferry Pass Elementary	8.00	15.00	23.00
Scenic Heights Elementary	8.00	14.00	22.00
Holm Elementary	8.00	18.00	26.00
Cordova Park Elementary	8.00	16.00	24.00
Suter Elementary	8.00	21.00	29.00
Semmes Elementary	8.00	12.00	20.00
Brown Barge Middle	8.00	18.00	26.00
Ferry Pass Middle	12.00	26.00	38.00
Workman Middle	8.00	22.00	30.00
Woodham Middle	16.00	33.00	49.00
Washington High	20.00	40.00	60.00
Total			369.00
The above staffing chart indicates proposed staffing rates based on known variables and industry norms. Daily hour allocation may be adjusted to meet specific district needs and upon approval of the District.			

## Advancement & Mentoring Programs

PESG believes in providing our employees with career advancement opportunities. Our employees have access to a variety of professional development tools through our training and mentoring programs. Some of our most talented employees have advanced through various ranks to achieve higher paying positions with additional responsibilities and benefits. We strive to promote from within and encourage all employees to keep updated on the latest job posting through their MyPESG website.



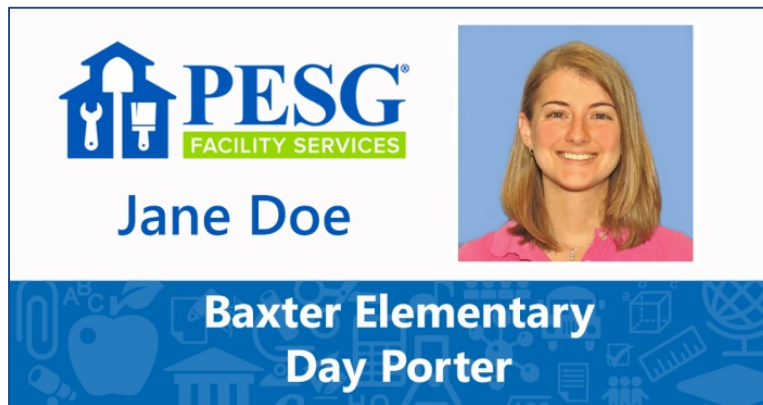
## Employee Uniforms

All PESG employees in our Facility Services Division are required to wear uniforms. Our employee uniforms consist of a PESG-branded blue t-shirt or a PESG-branded blue smock that clearly shows our company name and logo, as shown in the samples below. Uniforms should be worn at all times while on duty.



## Identification Badges

All PESG employees are required to wear identification badges at all times while on duty. Name badges shall be worn 3 ½ inches below the shoulder seam or above the pocket.



*Sample PESG Identification Badge*



# Section 3:

## Transition

- A to Z Implementation Process
- Transition Chart
- Summer Cleaning Schedule
- Summer Cleaning Progress Reporting



## A to Z Implementation Plan

At PESG, we do not believe that one-size-fits-all when it comes to your needs. With each school district, we conduct a thorough meeting at the beginning of the client relationship to determine the unique needs and requests of the District and design specific solutions to meet those needs. We call this the **"A to Z Process."**



Throughout this process, PESG utilizes a checklist that is mutually shared between the PESG Account Managers and representative for the District. This allows for proactive communication for all involved and gives a clear and specific timeline showing implementation details. It also serves as an integrative "to-do" list with clear expectations, details, and deadlines for all involved.

Our systems can be customized to accommodate district needs. As we assess your district's unique needs and requests, we are able to create solutions that work for you. These systems and processes are flexible and we continually upgrade them in an effort to effectively meet your district's needs.

During the A to Z process, your District can also request certain daily, weekly, and/or monthly reports to be sent to the District. You can also access the following:

- Quality reports
- Inspections
- Facility Services Report Card
- Task Reports

During this A to Z Process, all District needs and expectations are clearly defined, as are the solutions, processes, and implementation timelines offered by PESG.

*We work quickly and efficiently to ensure that your custodial needs are covered by PESG in a timely fashion, as agreed upon by both PESG and your District during the A to Z Process.*

The members of the *Implementation Team* for the District will include:

- David Davis, *Regional Manager*
- Kim Woodson, *Regional Director*
- On-Site Account Manager
- PESG Human Resources Specialist

# Phases of Transition

## Pre-Transition Phase:

The Pre-transition phase typically begins 30 days prior to the actual start of operations with a new district. The A to Z Implementation Team will be lead through a formal plan including the following highlighted steps:



- Conducting client meetings to establish lines of communication and reporting expectations
- Identifying specific requirements by shift and area
- Approval of PESG's on-site management team
- Inspecting storage requirements, vehicle and supply needs and vendor assistance
- Procuring custodial equipment, mixing stations and initial supplies
- Interviewing of existing staff and supervisors, conducting recruiting events, performing screening procedures.

## Transition Phase:

Once PESG is formally assigned the responsibility of providing the services we will initiate the Transition Phase. Our teams will support the on-site account manager indefinitely. This will ensure a smooth transition and support for the District.

- Schedule and implement daily transition meetings
- Completing all Risk Management reviews, meet with District to discuss any observations and recommendations
- Implement Safety Training Programs
- Conduct Safety Audit & Distribute all MSDS sheets
- Initiate customer surveys and inspections
- Ongoing recruitment, screening and training



PESG's A to Z Implementation Team will be on site at the facility beginning with the pre-transition phase.

## A to Z Implementation Phases

### **PHASE I: Initial Contact**

1. PESG initiates contact with main stakeholders in school district via phone, email, or meeting
2. PESG responds to RFP
3. Contract Approval by School Board

### **PHASE II: A-Z Implementation Process**

1. Determine District-Specific Needs
2. Discuss Business Processes such as Payroll, Invoicing, etc.
3. Establish Implementation Strategy
4. Determine Go Live Date

### **PHASE III: Data Collection**

1. District remotely gathers predetermined data and submits information to PESG
2. PESG organizes data and sets up district-specific system, incorporating preferences of district

### **PHASE IV: Training**

1. PESG rolls out system training
2. During this time, final adjustments are made based on leadership feedback.
3. PESG holds Orientation Meetings to train employee work force

### **Phase V: Official Launch**

1. Go Live on established date

### **Phase VI: Ongoing Support**

1. Provide continual district support via quarterly meetings and End of Year reviews
2. Provide monthly Task and Safety training for all custodial employees, meeting requirements for mandatory annual regulatory training



[illegible]



## Summer Cleaning

### Cleaning Schedule

Safety, quality and consistency are the foundation of an efficient summer cleanup. Using our four (4) team method approach, each school will get the same level of detailed attention. Each team will consist of six (6) members that are trained to perform specific tasks.

Below is the proposed summer cleanup schedule for Escambia County School District. This schedule will be adjusted based on the district's needs and approved by a district representative.

Escambia County School District - Summer Cleanup Schedule																Status Code:	
Schedule based on four (4) floor teams - Six (6) members per team																Scheduled	
																FT	Floor Team
School/Site	May			June					July					August		Comments	
	Pre Summer	Week 5	Week 1	Week 2	Week 3	Week 4	Week 5	Week 1	Week 2	Week 3	Week 4	Week 5	Week 1	Week 2			
Brentwood Elementary				FT 1													
Cordova Park Elementary						FT 1											
Brown Barge Middle							FT 1										
Semmes Elementary				FT 2													
Suter Elementary					FT 2												
Woodham Middle								FT 1 & 2									
Ferry Pass Elementary				FT 3													
Holm Elementary					FT 3												
Scenic Heights Elementary							FT 3										
Ferry Pass Middle				FT 4													
Workman Middle						FT 4											
Washington High									FT 3, 4, 1								



[illegible]

## Escambia County School District - Summer Cleanup Progress Tracker

Account Manager :  
Project Manager:  
Schoolt/Site: Cordova Elementary

**Status Code:**

Scheduled
Behind Schedule
To be determined
Completed
In Progress

**Floor Team "1"**

Tasks and Assignments	May				June					July					August		Comments
	Pre Summer	Week 1	Week 2	Week 3	Week 4	Week 5	Week 1	Week 2	Week 3	Week 4	Week 5	Week 1	Week 2				
Pre-Summer Clean Up Activities																	
Send Memo for Summer Clean-Up Schedule																	
Assign Summer Clean Up Team																	
Meet w/ Principals																	
Meet w/ Maintenance Supervisor to discuss any summer projects																	
Conduct pre-start meeting with Summer Clean Up Team. Assignments																	
Safety Training/ Regulatory Compliance																	
Floorwork Safety Training for Summer Clean Up Team																	
Wax Disposal Training for Summer Clean Up Team																	
Equipment Safety Training for Summer Clean Up Team																	
Assure staff has PPE																	
Start Up																	
Meet with staff to discuss transition																	
Schedule weekly reviews with ECSD																	
Set dates for Monthly Meetings to review progress																	
Offices																	
Carpet																	
Tile																	
Detail Clean offices																	
Sign off with Principal /School Contact																	
Bathrooms																	
Walls																	
Sinks																	
Toilets/ Urinals																	
Floors																	
Sign off with Principal /School Contact																	
Classrooms																	
Desk																	
Walls																	
Counters																	
Inside Windows and Blinds																	
White / Chalk Boards																	
Area Rugs																	
Strip / Wax Tile																	
Sign off with Principal /School Contact																	
Hallways																	
Walls																	
Strip / Wax Tile																	
Carpet																	
Sign off with Principal /School Contact																	
Cafeteria																	
Walls																	
Strip / Wax Tile																	
Windows																	
Sign off with Principal /School Contact																	
Gym Lobby																	
High Dust																	
Walls																	
Strip / Wax Tile																	
Windows																	
Sign off with Principal /School Contact																	
Operations Management																	
Receive equipment/distribution.																	
Obtain current school year calendar																	
Initiate monthly reporting to administration.																	
Implement Safety Tips of the Week																	
Continuous Quality Improvement																	
Initiate Sign Off Sheets for Completed Summer Clean Up Items																	
Monthly activity report for customer using survey forms.																	



## Escambia County School District - Summer Cleanup Progress Tracker

Account Manager :  
Project Manager:  
Schoolt/Site: Brown Barge Elementary

**Status Code:**

Scheduled
Behind Schedule
To be determined
Completed
In Progress

**Floor Team "1"**

Tasks and Assignments	May				June				July				August				Comments
	Pre Summer	Week 1	Week 2	Week 3	Week 4	Week 5	Week 1	Week 2	Week 3	Week 4	Week 5	Week 1	Week 2				
Pre-Summer Clean Up Activities																	
Send Memo for Summer Clean-Up Schedule																	
Assign Summer Clean Up Team																	
Meet w/ Principals																	
Meet w/ Maintenance Supervisor to discuss any summer projects																	
Conduct pre-start meeting with Summer Clean Up Team Assignments																	
Safety Training/ Regulatory Compliance																	
Floorwork Safety Training for Summer Clean Up Team																	
Wax Disposal Training for Summer Clean Up Team																	
Equipment Safety Training for Summer Clean Up Team																	
Assure staff has PPE																	
Start Up																	
Meet with staff to discuss transition																	
Schedule weekly reviews with ECSD																	
Set dates for Monthly Meetings to review progress																	
Offices																	
Carpet																	
Tile																	
Detail Clean offices																	
Sign off with Principal /School Contact																	
Bathrooms																	
Walls																	
Sinks																	
Toilets/ Urinals																	
Floors																	
Sign off with Principal /School Contact																	
Classrooms																	
Desk																	
Walls																	
Counters																	
Inside Windows and Blinds																	
White / Chalk Boards																	
Area Rugs																	
Strip / Wax Tile																	
Sign off with Principal /School Contact																	
Hallways																	
Walls																	
Strip / Wax Tile																	
Carpet																	
Sign off with Principal /School Contact																	
Cafeteria																	
Walls																	
Strip / Wax Tile																	
Windows																	
Sign off with Principal /School Contact																	
Gym Lobby																	
High Dust																	
Walls																	
Strip / Wax Tile																	
Windows																	
Sign off with Principal /School Contact																	
Operations Management																	
Receive equipment/distribution.																	
Obtain current school year calendar																	
Initiate monthly reporting to administration.																	
Implement Safety Tips of the Week																	
Continuous Quality Improvement																	
Initiate Sign Off Sheets for Completed Summer Clean Up Items																	
Monthly activity report for customer using survey forms.																	

## Escambia County School District - Summer Cleanup Progress Tracker

Account Manager :  
Project Manager:  
Schoolt/Site: Semmes Elementary

**Status Code:**

Scheduled
Behind Schedule
To be determined
Completed
In Progress

### Floor Team "2"

Tasks and Assignments	May				June					July					August		Comments
	Pre Summer	Week 1	Week 2	Week 3	Week 4	Week 5	Week 1	Week 2	Week 3	Week 4	Week 5	Week 1	Week 2				
Pre-Summer Clean Up Activities																	
Send Memo for Summer Clean-Up Schedule																	
Assign Summer Clean Up Team																	
Meet w/ Principals																	
Meet w/ Maintenance Supervisor to discuss any summer projects																	
Conduct pre-start meeting with Summer Clean Up Team. Assignments																	
Safety Training/ Regulatory Compliance																	
Floorwork Safety Training for Summer Clean Up Team																	
Wax Disposal Training for Summer Clean Up Team																	
Equipment Safety Training for Summer Clean Up Team																	
Assure staff has PPE																	
Start Up																	
Meet with staff to discuss transition																	
Schedule weekly reviews with ECSD																	
Set dates for Monthly Meetings to review progress																	
Offices																	
Carpet																	
Tile																	
Detail Clean offices																	
Sign off with Principal /School Contact																	
Bathrooms																	
Walls																	
Sinks																	
Toilets/ Urinals																	
Floors																	
Sign off with Principal /School Contact																	
Classrooms																	
Desk																	
Walls																	
Counters																	
Inside Windows and Blinds																	
White / Chalk Boards																	
Area Rugs																	
Strip / Wax Tile																	
Sign off with Principal /School Contact																	
Hallways																	
Walls																	
Strip / Wax Tile																	
Carpet																	
Sign off with Principal /School Contact																	
Cafeteria																	
Walls																	
Strip / Wax Tile																	
Windows																	
Sign off with Principal /School Contact																	
Gym Lobby																	
High Dust																	
Walls																	
Strip / Wax Tile																	
Windows																	
Sign off with Principal /School Contact																	
Operations Management																	
Receive equipment/distribution.																	
Obtain current school year calendar																	
Initiate monthly reporting to administration.																	
Implement Safety Tips of the Week																	
Continuous Quality Improvement																	
Initiate Sign Off Sheets for Completed Summer Clean Up Items																	
Monthly activity report for customer using survey forms.																	



## Escambia County School District - Summer Cleanup Progress Tracker

Account Manager :  
Project Manager:  
Schoolt/Site: Woodham Middle

**Status Code:**

Scheduled
Behind Schedule
To be determined
Completed
In Progress

### Floor Team "2"

Tasks and Assignments	May				June					July					August		Comments
	Pre Summer	Week 1	Week 2	Week 3	Week 4	Week 5	Week 1	Week 2	Week 3	Week 4	Week 5	Week 1	Week 2				
Pre-Summer Clean Up Activities																	
Send Memo for Summer Clean-Up Schedule																	
Assign Summer Clean Up Team																	
Meet w/ Principals																	
Meet w/ Maintenance Supervisor to discuss any summer projects																	
Conduct pre-start meeting with Summer Clean Up Team Assignments																	
Safety Training/ Regulatory Compliance																	
Floorwork Safety Training for Summer Clean Up Team																	
Wax Disposal Training for Summer Clean Up Team																	
Equipment Safety Training for Summer Clean Up Team																	
Assure staff has PPE																	
Start Up																	
Meet with staff to discuss transition																	
Schedule weekly reviews with ECSD																	
Set dates for Monthly Meetings to review progress																	
Offices																	
Carpet																	
Tile																	
Detail Clean offices																	
Sign off with Principal /School Contact																	
Bathrooms																	
Walls																	
Sinks																	
Toilets/ Urinals																	
Floors																	
Sign off with Principal /School Contact																	
Classrooms																	
Desk																	
Walls																	
Counters																	
Inside Windows and Blinds																	
White / Chalk Boards																	
Area Rugs																	
Strip / Wax Tile																	
Sign off with Principal /School Contact																	
Hallways																	
Walls																	
Strip / Wax Tile																	
Carpet																	
Sign off with Principal /School Contact																	
Cafeteria																	
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Strip / Wax Tile																	
Windows																	
Sign off with Principal /School Contact																	
Gym Lobby																	
High Dust																	
Walls																	
Strip / Wax Tile																	
Windows																	
Sign off with Principal /School Contact																	
Operations Management																	
Receive equipment/distribution.																	
Obtain current school year calendar																	
Initiate monthly reporting to administration.																	
Implement Safety Tips of the Week																	
Continuous Quality Improvement																	
Initiate Sign Off Sheets for Completed Summer Clean Up Items																	
Monthly activity report for customer using survey forms.																	

## Escambia County School District - Summer Cleanup Progress Tracker

Account Manager :  
Project Manager:  
School/Site: Ferry Pass Elementary

**Status Code:**

Scheduled
Behind Schedule
To be determined
Completed
In Progress

### Floor Team "3"

[illegible]

## Escambia County School District - Summer Cleanup Progress Tracker

Account Manager :  
Project Manager:  
Schoolt/Site: Holm Elementary

**Status Code:**

Scheduled
Behind Schedule
To be determined
Completed
In Progress






### Floor Team "3"

Tasks and Assignments	May				June					July					August		Comments
	Pre Summer	Week 1	Week 2	Week 3	Week 4	Week 5	Week 1	Week 2	Week 3	Week 4	Week 5	Week 1	Week 2				
Pre-Summer Clean Up Activities																	
Send Memo for Summer Clean-Up Schedule																	
Assign Summer Clean Up Team																	
Meet w/ Principals																	
Meet w/ Maintenance Supervisor to discuss any summer projects																	
Conduct pre-start meeting with Summer Clean Up Team Assignments																	
Safety Training/ Regulatory Compliance																	
Floorwork Safety Training for Summer Clean Up Team																	
Wax Disposal Training for Summer Clean Up Team																	
Equipment Safety Training for Summer Clean Up Team																	
Assure staff has PPE																	
Start Up																	
Meet with staff to discuss transition																	
Schedule weekly reviews with ECSD																	
Set dates for Monthly Meetings to review progress																	
Offices																	
Carpet																	
Tile																	
Detail Clean offices																	
Sign off with Principal /School Contact																	
Bathrooms																	
Walls																	
Sinks																	
Toilets/ Urinals																	
Floors																	
Sign off with Principal /School Contact																	
Classrooms																	
Desk																	
Walls																	
Counters																	
Inside Windows and Blinds																	
White / Chalk Boards																	
Area Rugs																	
Strip / Wax Tile																	
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Hallways																	
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Carpet																	
Sign off with Principal /School Contact																	
Cafeteria																	
Walls																	
Strip / Wax Tile																	
Windows																	
Sign off with Principal /School Contact																	
Gym Lobby																	
High Dust																	
Walls																	
Strip / Wax Tile																	
Windows																	
Sign off with Principal /School Contact																	
Operations Management																	
Receive equipment/distribution.																	
Obtain current school year calendar																	
Initiate monthly reporting to administration.																	
Implement Safety Tips of the Week																	
Continuous Quality Improvement																	
Initiate Sign Off Sheets for Completed Summer Clean Up Items																	
Monthly activity report for customer using survey forms.																	

## Escambia County School District - Summer Cleanup Progress Tracker

Account Manager :  
Project Manager:  
School/Site: Scenic Heights Elementary

**Status Code:**

	Scheduled
	Behind Schedule
	To be determined
	Completed
	In Progress

### Floor Team "3"

[illegible]







## Escambia County School District - Summer Cleanup Progress Tracker

Account Manager :  
Project Manager:  
Schoolt/Site: Workman Middle

**Status Code:**

	Scheduled
	Behind Schedule
	To be determined
	Completed
	In Progress

### Floor Team "4"

[illegible]

## Escambia County School District - Summer Cleanup Progress Tracker

Account Manager :  
Project Manager:  
Schoolt/Site: Washington High

**Status Code:**

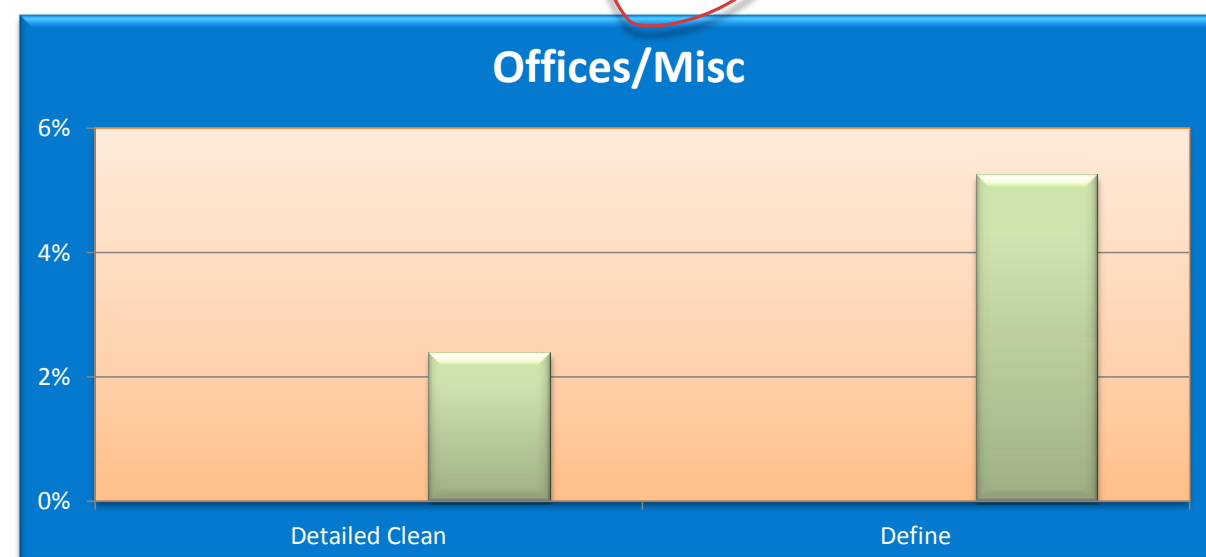
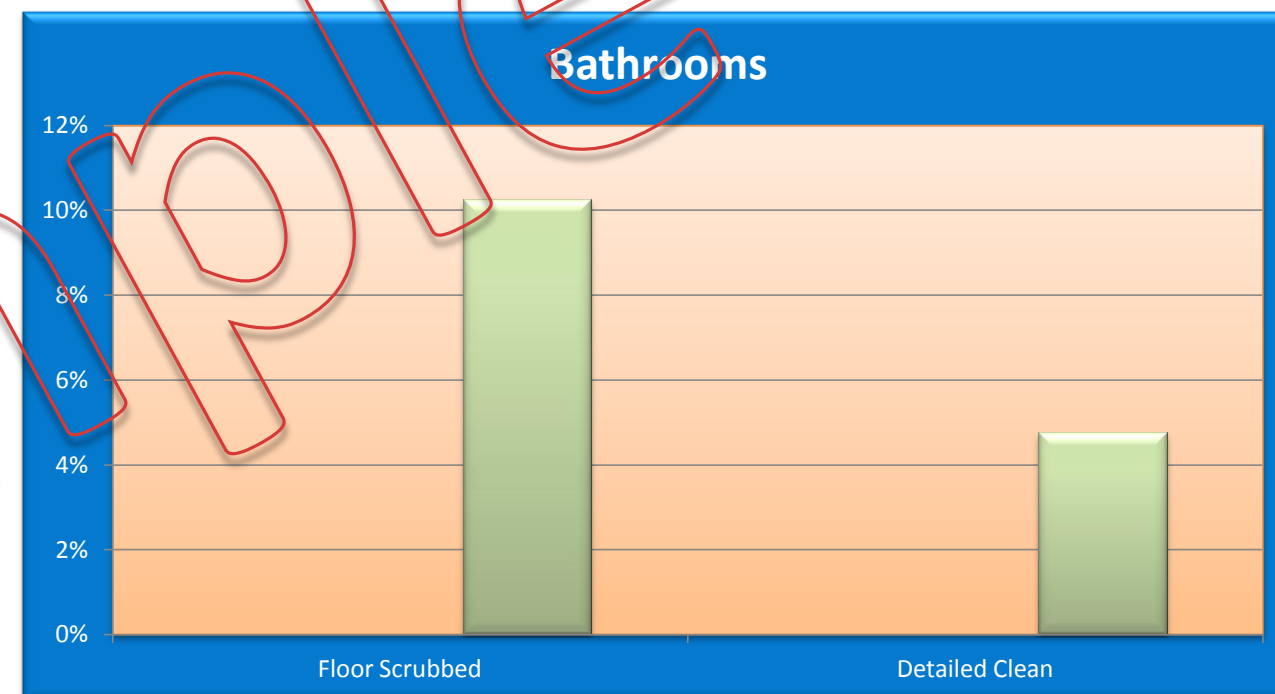
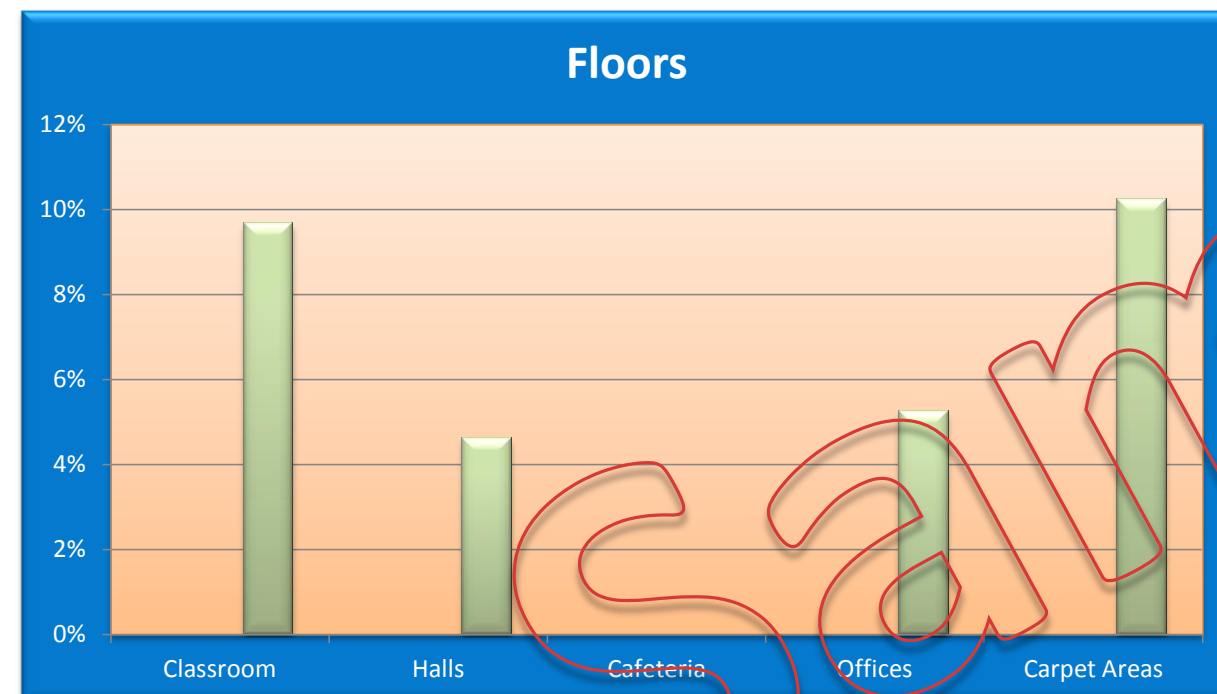
	Scheduled
	Behind Schedule
	To be determined
	Completed
	In Progress

### Floor Team "4"

Tasks and Assignments	May				June					July				August		Comments
	Pre Summer	Week 1	Week 2	Week 3	Week 4	Week 5	Week 1	Week 2	Week 3	Week 4	Week 5	Week 1	Week 2			
Pre-Summer Clean Up Activities																
Send Memo for Summer Clean-Up Schedule																
Assign Summer Clean Up Team																
Meet w/ Principals																
Meet w/ Maintenance Supervisor to discuss any summer projects																
Conduct pre-start meeting with Summer Clean Up Team Assignments																
Safety Training/ Regulatory Compliance																
Floorwork Safety Training for Summer Clean Up Team																
Wax Disposal Training for Summer Clean Up Team																
Equipment Safety Training for Summer Clean Up Team																
Assure staff has PPE																
Start Up																
Meet with staff to discuss transition																
Schedule weekly reviews with ECSD																
Set dates for Monthly Meetings to review progress																
Offices																
Carpet																
Tile																
Detail Clean offices																
Sign off with Principal /School Contact																
Bathrooms																
Walls																
Sinks																
Toilets/ Urinals																
Floors																
Sign off with Principal /School Contact																
Classrooms																
Desk																
Walls																
Counters																
Inside Windows and Blinds																
White / Chalk Boards																
Area Rugs																
Strip / Wax Tile																
Sign off with Principal /School Contact																
Hallways																
Walls																
Strip / Wax Tile																
Carpet																
Sign off with Principal /School Contact																
Cafeteria																
Walls																
Strip / Wax Tile																
Windows																
Sign off with Principal /School Contact																
Gym Lobby																
High Dust																
Walls																
Strip / Wax Tile																
Windows																
Sign off with Principal /School Contact																
Operations Management																
Receive equipment/distribution.																
Obtain current school year calendar																
Initiate monthly reporting to administration.																
Implement Safety Tips of the Week																
Continuous Quality Improvement																
Initiate Sign Off Sheets for Completed Summer Clean Up Items																
Monthly activity report for customer using survey forms.																

# Escambia County School District Summer Cleanup Progress Summary

ECSD Transition Summary																
Regional Manager - David Davis		Target Dates		June				July				August				Total Percent Complete
		Start Date	Finish Date	Week One	Week Two	Week Three	Week Four	Week One	Week Two	Week Three	Week Four	Week One	Week Two	Week Three	Week Four	
Task				Percent Complete				Percent Complete				Percent Complete				
Floor	Classroom			10%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	10%
	Halls			5%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	5%
	Cafeteria			0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Offices			5%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	5%
	Carpet Areas			10%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	10%
Bathroom	Floor Scrubbed			10%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	10%
	Detailed Clean			5%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	5%
Offices	Detailed Clean			2%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	2%
Misc.	Define			5%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	5%
Summary																6%



Overall Percent Complete	Overall Percent Remaining
6%	94%







# Section 4:

## Process

- Recruitment & Hiring
- Training
- Security & Safety





## Our Processes

### Recruiting and Screening

Because we believe that your students and staff deserve the best, PESG seeks out the most qualified and capable men and women to join our team at **PESG's Facility Services Division**. We carefully screen each candidate to ensure eligibility and capability, and we equip our Facility Service Providers with the training they need to perform with excellence, thoroughness, and safety in mind.

### Recruiting

**PESG's Facility Services Division** seeks out the very best, most qualified individuals to serve as Facility Service Providers on your campus.

We start with the established Facilities personnel who are already working within your school district. We recognize the importance of these valued individuals and prioritize the application process for them. Assuming that they successfully pass their Background Checks and your District desires to continue receiving their services; these individuals are always offered the opportunity to accept a position with **PESG's Facility Services Group, LLC**.

Next, we participate in local college and business job fairs to attract quality candidates as well. If needed, we also place web postings, advertise through traditional media such as print, radio, or television, utilize social media, and provide recruiting posters, banners, yard signs, and other printed materials.



## **Recruiting and Marketing Strategies**

After we assess the most effective forms of marketing in order to recruit for your area, we employ any number of methods to successfully reach potential candidates. The following are some examples of Recruiting and Marketing Strategies.

### **COLLEGE RECRUITING**



PESG partners with **local colleges** to provide opportunities for students and graduates with interests in education. We actively pursue individuals who want to gain practical classroom experience within your district.

### **ONLINE CLASSIFIEDS**



PESG utilizes popular **online classified sites**, such as Monster.com, Indeed.com, Careerbuilder.com, and specific statewide and locally-focused job search sites. We post ads and contact eligible persons based on their posted resumes and qualifications. This is a great way to discover potential talent for your schools!

### **JOB FAIRS**



We participate in and host **local job fairs** and career expos to share the PESG opportunity and discover the best candidates available.

### **NEWSPAPER**



Where possible, PESG partners with local **newspapers** to announce employment opportunities. While we often purchase advertising spots, we also coordinate press releases and reach out to journalists to share the news of how PESG is working with your school to fill jobs in your district.

### **RADIO**



PESG runs **radio advertisements** on local stations selected based on listener volume and demographics. These spots typically highlight job opportunities and employee benefits while appealing to the listener to make a positive difference for the children in your schools PESG runs radio advertisements on local stations selected based on listener volume and demographics.

### **Sample Radio Spot Option A:**

*"Do you want a fulfilling job where you can enjoy a flexible schedule and competitive pay while making a positive difference in the lives of children? Consider a career with PESG's Facility Services! We offer voluntary benefits as well as opportunities to earn additional bonuses. We're hiring custodial staff for District XYZ right now! To join our team, apply now at myPESG.com – that's M-Y-P-E-S-G.com. Or give us a call, toll-free, at 855-74-STAFF – that's 855-747-8233."*

### **Radio Spot Option B:**

*"Are you looking for a great job that gives you competitive pay with opportunities to earn even more? You should think about joining the team at PESG's Facility Services! Right now, PESG is hiring custodial staff to serve District XYZ. Enjoy a flexible schedule, voluntary benefits, and more while you make a positive difference in the lives of children. To join the PESG team, apply now at myPESG.com – that's M-Y-P-E-S-G.com. Or give us a call, toll-free, at 855-74-STAFF – that's 855-747-8233."*





In addition to spreading the word about the PESG Opportunity, a series of strategically-placed **billboards** establishes PESG's presence and supports brand recognition within your area. This leads to an influx of potential employees, community buy-in, and local support. Billboards are strategically placed for maximum exposure along primary traffic routes in your area, whether they may be highways and interstates or main thoroughfares throughout busy areas of town.

The large-format, attention-getting message creates high visibility for drivers. All billboards are customized for your area. Below is an example of a recent PESG recruiting billboard:



**Yard signs** can be very effective in high-traffic areas, particularly in drop-off/pick-up areas near your schools. They are great marketing options because they're inexpensive, reusable, and attractive, and most importantly, they generate results. Here is an example of a PESG Yard Sign:



#### FLYERS & POSTERS



Strategically placed 8.5x11 **flyers and multi-sized posters** generate a lot of attention and drive traffic toward our application site. We disperse flyers and prominently display these well-designed posters in coffee shops, community bulletin boards, church announcement boards, and other busy areas. Samples are shown below.



#### SCHOOL-SPONSORED COMMUNICATIONS



To reach parents or caregivers of students who want work within the hours that their children are in school, PESG participates in **school-sponsored communications** that directly target school families. Wherever possible, we include ads in school newsletters, send home flyers in Friday Folders or similar weekly communications, post information on district or school websites, and more.

Below are some examples of school newsletter ads, which may range in size from quarter-page to full-page ads. These specially-designed ads appeal to people who may want to earn extra money on a very flexible schedule. These ads only appear in publications that are directed to parents or caregivers of children enrolled in the schools served by PESG.



#### SOCIAL MEDIA



**Social Media Marketing** can be a powerful tool to instantly publish news and announcements and connect on a personal level with employees and potential employees. We strategically utilize Facebook, Twitter, LinkedIn, and other social media sites to generate interest in our local operations in your area.

## Screening and Hiring Process

PESG's Facility Services Group complies with all State, Federal, and District hiring standards and incorporates them into our Application Process. All candidates for employment, including those who have served your school district in any capacity in the past, must complete a thorough Application Process before they are eligible to work in your district as a PESG Facility Service Provider.

This application process includes the following steps:

- Complete the online **Application**
- Attend a face-to-face **Candidate Interview** with a member of the management team from PESG's Facility Services Group
- Submit electronic fingerprints for **Criminal Background Check**, as required for workers in a K-12 school by the state of Florida and in compliance with the **Jessica Lunsford Act**  
*Note: The background check results are filed under your district's Originating Agency Identification (ORI) Number and sent directly to your District offices for your review and approval. This is one opportunity for your District to maintain ultimate control over the people whom you allow to work on your campuses.*
- Submit to and pass a **Drug Screen**, if applicable.
- Submit any **Required Forms**, including but not limited to the following:
  - I-9 Federal Identification
  - Employee Policy Manual Receipt
  - Prior Employment Form
- Complete the mandatory **Training Modules**
- Complete New Employee orientation
- **Any additional requirements**, as defined by your state or district

Once this process is complete, your district has approved the applicant to work based on their background check, and all other requirements are met, PESG's Facility Services Group will implement the Affidavit of Assignment process that complies with state requirements.



## Evaluation

We believe it's essential for our Educational Partners to have the opportunity to determine whether an individual is a good fit for your district and the schools within it. We partner with you to ensure that you are satisfied with our employees.

You maintain control over who is allowed to work on specific school grounds or district property. If you are unsatisfied with a particular PESG's Facility Services Group employee's performance, you may completely remove that person's privileges by placing him or her on an Exclusion List (either by specific school or district-wide). They will immediately be removed and will no longer be allowed to work in your schools, no questions asked.

If your need to address a PESG employee for a *minor offense* (such as an error in judgment that does not violate procedure or tardiness), you may contact your On-Site Account Manager and request a verbal reprimand. PESG will then contact the employee on the school's behalf to communicate the offense and inform the employee that the next steps will be Corrective Action, should the behavior continue.

## Corrective Action

If a PESG Employee violates any policy or commits a *major offense*, the school can file a *Corrective Action* complaint with PESG. We will then begin Corrective Action proceedings with the employee to determine if they are eligible to continue working with PESG at the school building and/or district level. PESG handles all aspects of the Corrective Action process. Depending on the severity of the offense, the employee may be suspended from working in the school and/or district for the duration of the Corrective Action process. If the district is unsatisfied with an employee's performance, the District can formally request the removal of that employee, regardless of the results of the status of Corrective Action proceedings.



## Training Partnership

PESG's Facility Services Division is proud to partner with the Global Compliance Network (GCN Training) to offer specialized online training for our Facility Services applicants. GCN provides online training modules that are accessible any time, from any device with web capabilities. With a large database of training modules, GCN provides many courses that cover state and federally mandated topics that are relevant to facility service and workplace safety. PESG's Facility Services Division requires completion of a core menu of topics, but additional topics may be added as needed or upon request from the Educational Partner.

GCN modules cover topics such as:

- Back Safety
- FERPA
- Confined Spaces
- Lock Out/ Tag Out Procedures
- Blood-borne Pathogens
- Asbestos Awareness
- Slip and Fall Prevention
- Proactive Safety
- Hazard Communications
- State and Federal Classroom Laws
- Sexual Harassment
- Concussion Awareness
- And more



## On-Site Training

Training is essential to providing the best-in-class services to our partnering Districts. PESG's Facility Services Division provides on-site and individual safety and task training to our employees.





## Training Aids

Because cleaning standards can vary from person to person, PESG incorporates visual training aids in the employee orientation process and on-going employee development process that standardizes "**clean**" expectations. Everyone's definition of clean must be the same.



## On-Going Training

Employee training never ends and must always be a part of the employee development process. As technology, cleaning products and cleaning methods continue to evolve, PESG has incorporated a monthly safety and task cleaning program that keeps employees updated on expectations and high standards. *Below is a sample Monthly Task and Safety Training Calendar.*



## Monthly Task and Safety Training

### January

#### **Safety - Work Place Safety Review**

Damp Mopping  
Dust Mopping  
Countertops

### July

#### **Safety - Slip/Fall Prevention**

Sweeping  
Toilet Cleaning  
Urinal Cleaning

### February

#### **Safety - Personal Protective Equipment**

Break Room Cleaning  
Carpet Spotting  
Water Fountains

### August

#### **Safety - FERPA**

Bright Work Cleaning  
Sink Cleaning  
Countertops

### March

#### **Safety - Blood Born Pathogens**

Restroom Cleaning  
Disinfecting  
Mirrors

### September

#### **Safety - Understanding MSDS/GHS**

Classroom Cleaning  
Threshold Cleaning  
Baseboard Cleaning

### April

#### **Safety - Hazardous Communication**

Window Washing  
Trash Liner Removal  
Closet Care

### October

#### **Safety - Injury Reporting**

Graffiti Removal  
Auto Scrubber Use  
Mop Bucket Use

### May

#### **Safety - Asbestos Awareness**

Stainless Steel Cleaning  
Dusting  
Furniture Cleaning

### November

#### **Safety - HIPPA**

Gum Removal  
VCT Tile Cleaning  
Hardwood Floor Cleaning

### June

#### **Safety - Proper Lifting**

Stairwells and Landing  
Shower Cleaning  
Cart Organization

### December

#### **Safety - Biohazards**

Hard Surface Buffing  
Vacuuming  
Wall Care/Washing

**Additional Task and Safety Training will be incorporated as needed.**



## Security & Safety Initiatives

PESG considers the safety and security of school personnel and students to be the highest priority. We have implemented various safety and security initiatives to ensure that our PESG Facility Services personnel meet the required Arkansas criteria to work in and around your school properties.

PESG's **Security Policy** is as follows:

1. All applicants will be screened, hired and oriented by Management Personnel.
2. All employees will sign a release for police records to determine any previous criminal history.
3. Drug testing as a pre-employment requirement or on a random basis can be performed as a customer option.
4. All employees understand and acknowledge they may be required to submit to a nightly or random security inspection, including, but not limited to, inspection of personal belongings.
5. Only PESG employees will be allowed access to facilities. Friends or family members are not allowed to enter restricted buildings.
6. Cleaners will enter and depart from front entrance to increase safety and security.
7. All employees will wear uniforms and Identification Badges so as to be easily recognized as a PESG employee.
8. All employees will participate in monthly Safety Training and Accountability Review



## PESG Safety Policies

PESG recognizes the importance of providing a safe and secure working environment for all of our employees.

When it comes to safety, PESG, our management team, and our facilities personnel each carry the weight of responsibility to ensure that best practices are followed and all parties involved are properly adhering to protocols.



We provide our employees with specific training and detailed instructions on how to fulfill the requirements of the job safely and in a way that ensure longevity and success. In turn, each employee must commit to following safety rules, procedures, and protocols and maintain constant awareness for potential safety hazards that may exist on the job.

### **The following is an overview of our Safety Policy:**

1. PESG recognizes its responsibility to provide each employee with a safe working environment.
2. PESG will comply with all federal and state occupational safety and health laws.
3. PESG feels that the best source of protection for the safety of its workers is the individual employee. Therefore, each employee is required to strictly follow all safety procedures. PESG does encourage all employees to participate and provide feedback and suggestions regarding hazardous conditions and safety improvements in the work place.
4. As part of his or her employment, each worker agrees to work in a safe manner and use good common sense at all times.

## Specific Safety Requirements for All Employees

1. Never horseplay on the job.
2. Smoking on school property is prohibited.
3. Any unsafe conditions or acts must be reported to your supervisor immediately.
4. Check all equipment for frayed or worn wiring before using. Report any defects in equipment to supervisor before using.
5. Never leave electrical equipment running or plugged in while unattended.
6. Never leave equipment or electrical cords in hallways, walkways, or traffic areas.
7. Keep equipment maintained and clean before and after each use.
8. Know the proper use of all equipment.
9. Never store equipment where it may get wet.
10. Carefully secure all equipment in a vehicle before transporting and get help lifting in and out of vehicle.
11. Always bend legs and use straight back for lifting- Get help on lifting all bulky items and/or items over 50 lbs.
12. Follow guidelines covered during job orientation on Material Safety Data Sheets on proper use and handling of all chemicals- never smell any chemicals directly from the containers.
13. Avoid getting any cleaning solution in eyes - If an accident occurs follow MSDS emergency guidelines.
14. Avoid pro-longed exposure of skin to cleaning solutions.
15. Make sure areas are well ventilated before using floor cleaners, strippers, and finish.
16. Always mark wet floors with an adequate number of warning signs and rope or tape off areas if possible when scrubbing or stripping floors.
17. Check trash liners for protruding objects, such as glass, needles and other sharp objects, before handling.
18. Never allow friends or family to enter the building where you are working and always report unauthorized persons or activity to your supervisor.
19. Never report to work under the influence of drugs or alcohol.
20. Criminal Police checks will be run on specific jobs prior to employment.
21. Motor Vehicle Records will be required for all employees who drive a company owned vehicle or are asked to drive to 2 or more accounts during their course of employment.
22. Follow all other specific safety procedures that may apply to your particular job or job site.
23. Always suggest, recommend, and advise of any safety improvements you may have in the workplace.

\*\*\*\*Failure to work within the company's safety policy and procedures  
is considered a reason for immediate dismissal\*\*\*\*

I, the undersigned, have read and understand the company's safety procedures and agree as part of my employment to comply with the company's safety policy.

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Witness

\_\_\_\_\_  
Date

# Section 5:

## Quality Control

- Quality Control
- Infection Prevention
- Summer Cleaning Schedule
- Standard Floor, Carpet and Furniture Cleaning
- Day Porter Job Description
- Cleaning Schedule



## Quality Control & Reporting Programs

Our primary goal is to prepare educational environments that are safe and clean so that you can continue to focus on what matters most – educating your students, without interruption. We are committed to meeting our goals to ensure the District's expectations are exceeded.

PESG's standard of excellence in providing quality facility services is demonstrated in the following areas, known as **The PESG Pledge**: *We pledge to commit and maintain the resources needed in our duties to meet or exceed the expectations of Escambia County School District.*

### The PESG Pledge



#### Escambia County School District

At PESG, we hold our **Values** and our **Commitments** in high esteem. They are not just words we put on paper to submit with our proposal. They are principles that guide every decision we make as a team.

We are committed to the fundamental ideal that our responsibility is to meet or exceed your needs and expectations. Our priority is to provide excellent service, above all else.

***We pledge to commit and maintain the resources needed in our duties to meet or exceed the expectations of ECSD.***

---

Director of Facility Services

---

Date



## Quality Managed and Measured

### Arms Length Relationship

Our goal is to be good stewards of the facilities we serve. In order to meet intended goals we believe in an arm's length relationship with our partnering Districts.

### Training

All employees are trained before assuming their roles within the District. Safety and effective performance of their duties is our top priority. PESG's Facility Services Division provides online, classroom, individual and on-the-job training to each associate.

### Reporting

PESG provides several layers of reporting to ensure that the Districts needs are met. We provide reporting based upon the Districts request during our A to Z implementation meetings. Reports can be set up daily, weekly, monthly and/or quarterly (Operations Review Meeting).

### Quality Control

PESG, in partnership with CleanTelligent, will provide quality assurance through our Quality Management Measured program.

## APPA's Five Levels of Clean

The following is a summary of key indicators for each of APPA's five levels of cleanliness. The lower the score higher the level of cleanliness.

### Level 1—Orderly Spotlessness indicators

- Floors and base molding shine and/or are bright and clean; colors are fresh.
- There is no buildup in corners or along walls.
- All vertical and horizontal surfaces have a freshly cleaned or polished appearance and have no accumulation of dust, dirt, marks, streaks, smudges, or fingerprints. Lights all work and fixtures are clean.
- Washroom and shower fixtures and tile gleam and are odor free. Supplies are adequate.
- Trash containers and pencil sharpeners hold only daily waste and are clean and odor free.

### Level 2—Ordinary Tidiness indicators

Same as Level 1 with the following exceptions

- There can be up to two-days worth of dust, dirt, stains, or streaks on floors and base molding
- Dust, smudges, and fingerprints are noticeable on vertical and horizontal surfaces
- 

### Level 3—Casual Inattention indicators

- Floors are swept or vacuumed clean, but upon close observation, there can be stains. A buildup of dirt and/or floor finish in corners and along walls can be seen.
- There are dull spots and/or matted carpet in walking lanes. There are streaks or splashes on base molding.
- All vertical and horizontal surfaces have obvious dust, dirt, marks, smudges, and fingerprints. Lamps all work and fixtures are clean.
- Trash containers and pencil sharpeners hold only daily waste and are clean and odor free.

#### Level 4—Moderate Dinginess indicators

- Floors are swept or vacuumed clean, but are dull, dingy, and stained. There is a noticeable buildup of dirt and/or floor finish in corners and along walls.
- There is a dull path and/or obviously matted carpet in the walking lanes. Base molding is dull and dingy with streaks or splashes.
- All vertical and horizontal surfaces have conspicuous dust, dirt, marks, smudges, and fingerprints. Lamp fixtures are dirty, and some lamps (up to 5 percent) are burned out.
- Trash containers and pencil sharpeners have old trash and shavings. They are stained and marked. Trash containers smell sour.

#### Level 5—Unkempt Neglect indicators

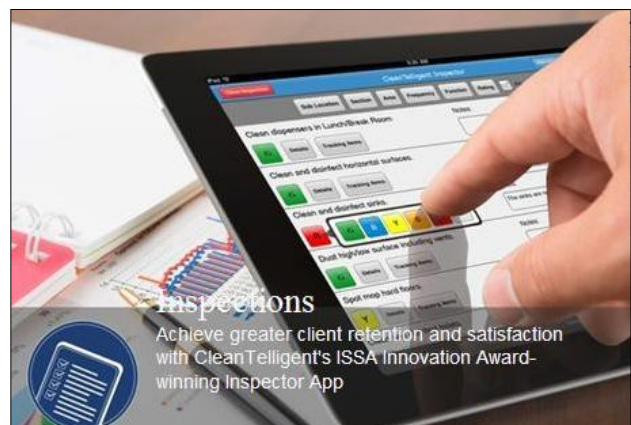
- Floors and carpets are dull, dirty, scuffed, and/or matted. There is a conspicuous buildup of old dirt and/or floor finish in corners and along walls. Base molding is dirty, stained, and streaked. Gum, stains, dirt, dust balls, and trash are broadcast.
- All vertical and horizontal surfaces have major accumulations of dust, dirt, smudges, and fingerprints, all of which will be difficult to remove. Lack of attention is obvious.
- Light fixtures are dirty with dust balls and flies. Many lamps (more than 5 percent) are burned out.
- Trash containers and pencil sharpeners overflow. They are stained and marked. Trash containers smell sour.

### PESG Quality Management Measured Program

PESG has partnered with CleanTelligent, the industry's leading web-based quality assurance software, to facilitate PESG's "Quality Management Measured" Program. Using this start-of-the-art technology, PESG is able to inspect, schedule, report, and communicate regarding our on-going effort to provide excellent customer service.

PESG Quality Management Measured is a cloud-based platform that supports a paperless environment by utilizing Smartphones or Computer Tablets to complete quality control inspections.

A detailed inventory of each building is entered into PESG Quality Management Measured. This detailed building inventory





provides the information required to generate inspections, schedule tasks, foster clear communication and produce trend reports.

PESG Quality Management Measured software has the ability to assign specified tasks as scheduled during the A to Z Process to any area identified in the inventory process. For example, if carpet extraction is required twice per year for all carpeted offices, this task will be assigned to all relevant areas during the A to Z Process.

## Quality Control Inspections

The PESG Services on-site management team will conduct both random and scheduled inspections. The PESG Quality Management Measured system generates a specified number of random inspections to all our supervisors on a weekly basis.

When utilizing a Smartphone or Tablet Inspection to perform inspections, results are automatically transmitted to the PESG Quality Management Measured database where results can be analyzed virtually real-time. An additional benefit of utilizing a smart device to collect inspection data is the software's ability to attach an image to the inspection. An image provides absolute clarity to the issue report via the inspection process.

Hallway						
Service Detail Score: Green 92.86% - 26/28						
Tracking Item Detail Score: N/A N/A						
SERVICE ITEMS:						
75.00% Clean windows with glass cleaner. Hallway - Daily 3xw - Glass / Window / Mirror Cleaning						
RATING	SERVICE ITEM DETAIL	SERVICE WEIGHT	TRACKING ITEM DETAIL	TRACKING ITEM WEIGHT	SUBLOCATION / SECTION	NOTES
Green	Clean windows with glass cleaner.	1.0			1st Floor	
Green	Clean windows with glass cleaner.	1.0			3rd Floor	
Green	Clean windows with glass cleaner.	1.0			4th Floor	
Red	Clean windows with glass cleaner.	1.0			2nd Floor	
100.00% Mop hard floors Hallway - Weekly 1xw - Hard Floor Cleaning / Maintenance						
100.00% Sweep and mop tile floors with disinfectant. Hallway - Weekly 1xw - Hard Floor Cleaning / Maintenance						
100.00% Vacuum all carpeted area in the room. Hallway - Weekly 1xw - Carpet Cleaning						
75.00% Spot Clean Carpets!!!! Hallway - Daily-5xw - Carpet Cleaning						
100.00% Spot mop hard floors Hallway - Daily-5xw - Hard Floor Cleaning / Maintenance						
100.00% Spot Sweep floors Hallway - Daily-5xw - Hard Floor Cleaning / Maintenance						

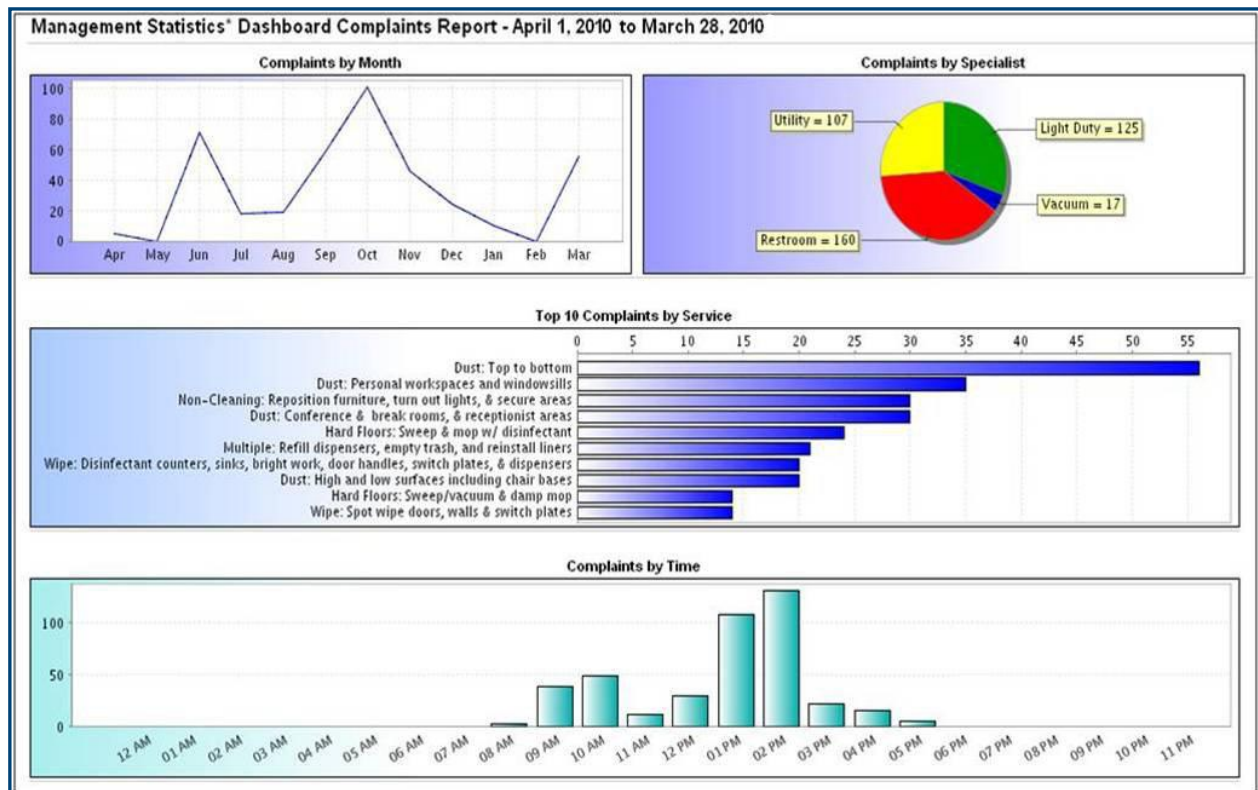
*Sample Inspection Report*

The PESG Account Management Team will conduct daily, weekly and monthly inspections. Historically, these inspections take place first thing in the morning. Inspecting classrooms and areas during work shifts is very effective since the employee is on site in the event re-training is required. In addition, it provides the opportunity to catch any issues before class begins and students arrive. When employees know that on the spot inspections are possible, they are less likely to cut corners.



## Reporting

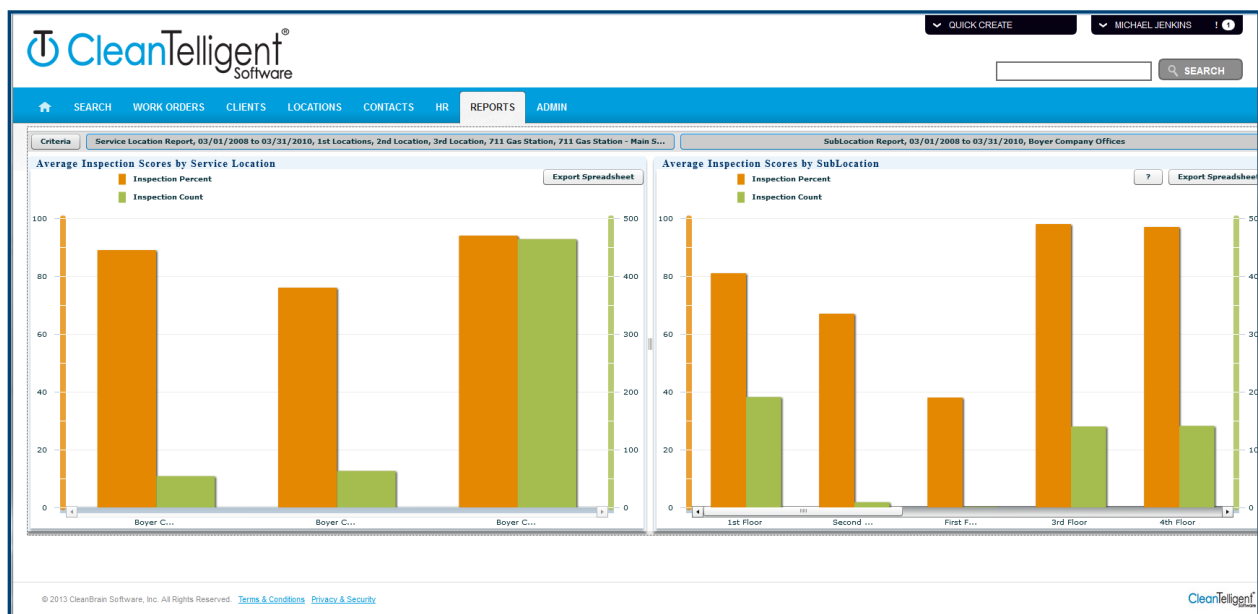
Online dashboards and numerous reports help provide a clear view of the quality of our service delivery. Standard dashboards and/or various reports that can be viewed easily within a few key strokes. If customized reports or dashboards, PESG Quality Management Measured has includes an advance report writer that supports these requirements.



Actively analyzing dashboards and reports, our Account Management Team can to identify the most commonly occurring deficiencies and modify the operations plan appropriately. Adjustments to the operation plans typically include focused training, assignment of specialty equipment and/or adjustments to scheduled tasks.

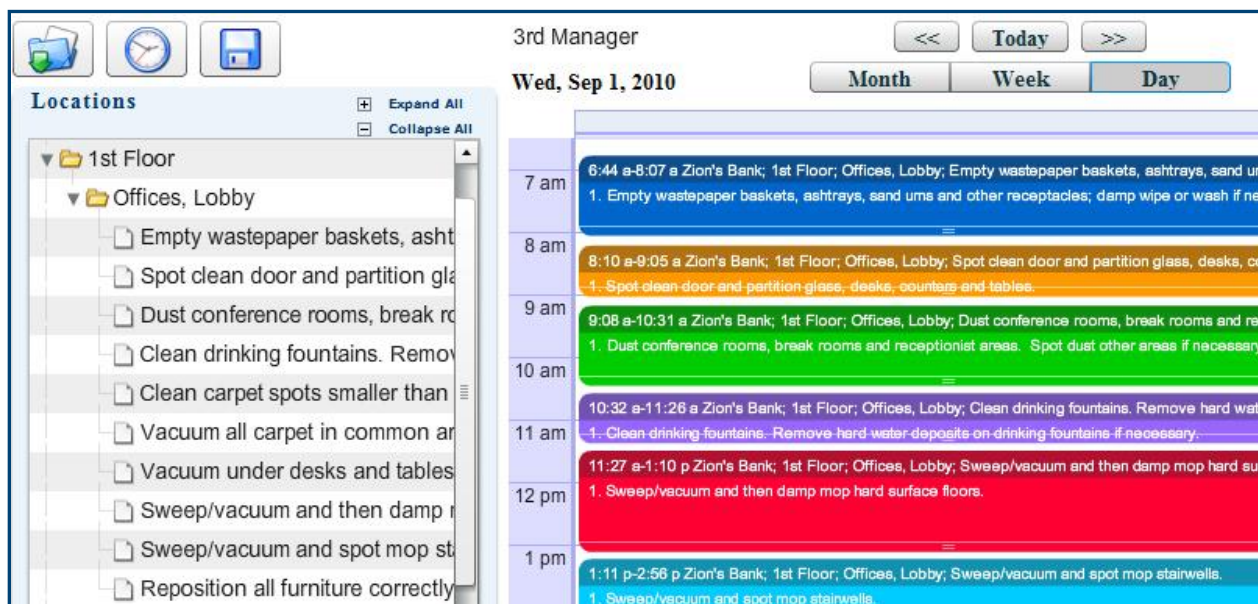
Quality Assurance Inspection results are analyzed and cross-referenced against benchmarks each week, month and quarter ensure deficiencies are remedied and continuous improvements are achieved.

In addition to numerous standard reports, PESG Quality Management Measured comes with a report writer that allows for the creation of customized reports.



## Job Scheduling

The PESG Quality Management Measured system has the capacity to develop job schedules for the each member of the cleaning staff. These schedules outline all required task by area and outline daily timelines to guide the workflow.



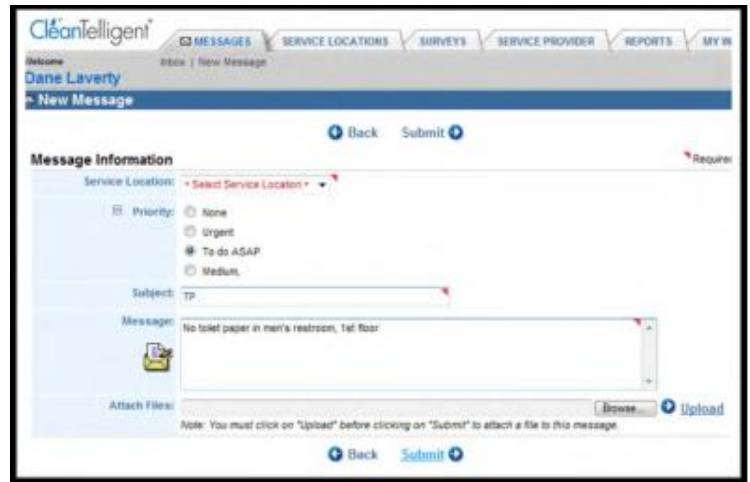
## Work Order Management

The work order management portion of the PESG Quality Management Measured facilitates the assignment and tracking of one-time tasks that need to be addressed.

## Communication

PESG Quality Management Measured is a great tool to support and track open communication. Any message received via the PESG Quality Management Measured communication module can be converted to a Work Order within a few key strokes. This transfer of information supports clear communication and quick response time.

- PESG clients have 24/7 online access to the system
- System fully integrates with email and text messaging
- System provides customizable surveys that can be sent out directly to PESG customers in order to obtain feedback on current service levels and address and correct any issues and concerns
- Work orders can be auto assigned to employees
- Work order completion status is fully customizable
- Auto escalation to upper management whenever any requests or work orders are not completed in a timely manner

A screenshot of the CleanIntelligent web application's 'New Message' form. The interface includes a top navigation bar with tabs for 'MESSAGES', 'SERVICE LOCATIONS', 'SURVEYS', 'SERVICE PROVIDER', 'REPORTS', and 'MY W'. Below the navigation bar, the user 'Dane Lavery' is logged in. The form is titled 'New Message' and has 'Back' and 'Submit' buttons. The 'Message Information' section contains a 'Service Location' dropdown menu, a 'Priority' section with radio buttons for 'None', 'Urgent', 'To do ASAP' (which is selected), and 'Medium', a 'Subject' text field with the value 'TP', and a 'Message' text area containing the text 'No toilet paper in men's restroom, 1st floor'. There is an 'Attach Files' section with a 'Browse' button and an 'Upload' button. A note at the bottom states: 'Note: You must click on "Upload" before clicking on "Submit" to attach a file to this message.' The form also has 'Back' and 'Submit' buttons at the bottom.

## Summary:

- Cost saving performance measurement technology
- Daily, Weekly and Monthly Inspections performed by PESG Account Management Team
- Meaningful reporting used to communicate operational performance
- Monthly customer survey analysis
- Real time awareness and visibility

## Communication

At PESG, we believe that effective communication is the key to ensuring quality. We make every effort to equip our Management Team with the technology needed so that they can communicate instantaneously (for example, we utilize cell phones, two-way pagers, radios, tablets, and other technologies in order to allow for email, voice, and conferencing).

Please see our Organizational Charts, located in Section 2 (Personnel), to view the chain of authority related to reporting issues that require resolution. Issues are addressed at the proper level of management based on critical need and prompt resolution is ensured.

## Operations Review Meeting (ORM)

Each quarter, your PESG management team meets with your district representatives for an Operations Review Meeting (ORM). Each ORM format is customized to the specific needs of your district. The list below contains typical information shared at these meetings.

- Quarterly review meeting to discuss data metrics (inspections survey results) collected during the reviewing period
- Highlight HR status such as work comp cases, incentive program outlay, training topics discussed, employee recognitions.
- Event/ activities scheduling
- Initiatives, goals, added value projects, accomplishments, misses, safety and risk highlights

## Cleaning for Infection Prevention

PESG takes Infection Prevention and Cleaning very serious. The school environment can be an easy target for influenza and other infections disease that can easily spread if not managed properly. PESG approaches this challenge with a policy of *Prevention First*. Strict, daily disinfecting cleaning methods and standards is the first step in preventing a pandemic outbreak event. PESG incorporates the ISSA - Cleaning for Infection Prevention model in our *Prevention First* approach and pandemic response.





# Cleaning for Infection Prevention: **Cold and Flu**



**ISSA**  
Advancing Clean.  
Driving Innovation.



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## ABOUT ISSA

As the leading trade association for the cleaning industry worldwide, ISSA represents a membership of about 7,000 distributor, manufacturer, building service contractor, in-house service provider, and associate members.

ISSA offers the industry's largest cleaning shows, business tools, educational products, industry standards, technology, legislative and regulatory services, and publications that specifically focus on the professional cleaning industry. To learn more, visit [www.issa.com](http://www.issa.com).

For more information visit  
[issa.com/infectionprevention](http://issa.com/infectionprevention)



# INTRODUCTION TO COLD AND FLU GUIDE

## INTRODUCTION

This guide focuses on the critical role that an effective cleaning and hand hygiene program plays in preventing the transmission of seasonal influenza, the common cold and protecting human health.

Each year, seasonal influenza exacts a substantial toll on society in terms of economic and social losses, as well as human pain and suffering, impacting workplaces and the general public worldwide. Likewise, the common cold is the main reason children miss school and adults miss work, literally affecting millions of individuals annually. Yet, the solution to preventing the spread of such infectious diseases is often overlooked—effective cleaning and hand hygiene.

An effective cleaning and hand hygiene program can substantially reduce the spread of influenza, the cold and other infectious diseases, and likewise reduce the economic and social costs associated with these illnesses. In effect, a modest investment in an effective cleaning regimen provides a valuable return in terms of improved human health, enhanced quality of the indoor environment, reduced economic losses, and increased productivity.

This guide focuses on the critical role cleaning plays in preventing the transmission of influenza and the common cold, and provides recommendations and resources that empower facilities to implement a highly effective cleaning regimen that will reduce risks to human health and otherwise contribute to a healthy and productive indoor environment.

## HEALTH AND ECONOMIC DRIVERS

Progressive firms are increasingly adopting a more holistic approach toward protecting employee or building occupant health, during cold and flu seasons, through proper cleaning and hand hygiene. That is because research has proven that relatively small incremental investments in these areas produce outsized gains in productivity and profits.

Illnesses such as colds, flu, stomach upsets, and headaches are the most common cause of short-term employee absences. The spread of these illnesses manifests itself in employee lost work days—absenteeism—which is a substantial cost to businesses, leading to an average number of sick days per employee per year of 7.7 days in the U.S. That health-related lost productive time (LPT) costs employers \$225.8 billion per year. In addition to these direct costs, unplanned absences caused indirect costs due to a 54 percent decrease in productivity/output and a 39 percent drop in sales/customer service.<sup>1</sup>

The annual health and economic costs associated with seasonal influenza alone are substantial. In the U.S., it is estimated that the common flu accounts for 3.1 million hospitalized days and 31.4 million outpatient visits, accounting for significant human suffering and lost productivity of the patients. It is further estimated that the total annual economic burden in the U.S. imposed by influenza is close to \$87 billion. Of this amount, over \$16 billion a year is attributed to lost earnings and productivity, while over \$10 billion per year is spent on direct medical costs associated with influenza.<sup>2</sup>



# COLD AND FLU GUIDE

Worldwide it is estimated that there are 3-5 million cases of the flu every year resulting in 250,000 to 500,000 deaths.

Moreover, the common cold is arguably the most common illness in humans. According to the Centers for Disease Control and Prevention (CDC), it is one of the most common causes of work and school absenteeism with up to 22 million school days lost each year in the U.S. Adults have an average of 2-3 colds per year resulting in an estimated economic cost of lost productivity approaches \$25 billion per year in the U.S., of which \$16.6 billion is attributed to on the job productivity loss, and \$8 billion attributed to absenteeism.<sup>3</sup>

It is in this context that the value of cleaning can best be appreciated. A relatively modest investment in an effective cleaning and hygiene program can help avoid or significantly reduce the health and economic impacts of seasonal flu and the common cold.

## CLEANING AND HYGIENE REDUCE TRANSMISSION OF THE COMMON COLD AND FLU

To best appreciate how a cleaning and hygiene program can reduce the transmission of the common cold and flu, it is important to first briefly explore how influenza is spread.

Influenza and colds are primarily spread through large droplets that are produced when infected people cough, sneeze or talk, sending the relatively large infectious droplets and very small sprays (aerosols) into the nearby air and into contact with other people. Large droplets can only travel a limited range; therefore, people should limit close contact (within 6 feet) with others when possible.

In addition, the cold and flu are also spread

by infected individuals touching objects such as doorknobs, elevator buttons, hand rails and other frequently touched surfaces thus contaminating the object with viruses. The viruses are then transmitted to another person who touches the same object and then transfers the infected material from the hands to the nose, mouth or eyes. That is why it is important to clean and disinfect frequently touched surfaces.

Effective cleaning and disinfecting of environmental surfaces including “high touch” or frequently touched surfaces (i.e., desks, countertops, faucet handles, doorknobs) significantly decreases the number of environmental pathogens including influenza and cold viruses on those surfaces or objects, which in turn reduces the risk of transmission and infection. Routine cleaning removes the soil and dirt that harbors the infectious agents, while disinfecting kills the remaining environmental pathogens.

## RECOMMENDED CLEANING AND DISINFECTION PRACTICES TO PREVENT THE SPREAD OF THE COLD AND FLU

The following cleaning and disinfection practices are recommended to help prevent the spread of influenza and cold viruses, and are largely based on the CDC recommendations which can be found at <http://www.cdc.gov/flu/school/cleaning.htm>. While these CDC recommendations are targeted to schools, they are appropriate for institutional facilities generally.

1. Just Clean. Do not underestimate the power of simply cleaning to reduce the risk of transmitting the influenza and cold viruses as well as other pathogens. Cleaning removes dirt, soil, and impurities that harbor germs and viruses like influenza and those that cause the common cold. Routine

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cleaning therefore plays a critical role in reducing the spread of flu and colds. Just as important, remember cleaning is often a necessary first step in disinfecting a surface, which actually kills the remaining germs.

2. **Clean and Disinfect Frequently Touched Surfaces.** Daily clean and disinfect surfaces and objects that are frequently touched such as desks, countertops, doorknobs, and faucet handles. Frequency may be increased when there is a known outbreak. Immediately clean and disinfect surfaces that are visibly soiled with body fluids (vomit, urine, etc.) or blood. Follow precautions set forth in the OSHA Bloodborne Pathogen Standard to avoid contact with the fluid.
3. **Simply Do Routine Cleaning and Disinfecting.** It's important to match your cleaning and disinfecting activities to the types of germs you want to remove or kill. For example, most studies have shown that the flu virus can live and potentially infect a person for only 2 to 8 hours after being deposited on a surface. Therefore, it is not necessary to close facilities to clean or disinfect every surface in the building to slow the spread of flu.
4. **Flu and cold viruses are relatively fragile,** so standard or routine cleaning and disinfecting practices are sufficient to remove or kill them. Special cleaning and disinfecting processes, including wiping down walls and ceilings, or fumigating, are not necessary or recommended. These processes can irritate eyes, noses, throats, and skin; aggravate asthma; and cause other adverse side effects.
5. **Clean and Disinfect Correctly.** Always follow label directions on cleaning products and disinfectants. It is important to note that the directions on most disinfectant products require the surface to first be cleaned. First clean surfaces with a general purpose cleaner to remove germs, and follow with an EPA-registered disinfectant to kill germs. Be sure to follow the label directions on the disinfectant for dwell time—the amount of time necessary for the disinfectant to reside on the surface in order to effectively kill the germs. Please be sure to make sure the surface remains wet during the dwell time to properly disinfect and kill the germs. Therefore, you may wish to select disinfectants that have shorter dwell times compared to other competing products.
6. **When disinfecting frequently touched surfaces,** select EPA registered products with label claims indicating the product kills the cold and flu.
7. **If a surface is not visibly dirty,** you can clean it with an EPA-registered product that both cleans (removes soil and germs) and disinfects (kills germs) instead. Be sure to read the label directions carefully, as there may be a separate procedure for using the product as a cleaner or as a disinfectant.
8. **Use disinfecting wipes on electronic items** that are touched often, such as phones and computers. Pay close attention to the directions for using disinfecting wipes. It may be necessary to use more than one wipe to keep the surface wet for the stated length of contact time. Make sure that the electronics can withstand the use of liquids for cleaning and disinfecting.
9. **Use Products Safely.** Pay close attention to hazard warnings and directions on product labels and SDSs. Cleaning products and disinfectants may call for the use of gloves



or eye protection.

10. Do not mix cleaners and disinfectants unless the labels indicate it is safe to do so. Combining certain products (such as chlorine bleach and ammonia cleaners) can result in serious injury or death.
11. Ensure that custodial staff and others who use cleaners and disinfectants read and understand all instruction labels and understand safe and appropriate use. This might require that instructional materials and training be provided in other languages.
12. Additional Resources. Please see the Resources section of this publication for additional information and programs that can help you effectively clean and disinfect to reduce the incidence of the flu and cold.

## HAND HYGIENE

Keeping hands clean is one of the most important steps we can take to avoid getting sick and spreading germs such as the influenza or cold virus to others. Many diseases and conditions are spread by not washing hands with soap and clean running water, or when not available, a hand sanitizer. For example it is reported that handwashing:

Reduces respiratory illnesses, like the flu and cold, in the general population by 21%  
Reduces the number of people who get sick with diarrhea by 31%  
Reduces diarrheal illness in people with weakened immune systems by 58%

**Why Wash Hands.** Handwashing with soap and clean running water removes germs from hands. This helps prevent infections from spreading because:

1. People frequently touch their eyes, nose, and mouth without even realizing it. Germs can get into the body through the eyes, nose and mouth and make us sick.
2. Germs from unwashed hands can get into foods and drinks while people prepare or consume them. Germs can multiply in some types of foods or drinks, under certain conditions, and make people sick.
3. Germs from unwashed hands can be transferred to other objects such as handrails, table tops, or door knobs, and then transferred to another person's hands, who then becomes infected by touching their eyes, nose or mouth.
4. Removing germs through handwashing therefore helps prevent the cold, flu and other respiratory infections, diarrhea, and many other infectious diseases.

**When You Should Wash Hands.** Routine and frequent handwashing with running water and soap is important, and the CDC recommends that it be done:

1. After blowing your nose, coughing, sneezing
2. After using the toilet
3. Before and after preparing food
4. Before you eat
5. Before and after caring for someone who is sick
6. After changing diapers or cleaning up a child who has used the toilet
7. Before and after treating a cut or wound

**How to Wash Your Hands.** While it is an activity that we are all familiar with, a recent study indicated that 95% of people observed washing their hands were doing it incorrectly. Therefore, it is worthwhile to re-examine the proper handwashing technique to ensure maximum removal of infectious agents.

1. Wet your hands with clean, running water (warm or cold), turn off the tap, and apply soap.
2. Lather your hands by rubbing them together with the soap. Be sure to lather the backs of your hands, between your fingers, and under your nails.
3. Scrub your hands for at least 20 seconds. Need a timer? Hum the “Happy Birthday” song from beginning to end twice.
4. Rinse your hands well under clean, running water.
5. Dry your hands using a clean towel or air dry them.

**Hand Sanitizers.** Washing hands with soap and water is the best way to reduce the number of microbes on them in most situations. However, if soap and water are not available, use an alcohol-based hand sanitizer. Alcohol-based hand sanitizers can quickly reduce the number of microbes on hands in some situations, but sanitizers do not eliminate all types of germs. It is important to note that hand sanitizers are not as effective when hands are visibly dirty.

## STEPS EMPLOYERS CAN TAKE TO REDUCE EXPOSURE TO THE COLD AND FLU

In addition to implementing an effective cleaning and hand hygiene program, there are a number of things employers can do to reduce the transmission of the common cold and flu including, but not limited to, the following:

1. Encourage sick employees to stay at home.
2. Provide resources and a work environment that promotes personal hygiene. Provide tissues, no-touch trash cans, hand soap, hand sanitizers, and disinfecting wipes for employees and customers to use.
3. Encourage your employees to wash their hands frequently with soap and water or with hand sanitizer if there is no soap or water available. Also, encourage your employees to avoid touching their noses, mouths, and eyes.
4. Encourage your employees to cover their coughs and sneezes with a tissue, or to cough and sneeze into their upper sleeves if tissues are not available. All employees should wash their hands or use a hand sanitizer after they cough, sneeze or blow their noses.
5. Employees should avoid close contact with their coworkers and customers (maintain a separation of at least 6 feet). They should avoid shaking hands and always wash their hands after contact with others. Even if employees wear gloves, they should wash their hands upon removal of the gloves in case their hand(s) became contaminated during the removal process.



6. Discourage your employees from using other employees' phones, desks, offices or other work tools and equipment.
7. Promote healthy lifestyles, including good nutrition, exercise, and smoking cessation. A person's overall health impacts their body's immune system and can affect their ability to fight off, or recover from, an infectious disease.

## COMMUNICATION TIPS

Effective communication of risk and mitigation is a central component of any strategy for public health protection. That is equally true when connecting proper cleaning and hygiene with protecting health, whether communicating to cleaning employees, facility decision makers, or building occupants.

A proper communication plan informs, advises, and educates your audience, enabling them to make informed choices about the actions they will take based on the risks they potentially face. Equally important is the value of properly communicating to employees to ensure they employ the right tactics for maximum efficacy in reducing cross contamination and spread of infection.

Employees need to be kept up-to-date. They need to understand the role they play in reducing risk and they need to be engaged as active supporters of the goal to protect public health. Customers also need to understand what benefits are for them, in terms that refer to what they most value.

When dealing with cold or flu, you also need to translate complex scientific and technical information into simple communication materials your staff or customers can relate to

and easily understand.

To develop an effective communication plan:

1. Identify the intended audience and define the key health problem/s or interest/s.
2. Get to know the intended audience to help determine their key characteristics, including gender, race/ethnicity, location, beliefs, behaviors, culture, literacy skills, and current knowledge about the identified topic.
3. Determine key messages. Be sure to test them with the intended audience to ensure they will be received appropriately.
4. Determine the best way to communicate messages to the audience (i.e., print, audio, video).
5. Decide how to distribute the materials to the audience (i.e., mail, brochure display, web page).

Options to communicate your message include fact sheets, FAQ's, brochures, booklets, pamphlets, videos, infographics and other materials.

When creating your message, consider the following tips:

1. Give the most important information first: what do they need to know?
2. Limit the message to no more than three to four ideas per document or section of your document. Bullets or lists shouldn't be longer than three to seven items.
3. Avoid generalizations, jargon, overly

technical or scientific terms, or words with more than one connotation.

4. Clearly, directly, and concisely state the action you want the audience to take, such as “wash your hands after sneezing or coughing.”
5. Tell your audience what they will gain from complying.
6. Use an encouraging tone, versus fear-based or emotion-invoking, and use analogies that are familiar to your audience.
7. Use any universal symbols, images, color coding or other visual aids to increase recognition.

At times, your communication may take place in times of uncertainty. Facts about the illness, transmission, or options to reduce risk may be unclear and the science base underpinning potential responses imperfect. Risk communications have to be formed against possibly rapidly evolving and often unpredictable background, in real time.

Refer to governmental authorities, when appropriate, and their recommendations for proper cleaning and disinfecting procedures. The CDC, EPA, OSHA as well as the World Health Organization’s (WHO) are all recognized authorities and often make recommendations related to appropriate cleaning and disinfection practices and regulations related to for the decontamination and containment of relevant infectious diseases.

Managers and supervisors of cleaning operations not only are responsible for the safety and well-being of building occupants, but also that of their cleaning workers. It

is important to keep cleaning workers well informed during times of local infectious outbreaks. Managers should reassure their employees that proper cleaning, disinfection, bloodborne pathogen and personal protective equipment procedures not only help them protect public health, but also reduce their own risk of infection when undertaking these activities.

## ISSA RESOURCES

This section provides you with additional resources that will help you prevent the spread of the common cold and flu, and otherwise help you maintain a sanitary and healthy facility.

**ISSA Value of Clean Toolkit:** Eye-catching graphics, videos, and real-world data to effectively show staff and customers how cleaning is an investment in human health, the environment, and an improved bottom line. This research-based information helps provide demanding facility executives quantifiable proof of the total value proper cleaning solutions provide, as well as third-party data to support the investments needed to achieve their goals. These tools are available as part of the ISSA member benefits at [issa.com/value](http://issa.com/value).

**ISSA Standard for Measuring the Effectiveness of Cleaning in K-12 Schools:** Based on the philosophy of “Clean, Measure, Monitor” and an emphasis on high-performance cleaning, the ISSA Standard for Measuring the Effectiveness of Cleaning in K-12 Schools (“Clean Standard: K-12”) establishes a framework to help schools objectively assess the effectiveness of the cleaning process at their facilities, thereby contributing to the quality of the indoor environment for the benefit of



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students and staff. The Standard focuses on:

- The desired levels of cleanliness that can reasonably be achieved;
- Recommended monitoring and inspection procedures to measure the effectiveness of cleaning;
- How to use the measurement and inspection results to assess and improve cleaning processes and products, ultimately resulting in a clean, healthy and safe learning environment.

The Standard specifically provides “ranges of clean” based on ATP testing, thereby adding an objective, quantitative element to determining whether a facility is truly clean. Further, the Standard contains sample audit forms that should be used to assess cleanliness from a traditional “sight, smell, and touch” perspective.

Ultimately, the Standard is an integral part of a broad strategy to improve the physical environment of schools; premised on health and safety.

For more information on the Clean Standard: K-12, please visit [www.issa.com/cleanstandard](http://www.issa.com/cleanstandard).

**ISSA Cleaning Industry Management Standard (CIMS):** CIMS is the first consensus-based management standard that outlines the primary characteristics of a successful, quality organization that provides high performing cleaning services. CIMS is a way for cleaning organizations to differentiate themselves from the competition, demonstrate their commitment to quality and customer satisfaction, improve overall operations, and *save money*.

In addition, facility managers and others responsible for selecting a cleaning service provider can gain an increased level of confidence in their contractor by using CIMS and CIMS-Green Building (CIMS-GB) as a powerful pre-qualification tool. CIMS

and CIMS-GB certification demonstrates an organization is prepared to deliver quality, customer-focused services and ensures an organization is capable of delivering a comprehensive green cleaning program based on LEED: EB O&M green-cleaning criteria.

For more information on CIMS, please visit [www.issa.com/cims](http://www.issa.com/cims).

**ISSA Cleaning Industry Training Standard (CITS):** CITS is designed to increase professionalism and demonstrate a commitment to effective training, a critical element in the delivery of effective cleaning services. Specifically, the program is focused on training and certifying frontline cleaning professionals, verifying training programs and training facilities to a set industry standard, and improving the skills of industry trainers through a comprehensive workshop.

To learn more about CITS, please visit [www.issa.com/cits](http://www.issa.com/cits).

## CDC RESOURCES

The resources below are made available by the U.S. Centers for Disease Control and Prevention (CDC), and are intended to help stop the transmission of influenza.

**Print Materials:** The materials provided in this area are designed to encourage the prevention of influenza and include brochures, fact sheets, articles, posters, and a media toolkit. <http://www.cdc.gov/flu/freeresources/print.htm>

**Web Tools:** This section includes infographics, widgets, animated images and other material related to the prevention of the flu. The web tools provided here can be added to your website, and will link back to the CDC’s flu website. <http://www.cdc.gov/flu/>

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[freeresources/web\\_tools.htm](http://freeresources/web_tools.htm)

## **Mobile Apps, Syndicated Content and RSS**

**Feeds:** Here you will find influenza-related mobile content including apps tailored for viewing on iPhones, Android, and other handheld devices; syndicated content and RSS feeds.

<http://www.cdc.gov/flu/freeresources/mobile.htm>

**Flu Prevention Toolkit:** Provides a poster that can be used at workplaces and other venues reminding people to stay home when sick to avoid infecting others.

<http://www.cdc.gov/flu/toolkit/index.htm>

**FLU.gov:** CDC has dedicated a website to combatting the spread of the flu, that is replete with resources that address symptoms and treatment, preventive measures, vaccination, populations at risk, and other information related to the flu.

[www.flu.gov](http://www.flu.gov)

## **ENDNOTES**

1. *The Value of Clean: How Cleaning Improves Your Bottom Line*, ISSA, 2014, [www.issa.com/valuetips](http://www.issa.com/valuetips)
2. *The Annual Impact of Seasonal Influenza in the U.S.: Measuring Disease Burden and Costs*, Science Digest, Vaccine 25 (2007)
3. *Productivity Losses Related to the Common Cold*, Journal of Occupational Environmental Medicine, Sept. 2002, 44(9):822-9



# CDC EVERYDAY PREVENTIVE ACTIONS

These pages can be downloaded and shared to educate decision makers  
[http://www.cdc.gov/flu/pdf/freeresources/updated/everyday\\_preventive.pdf](http://www.cdc.gov/flu/pdf/freeresources/updated/everyday_preventive.pdf)

## Everyday Preventive Actions That Can Help Fight Germs, Like Flu

### CDC recommends a three-step approach to fighting the flu.

CDC recommends a three-step approach to fighting influenza (flu). The first and most important step is to get a flu vaccination each year. But if you get the flu, there are prescription antiviral drugs that can treat your illness. Early treatment is especially important for the elderly, the very young, people with certain chronic health conditions, and pregnant women. Finally, everyday preventive actions may slow the spread of germs that cause respiratory (nose, throat, and lungs) illnesses, like flu. This flyer contains information about everyday preventive actions.



### How does the flu spread?

Flu viruses are thought to spread mainly from person to person through droplets made when people with flu cough, sneeze, or talk. Flu viruses also may spread when people touch something with flu virus on it and then touch their mouth, eyes, or nose. Many other viruses spread these ways too.

People infected with flu may be able to infect others beginning 1 day **before** symptoms develop and up to 5-7 days **after** becoming sick. That means you may be able to spread the flu to someone else before you know you are sick as well as while you are sick. Young children, those who are severely ill, and those who have severely weakened immune systems may be able to infect others for longer than 5-7 days.

### What are everyday preventive actions?

- Try to avoid close contact with sick people.
- If you or your child gets sick with flu-like illness, CDC recommends that you (or your child) stay home for at least 24 hours after the fever is gone except to get medical care or for other necessities. The fever should be gone without the use of a fever-reducing medicine.
- While sick, limit contact with others as much as possible to keep from infecting them.
- Cover your nose and mouth with a tissue when you cough or sneeze. Throw the tissue in the trash after you use it.
- Wash your hands often with soap and water. If soap and water are not available, use an alcohol-based hand rub.
- Avoid touching your eyes, nose and mouth. Germs spread this way.
- Clean and disinfect surfaces and objects that may be contaminated with germs like the flu.
- If an outbreak of flu or another illness occurs, follow public health advice. This may include information about how to increase distance between people and other measures.



**Centers for Disease  
Control and Prevention**  
National Center for Immunization  
and Respiratory Diseases



# APPENDIX A:

## CDC EVERYDAY PREVENTIVE ACTIONS

These pages can be downloaded and shared to educate decision makers  
[http://www.cdc.gov/flu/pdf/freeresources/updated/everyday\\_preventive.pdf](http://www.cdc.gov/flu/pdf/freeresources/updated/everyday_preventive.pdf)

### What additional steps can I take at work to help stop the spread of germs that can cause respiratory illness, like flu?

- Find out about your employer's plans if an outbreak of flu or another illness occurs and whether flu vaccinations are offered on-site.
- Routinely clean frequently touched objects and surfaces, including doorknobs, keyboards, and phones, to help remove germs.
- Make sure your workplace has an adequate supply of tissues, soap, paper towels, alcohol-based hand rubs, and disposable wipes.
- Train others on how to do your job so they can cover for you in case you or a family member gets sick and you have to stay home.
- If you begin to feel sick while at work, go home as soon as possible.



### What additional preventive actions can I take to protect my child from germs that can cause respiratory illness, like flu?

- Find out about plans your child's school, child care program, or college has if an outbreak of flu or another illness occurs and whether flu vaccinations are offered on-site.
- Make sure your child's school, child care program, or college routinely cleans frequently touched objects and surfaces, and that they have a good supply of tissues, soap, paper towels, alcohol-based hand rubs, and disposable wipes on-site.
- Ask how sick students and staff are separated from others and who will care for them until they can go home.



**Everyday preventive actions can help slow the spread of germs that can cause many different illnesses and may offer some protection against the flu.**

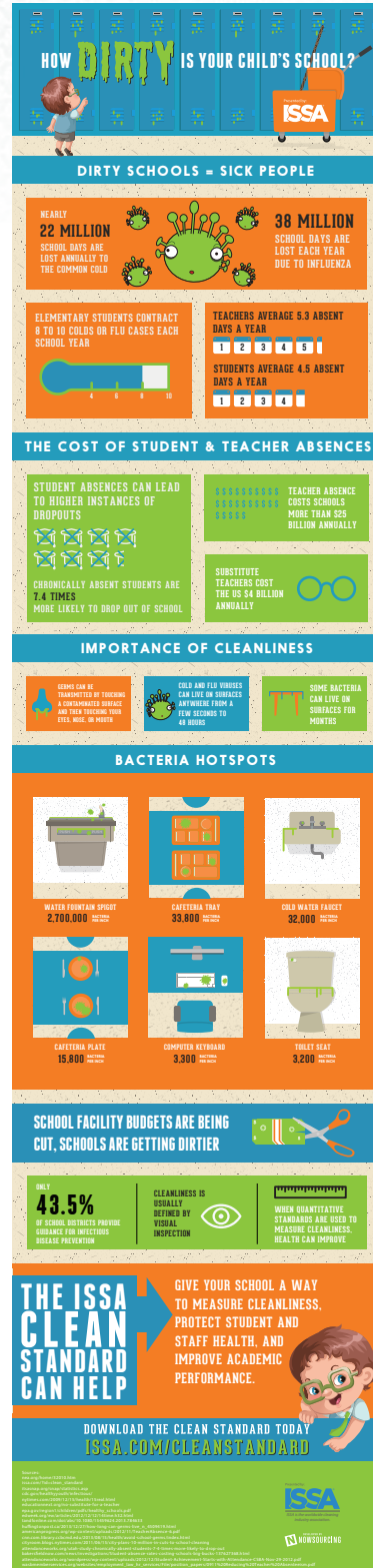
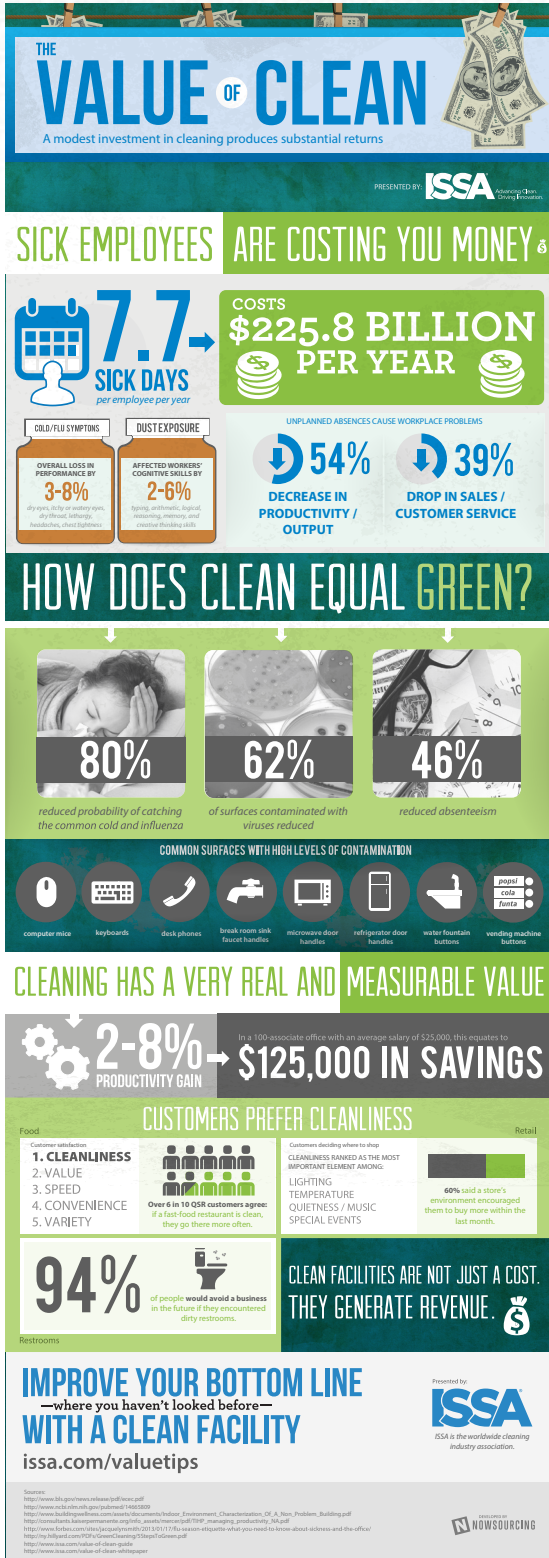
For more information, visit [www.cdc.gov](http://www.cdc.gov), or call 1-800-CDC-INFO.

05/21/2013



## APPENDIX B: INFOGRAPHICS

These infographics can be downloaded and shared to educate decision makers regarding the impact of proper cleaning on reduced risk of illness by visiting [www.issa.com/value](http://www.issa.com/value) for the Value of Clean version and [www.issa.com/cleanstandard](http://www.issa.com/cleanstandard) for the Clean Standard version.



## Standard Cleaning Procedure Samples

***The sample cleaning schedules is recommended for APPA Level II cleaning standards. Adjustments can be made to meet the district's needs.***

### Standard Carpet Cleaning

#### **Method: Daily service**

1. Vacuum carpeted areas as often as required. Traffic lanes and heavy use areas should be vacuumed daily.
2. Remove gum with gum remover.
3. Edge vacuuming around corners and edges and underneath hard to move desk should be vacuumed periodically as needed.
4. Carpet spotting should be done daily by trained personnel only, as spots appear. Using a clean cloth and carpet spotting solution, do not over wet. Wipe the spot towards the center and absorb the stain into the cloth.

#### **Method: Periodic Carpet Bonneting**

1. Vacuum carpeted areas that will be bonneted.
2. Remove gum with gum remover.
3. Edge vacuuming around corners and edges and underneath hard to move desk should be vacuumed.
4. Carpet spotting should be done prior to bonneting. Using a clean cloth and carpet spotting solution, do not over wet. Wipe the spot towards the center and absorb the stain into the cloth.
5. Mix carpet cleaning solution into mop bucket according to directions. Fill a second mop bucket with rinse water.
6. Completely submerge carpet bonnet in cleaning solution and wring out until it is not dripping. Placing pad on floor and setting the low speed floor machine on top of pad, begin at the far end of the area to be cleaned and move towards the exit.
7. Using a side to side motion move at an even pace over the area being cleaned. When pad appears to be drying out, flip the pad over and continue in same motion. When pad appears to be drying out again, remove the pad and place in rinse bucket. Wring it out dry and then place in the solution bucket and repeat the process until area is complete.



8. Use a clean rag to wipe dry all baseboards and furniture legs

**Method: Periodic Carpet Extraction**

1. Vacuum carpeted areas that will be extracted.
2. Remove gum with gum remover.
3. Edge vacuuming around corners and edges and underneath hard to move desk.
4. Carpet spotting should be done prior to extraction. Using a clean cloth and carpet spotting solution, do not over wet. Wipe the spot towards the center and absorb the stain into the cloth.
5. For heavy traffic lanes and dirty areas, a Pre-Spray may be required using a pump sprayer.
6. Mix carpet cleaning solution into extractor according to directions.
7. Begin carpet cleaning at the far end of the area to be cleaned and move toward the exit. Using a push and pull technique, spray the solution into the carpet going forward and press down as you pull back in order to vacuum up the solution and the dirt in the carpet fibers. Each pass should overlap the previous.
8. Use a clean rag to wipe dry all baseboards and furniture legs.





## Standard Furniture Cleaning

### Method: Daily service

1. Dust all furniture as often as required using either a dust cloth or a feather duster. Be careful to move items with care and place back in their original position.
2. Wood furniture may be polished using a furniture polish and a clean rag. Rub polish in the direction of the wood grain. Be sure to rub in all excess polish.
3. Formica tops and painted metal surfaces may be cleaned using a general purpose cleaner and rag. Be sure to wipe dry.
4. Remove foreign objects from underneath desks such as chewing gum using a putty knife.



### Method: Periodic service

1. Vacuum upholstered furniture as often as required using an attachment tool from the vacuum. Be sure to remove the cushions and vacuum underneath and in all crevices.
2. Fabric that has been stained must be spotted in the same manner in which carpet is spotted, using a clean cloth and carpet spotting solution, do not over wet. Wipe the spot towards the center and absorb the stain into the cloth.



## Standard VCT Floor Cleaning

### Method: Daily service

1. Sweep and dust mop work area. Be sure to sweep under chairs and desks paying particular attention to corners and hard to get to areas.
2. Remove any gum or other objects that may be stuck to floor with putty knife.
3. Normal daily service may be spot mopping or complete wet mopping of floor surface depending on need using a mild neutral floor cleaner.

### Method: Routine Buffing

1. Sweep and dust mop work area. Be sure to sweep under chairs and desks paying particular attention to corners and hard to get to areas.
2. Remove any gum or other objects that may be stuck to floor with putty knife.
3. Complete wet mopping of floor surface is required prior to buffing floor surface with a mild neutral floor cleaner and/or a buffing chemical made specifically for reviving floor finish.
4. Buff floor with appropriate high speed buffing machine and buffing pad.
5. Sweep and dust mop work area once again after buffing.

### Method: Floor Scrubbing

1. Sweep and dust mop work area. Be sure to sweep under chairs and desks paying particular attention to corners and hard to get to areas.
2. Remove any gum or other objects that may be stuck to floor with putty knife.
3. Completely submerge mop in cleaning solution and spread evenly across floor. Do not wring mop. Be careful not to splatter on walls and furniture.
4. Using a low speed floor machine and proper pad, scrub floor. Clean corners and wipe baseboards dry.
5. Pick up excess cleaning solution with wet-dry vacuum.
6. Rinse the floor with clean water and clean mop.
7. Buff floor with appropriate high speed buffing machine and buffing pad.
8. Sweep and dust mop work area once again after buffing.
9. Coat the floor with additional floor finish if desired using a finish mop.





### Method: Floor Stripping



1. Sweep and dust mop work area. Be sure to sweep under chairs and desks paying particular attention to corners and hard to get to areas.
2. Remove any gum or other objects that may be stuck to floor with putty knife.
3. Completely submerge mop in stripping solution and spread evenly across floor. Do not wring mop. Be careful not to splatter on walls and furniture.
4. Using a low speed floor machine and proper pad, strip floor. Clean corners and wipe baseboards dry.
5. Pick up excess stripping solution with wet-dry vacuum.
6. Rinse the floor with clean water and clean mop.
7. Buff floor with appropriate high speed buffing machine and buffing pad.
8. Sweep and dust mop work area once again after buffing.
9. Coat the floor with at least 4 coats of floor finish using a finish mop.



## Day Porter Job Description

**JOB GOAL:** To contribute to the efficient operation of the school by performing custodial duties along with requests from building staff.

### **PERFORMANCE RESPONSIBILITIES:**

- Open building and check for maintenance issues
- Respond to request by Principal (s) and teachers
- Police entrance areas and spot clean door glass
- Clean up cafeteria daily after breakfast and lunch
- Dust mop hall after class breaks as needed
- Monitor all restrooms after each class break-mop floor, spot clean sinks, vanities, counter tops, mirrors, floors, and walls, pick up paper and flush commodes and urinals, and take out trash
- Pick up trash outside of building at least one (1)time per day
- Change light bulbs and tubes as needed
- Clean and mop any accident that may occur during the day
- Clean electrical rooms and storage closets as needed
- Sweep entranceways - to include snow removal from entrances and sidewalks



## Cleaning Schedule

### **Classrooms**

#### **Daily**

- Empty wastebaskets
- Spot Clean desk tops (removal of graffiti)
- Clean and sanitize counters and sinks
- Dust mop all composition floors
- Spot mop composition floors with all-purpose cleaner
- Vacuum all carpet
- Spot clean carpet as needed
- Vacuum walk-off mats
- Secure any exterior doors and windows and turn off lights before leaving room

#### **Weekly**

- Replace all plastic trash liners in waste receptacles or more frequently if needed
- Low dust all horizontal surfaces to hand height (60") including desks, chairs and tables
- Damp clean baseboards
- Sweep baseboards
- Damp clean window ledges
- Remove fingerprints from doors, frames, light switches, kick plates, handles and railings
- Spot clean all door glass
- Vacuum chalk rails and/or damp wipe
- Mop composition floors

#### **Monthly**

- High dust above hand height (60") horizontal surfaces, including shelves, pipes, moldings, etc. Custodial personnel will clean and service areas only reachable with a ladder no higher than an eight feet.
- Remove dust and cobwebs from ceiling areas
- Dust blinds

#### **Semi-Annually**

- Clean entire surface of student's desks and chairs
- Clean carpet to remove all stains, spills and soiled spots

#### **Annually**

- Refinish all floors

## Cafeteria Areas

### Daily (five days per week)

- Spot clean interior glass to hand height (70") after school hours
- Remove trash from cafeteria area
- Clean during lunch periods (wipe down tables, empty trash, and clean up spills)
- Sweep and mop

### Semi-Annually

- Refinish all composition floors
- High dust above hand height (60") horizontal surfaces, including shelves, pipes, moldings, etc. Custodial personnel will clean and service areas only reachable with a ladder no higher than an eight feet.
- Remove dust and cobwebs from ceiling areas



## **Offices (Administration)**

### **Daily (five days per week)**

- Empty wastebaskets and replace liners
- Dust furniture, including desks, chairs, tables, lamps, etc.
- Dust interior window ledges
- Dust telephones
- Spot clean all windows and glass partitions to hand height
- Spot clean desk tops
- Dust mop all composition floors (with chemically treated dust mop)
- Spot mop composition floors with all purpose cleaners
- Vacuum carpet
- Spot clean carpet to remove all stains, spills and soiled spots
- Vacuum walk-off mats
- Remove fingerprints from doors, frames, light switches, kick plates, handles and railings



### **Weekly**

- Low dust all horizontal surfaces to hand height (70")
- Damp clean baseboards
- Damp clean window ledges
- Spray buff composition floors

### **Monthly**

- High dust above hand height (60") horizontal surfaces, including shelves, pipes, moldings, etc. Custodial personnel will clean and service areas only reachable with a ladder no higher than an eight feet.
- Remove dust and cobwebs from ceiling areas
- Dust blinds

### **Annually**

- Refinish all floors



## Teacher Work Area and Duplication Rooms

### Daily (five days per week)

- Empty wastebaskets and replace liners
- Dust furniture, including desks, chairs, tables, lamps, etc.
- Dust interior window ledges
- Dust telephones
- Spot clean all windows and glass partitions to hand height
- Damp clean counter tops
- Damp clean vending machines
- Dust mop all composition floors (with chemically treated dust mop)
- Spot mop composition floors with all purpose cleaners
- Vacuum carpet
- Spot clean carpet to remove all stains, spills, and soiled spots
- Vacuum walk-off mats
- Remove fingerprints from doors, frames, light switches, kick plates, handles and railings



### Weekly

- Low dust all horizontal surfaces to hand height (70")
- Damp clean baseboards

### Monthly

- High dust above hand height (60") horizontal surfaces, including shelves, pipes, moldings, etc. Custodial personnel will clean and service areas only reachable with a ladder no higher than an eight feet.
- Remove dust and cobwebs from ceiling areas

### Annually

- Damp clean all washable furniture
- Clean carpet to remove all stains, spills and soiled spots
- Refinish all floors

## Library

### Daily (five days per week)

- Empty wastebaskets and replace liners
- Dust furniture, including desks, chairs, tables, lamps, etc.
- Dust interior window ledges
- Spot clean all window glass and glass partitions to hand height
- Spot clean desk tops
- Dust mop all composition floors with chemically treated dust mop
- Spot mop composition floors with all-purpose cleaner
- Vacuum carpet
- Spot clean carpet to remove all stains, spills and soiled spots
- Vacuum walk-off mats
- Remove fingerprints from doors, frames, light switches, kick plates, handles, and railings

### Weekly

- Replace all plastic liners in waste receptacles
- Low dust horizontal surfaces to hand height (70")
- Dust all book shelves (books to remain in place)
- Damp clean baseboards
- Damp clean window ledges

### Monthly

- High dust above hand height (60") horizontal surfaces, including shelves, pipes, moldings, etc. Custodial personnel will clean and service areas only reachable with a ladder no higher than an eight feet.
- Remove dust and cobwebs from ceiling areas

### Annually

- Refinish all floors





## **Common Areas (Lobbies/ Corridors/ Stairs/ Elevators)**

### **Daily (five days per week)**

- Spot clean interior glass partitions and doors
- Clean and sanitize water fountains
- Dust interior window ledges
- Dust mop composition floors
- Spot mop composition floors with all-purpose cleaner
- Vacuum carpet
- Spot clean carpet to remove all stains, spills and soiled spots
- Vacuum walk-off mats
- Clean under entrance mats daily, inside and out
- Sweep underneath stairs
- Burnish all composition floors (3 days per week or as needed)

### **Weekly**

- Damp clean baseboards
- Damp clean window ledges
- Dust furniture and fixtures

### **Monthly**

- High dust above hand height (60") horizontal surfaces, including shelves, pipes, moldings, etc. Custodial personnel will clean and service areas only reachable with a ladder no higher than an eight feet.
- Remove dust and cobwebs from ceiling areas
- Clean all hall walls (more often if needed)

### **Semi-Annually**

- Refinish all composition floors
- Clean carpet to remove all stains, spills, and soiled spots



## Restrooms/Dressing Rooms

### Daily

- Check restrooms throughout the school day
- Empty wastebaskets/dispensers and replace liners
- Clean, sanitize, and polish all vitreous fixtures including toilet bowls, urinals and hand basins
- Clean and polish chrome fittings
- Clean and sanitize toilet seats
- Clean and polish glass and mirrors
- Wash and sanitize exterior of containers
- Remove spots, stains and splashes from wall area and counter tops
- Clean metal partitions
- Sweep floors
- Mop floors with germicidal disinfectant at least daily and as often as needed
- Fill expendable supplies in restroom dispensers
- Wash and sanitize metal partitions
- Remove fingerprints from doors, frames, light switches, kick plates, push plates, handles, railings, etc

### Weekly

- Low dust horizontal surfaces to hand height
- Damp clean baseboards
- Clean wall thoroughly with cleaning and sanitizing solution
- Wash and sanitize interior of wastebaskets

### Monthly

- High dust above hand height (60") horizontal surfaces, including shelves, pipes, moldings, etc. Custodial personnel will clean and service areas only reachable with a ladder no higher than an eight feet.
- Remove dust and cobwebs from ceiling areas
- Machine scrub floors with germicidal disinfectant



## Multi-purpose/Gymnasium

### Daily (Five days per week)

- Empty wastebaskets
- Remove fingerprints from doors, frames, light switches, kick plates, push plates, handles, railings, etc.
- Dust mop floors with chemically treated mop per manufacturer's specifications or vacuum all carpeted areas
- Spot mop composition floors
- Spot clean carpeted areas and remove any stains, spills or soiled spots

### Weekly

- Replace all plastic can liners in waste receptacles
- Low dust horizontal surfaces to hand height (70")
- Sweep baseboards
- Clean bleachers, remove all trash, sweep, mop and clean floor underneath

### Monthly

- High dust above hand height (60") horizontal surfaces, including shelves, pipes, moldings, etc. Custodial personnel will clean and service areas only reachable with a ladder no higher than an eight feet.
- Remove dust and cobwebs from ceiling areas

*\*Note: Scrub composition floors as needed*



### Special Events During Regular Cleaning Operation Hours (Ballgames, Plays, Concerts, PTA Meetings, Board Meetings, etc.)

- Check and maintain clean restrooms, halls, lobbies, etc.

## **Grounds Maintenance (Including all lawns, all sports fields, all playgrounds, all loading docks)**

### **Daily**

- Remove trash and debris from grounds
- Empty trash containers
- Sweep entrances, doorways, walkways, steps and curbs
- Remove any graffiti from outside walls and sidewalks
- Maintain clean restrooms, common areas, trash cans and area around concession stands



### **Miscellaneous**

#### **Management of Energy Consumption**

- Lights should only be turned on in areas where cleaning is taking place and are to be turned off immediately after cleaning each room
- Cleaning personnel are not to change or override established heating and cooling temperatures in schools

#### **Notification of needed repairs**

- Cleaning personnel and/or supervisor to advise Maintenance Manager of all needed repairs at the end of each day or sooner if appropriate

#### **Securing Buildings**

- Day custodian will unlock building(s) each day. Cleaning supervisor or a designated cleaning employee will secure building(s) at the end of the day

## Day Porter: Summer Cleaning Schedule

### **Normal cleaning procedures may include the following:**

- 3 people moving furniture and doing wipe downs (cleaning). These people would start and stay well ahead of the floor crew.
- 3 people doing the floor care work. First, do the edgework. Slop the edge only with your cleaning solution and everyone works the edges with doodlebugs and scrapers. After edges, slop the rest of the work area and work your way out of the room. One man on the machine. One man on the wet vac and one man on the rinse mop. The man doing the wet vac may also do the slopping.
- 1 person doing the finishing. Dust mop first. Look for blemishes. Lay the finish. This person will be working well behind the floor crew. Air conditioning is not always working in the summer, which can cause drying concerns. Be sure to plan and allow for the added drying time if the HVAC is not on and the humidity is running high. Do not put additional coats of finish on a floor that is not completely dried.

### **Notes of interest:**

- Always have wet floor signs visible when doing floor work.
- Remember that the wipe down portion of the cleanup will take as much time as the floor work. This is often underestimated.
- Security in the summer is always a concern. Check for open windows and doors before leaving the building. Inform any school personnel that are present when you are leaving. Keep entrances locked when we are the only ones in the building.
- One week prior to teachers reporting everything should be complete and the rooms inspected for readiness. Light dusting may again be required. Be sure furniture is set in proper place and trash cans have clean liners in them.
- Remember that teachers start coming back BEFORE the date they are supposed to return. They will be in your way and putting pressure on you if you are not finished with their room. Another consideration is that many teachers will begin making a daily mess in their room as they begin to set up for the school year.
- Therefore, any work AFTER August 1<sup>st</sup> should be planned for second shift.

## Summer Cleaning Procedure

1. Move furniture from classroom to hallway. Be sure to diagram the room on the chalkboard so the room will be set up as it was prior to cleanup.
2. If the room is large, you may move furniture to one side of the room rather than to the hallway. In this case, move all furniture to the exit side of the room stacked as close to the wall as possible. After approximately three-quarters of the room has been completely finished, move furniture back to the original position and complete the unfinished portion of the room on the exit side of the room.
3. Clean light fixtures. Drop the light cover and dust out bugs and debris. Wipe with surface cleaner if necessary.
4. Clean HVAC ceiling vent covers. Dust with feather duster or broom and wipe clean if necessary with surface cleaner.
5. Wash walls and chalkboards as necessary. Be careful not to over wet chalkboards. Use dry erase cleaner for white wallboards. Empty pencil sharpeners.
6. Strip and wax floors or clean carpet. If room has both tile and carpet, complete the tile areas first and the carpeted areas last. VCT should be stripped with black pad and refinished with no less than 4 coats of finish. Be sure that corners and baseboards are clean and well defined. IMPORTANT ... do not finish the first foot or so immediately inside the entrance door leading out to the hallway. This should be left stripped with no finish until the hallway has been completed and you are finishing the hallway. Old 9" asphalt tile (normally colored a dark red, beige or green) should not be stripped. Use a general purpose cleaner and a scrub pad on these floors. As finality, burnish the floors after finishing before replacing the furniture so the finish will be hardened and at a high gloss.
7. In classroom carpet cleaning, be sure to first- vacuum, second- edge vacuum and third- remove all gum on carpet. Pre-spray all carpet spots and work the spot out using the correct method. Extract or bonnet carpet per the requirements of the contract.
8. If Classroom has a restroom, complete this before finishing floors.
9. Clean furniture as you move it back to its original position. Be sure to remove gum from underneath desk and wipe down the surfaces with General Purpose cleaner. Be careful to mix properly so you do not have a residue left on the surface after drying. Replace trashcan liners.
10. Complete all classrooms, offices, libraries and other side rooms.
11. Restrooms should be detail cleaned from top to bottom before scrubbing the floors. Clean ceiling vents, light fixtures and wash walls. Wall washing may be done by using a deck brush



with a surface cleaner mixture and a water hose to rinse with. Clean the sinks, toilets and urinals using normal cleaning procedure. Wipe clean the mirrors and paper dispensers. Lastly, flood the floor with cleaning solution and machine scrub with a nylon grit brush. Be careful to deck brush around the corners and edges and under commodes. Flood rinse and squeegee down the floor drain. Rinse with clean water. Wipe clean all baseboards. This procedure assumes a ceramic tile floor and painted block walls. If the walls are dry board or the floors are VCT then clean walls and floors as you would in a classroom.

12. Hallways and common areas should be completed last, starting at the furthestmost point and working toward the exit. Begin by cleaning the light fixtures and washing walls, locker tops and other hallway surfaces. Clean entrance mats and place inside an open space to dry. Strip and refinish the hallway floors the same as the classrooms. As you bring down the hallway, be sure to scrub out the janitor's closets. You may need to put more than 4 coats of finish on the hallway floors. Be sure to leave open all entrance doors leading into the hallway so stripper will not run underneath and dry in a classroom floor. After rinsing well, you will finish the floor by edging first and into the classrooms and then using the figure eight method bring the finish down the hall to your final exit.
13. Clean all windows inside and out. This is best done toward the end of the clean up and on overcast days. Do not clean the windows on the sunny side of the building or you will have streaking. Use a tucker pole for multistoried buildings.
14. Athletic areas will vary from school to school. Particularly in the High Schools, you will need to coordinate with the Athletic Director or Principal what activities will be going on over the summer. Many gyms are used all summer. Scrub out Locker Rooms the same as you do your restrooms.





# **Section 6:**

# **Supplies and Equipment**

- Supplies
- Equipment



## Cleaning Supplies and Equipment

Thanks to modern innovation and technology, the products and custodial equipment that we use to keep your facilities clean are more efficient than ever. PESG is proud to partner with the nation's leading providers for both equipment and chemicals for educational environments.

### Cleaning Supplies (Chemicals)

**PESG recognizes and will comply with the mandated supply purchasing requirements stated in the ECSD RFP.**

Additionally, our Supplemental Providers for cleaning supplies and chemicals incorporate *All Pro*, *Spartan* and *Diversey*. We will use the products that are needed in order to provide you with the best services for your facilities. We attempt to use "green" or environmentally friendly options whenever possible.

The following is a list of examples of preferred products from Spartan that could be used in your District:

- Green Solutions All Purpose Cleaner
- Green Solutions Neutral Disinfectant Cleaner
- Green Solutions Industrial Cleaner
- Green Solutions Carpet Cleaner
- Green Solutions Glass Cleaner
- Clean by Peroxy: All Purpose Hydrogen Peroxide Cleaner
- Pathmaker Low-Suds Detergent Concentrate
- A variety of Floor Care finishes, chosen to suit specific flooring needs
- Diffense Disinfecting Cleaner
- DMQ Damp Mop Neutral Disinfectant Cleaner
- Shinline Floor Prep Neutralizer and Conditioner
- Contempo V Extraction Cleaner for Stain Resistant Carpet
- Consume Drop In-a-Drain Single-Dose Natural Drain Treatment
- Consume Eco-Lyzer Neutral Disinfectant
- Consume Bio-Bowl Natural Acid, Toilet, Urinal, & Shower Room Cleaner
- Bio-Renewables Restroom Cleaner
- Germicidal Bowl Cleanse Cleaner, Disinfectant, and Deodorizer
- NABC Non-Acid Disinfectant Bathroom Cleaner
- And more



The table below includes a partial list of supply items that PESG uses daily. Products are carefully selected to meet the specific needs of each school. MSDS sheets are kept at each location in a designated area that is easily accessible. All employees are trained on where safety documents and equipment are stored and how to use them.

Paper Products			
Item #	Description	Unit	Quantity
FJ20204	White Multifold Towels	case	
FJ25999	Brown Multifold Towels	case	
FJ26601	6/800 Univ. White Roll Towel	case	
FJ26401	Brown 8" Universal Roll Towel	case	
FJ345T	Toilet Tissue 2 Ply 96 rolls	case	
23274	Toilet Tissue 2 Ply 9" Jr. Jumbo	case	
FJ13102	Toilet Tissue 2 Ply 8/2000'	case	
FJ047046	Toilet Seat Covers	case	
HSPMT4	#4 Sanitary Napkins	case	
HSPT500	Tampons	case	
Liners			
Item #	Description	Unit	Quantity
KS242406N	Liners 24 x 24, 1000/case	case	
KS334012N	Liners 33 x 40, 500/case	case	
KS404813N	Liners 40 x 48, 200/case	case	
KS3860XG	Liners 38 x 60, 100/case, Gray	case	
KS30371OHV	Liners 30 x 38, 10 mic, 175/roll	case	
KS4348XG	Liners 43 x 48 2mil Gray 100/case	roll	
HSP260	#77 Sanisac Liners	case	
Cleaners			
Item #	Description	Unit	Quantity
COL4278	Ajax w/bleach 24/21 oz.	case	
HSP03901	Cherry Urinal Screen 12/box	case	
KEL035412	Acid Free Bathroom Cleaner 12/32 oz.	case	
KEL040441	Mint Disinfectant 4/1 Gallon	case	
KEL040641	Pine Disinfectant 4/1 Gallon	case	
KEL9410	Hospital Disinfectant 12/16 oz.	case	
MXMQC5020	Glass Cleaner Conc. 6/quarts	case	
KEL040241	Lemon Disinfectant 4/1 Gallon	case	
KEL032512	Pink & Mild 12/case	case	
MXMIM620GL	Purple Degreaser 4/1 Gallon	case	
KS9304	Whitey Tile & Grout 12qt/case	case	

BLUERIBBON	Blue Ribbon Bleach 6/1 Gallon	case	
H1821743	Distilled Vinegar 4/1 Gallon	case	
KEL40841	Neutral Cleaner 4/1 Gallon	case	
KEL345441	Super Delimer 4/1 Gallon	case	
MXMCC907	Gum Remover 12/case	case	
KEL9400	Utility Cleaner 12/22 oz.	case	
<b>Floor Pads</b>			
<b>Item #</b>	<b>Description</b>	<b>Unit</b>	<b>Quantity</b>
3M08381	20" Black Strip Pads 5/case	case	
3M08277	20" Hi Pro Pads 5/case	case	
3M08412	20" Blue Pads 5/case	case	
3M08483	20" White Pads 5/case	case	
3M08394	20" Red Pads 5/case	case	
3M08004	Brown Doodlebug Pads	box	
3M05241	Black Doodlebug Pads	box	
<b>Wet Mops</b>			
<b>Item #</b>	<b>Description</b>	<b>Unit</b>	<b>Quantity</b>
WIL1205-12	12 oz. Stick mop	each	
WIL2224-16	16 oz. Wide band cotton cut end	each	
WIL982-60	60" Mop Handle Jaw Type	each	
WIL910-60	60" Mop Handle SG	each	
WIL429-01	16 oz. Atomic looped mop	each	
WIL429-02	24 oz. Atomic looped mop	each	
WIL2224-32	32 oz. Wide band cotton cut end	each	
<b>Dust Mops</b>			
<b>Item #</b>	<b>Description</b>	<b>Unit</b>	<b>Quantity</b>
WIL524-1	Dust Mop refill 5" x 24"	each	
M253	Dust Mop Frame 5" x 24"	each	
WIL585-60	Dust Mop Handle	each	
P119	19" Carpet Bonnet	each	
<b>Item #</b>	<b>Description</b>	<b>Unit</b>	<b>Quantity</b>
CBAIR	Lightweight Corn Broom	each	
EURSC684	Sanitaire Vacuum	each	
EUR3685	10 amp Mitey Mite Vacuum	each	
NOB13710	Eureka Belts	each	
FJ29616	Yellow Treated Dust Cloth 12/40	each	
RM2643G	44 Gallon Brute Gray	each	
RM2640	Brute Dolly	each	
RM2642Y	Brute Maids Caddy	each	
RM2963G	10 Quart Pail	each	
RM7580Y	Mop Bucket/Wringer Combo	each	

RM6112-77	"Caution Wet Floor Sign"	each	
RM1314	RBMD #1314 Utility Truck 1 CU.YD.	each	
<b>Item #</b>	<b>Description</b>	<b>Unit</b>	<b>Quantity</b>
IP103FHNT	Powder free gloves medium	each	
IP103FHNT-L	Powder free gloves large	each	
MISSPUMIE	Pumice Stick	each	
WIL04208	Short Handle Utility Brush	each	
WIL99209	Stainless Tooth Brush	each	
IMP3203R	Putty Knife	each	
TOLCOKS24	24 oz. Bottles	each	
T320W	Trigger sprayers	each	
TF928	Lambswool Duster 28"	each	
TF942	Lambswool Duster Telescopic	each	
WIL1301-02	Bowl Mop	each	
WIL50217	Bowl Brush	each	
T420812IP	5 Gallon Buddy Jug	each	
RM2649G	Brute Maids Caddy	each	
INTEX539-25	Blue Surgical Rags 25#	each	
IMP700	Dust Pan	each	
RM2007	Lobby Dust Pan	each	
<b>Spartan Products</b>			
<b>Item #</b>	<b>Description</b>	<b>Unit</b>	<b>Quantity</b>
16095	Bonnet and Traffic Lane Carpet Cleaner	each	
16023	CX3 Bio-Assist	case	
16029	Xtraction II Carpet Cleaner	each	
31003	CDC-10 Quaternary Disinfectant	each	
8017	Consume Eco-Lyzer Disinfectant	each	
18104	DMQ Neutral Disinfectant	case	
31007	Hepacide Quat II	case	
31005	NABC Non-Acid Disinfectant Bathroom Cleaner	case	
11154	Damp Mop Floor Cleaner	case	
7124	Green Solutions Floor Finish Remover	5 Gal	
7104	Green Solutions Floor Seal & Finish	5 Gal	
15153	On an' On High Solids Metal Interlock Floor Finish	5 Gal	
14153	Shineline Emulsifier Plus Floor stripper	5 Gal	
11018	Shineline Multi Surface Cleaner	5 Gal	
15675	Woodforce OMU 50 Finish	5 Gal	
<b>Item #</b>	<b>Description</b>	<b>Unit</b>	<b>Quantity</b>
15157	IShine Floor Finish	5 Gal	
JWX04451	Deep Gloss Stainless 12/17 oz.	case	
<b>Hand Care</b>			

Item #	Description	Unit	Quantity
JWX05500	Soft Care Lotion Soap	case	
JWX05560	Soft Care Industrial Soap	case	
JWX05510	Soft Care Antiseptic Soap	case	
DER9102	Triangle Soap 12/800ml	case	
KEL021041	Pink Lotion Soap 4/1 Gallon	case	
SF92538	Triangle Lotion Soap 18/500ml	case	
KS7520-02	Antibacterial Soap 2/5000ml	case	
20089	Spartan Lite and Foamy Cranberry Ice	case	
GJ7596	Gojo w/crushables 2/5000ml	case	
P&G290004	Lava Soap 48/4oz. Bars	case	
<b>J-Fill Products</b>			
Item #	Description	Unit	Quantity
JWX04338	Triad Quat Disinfectant 2/2.5 liter	case	
JWX04716	Stride Citrus 2/2.5 liter	case	
JWX04717	Stride Floral 2/2.5 liter	case	
JWX04965	GP Forward 2/2.5 liter	case	
JWX04966	Spitfire 2/2.5 liter	case	
JWX04967	Glance Glass Cleaner 2/2.5 liter	case	
JWX04969	Good Sense Air Freshener 2/2.5 liter	case	
JWX04970	Crew Tub & Tile 2/2.5 liter	case	

## Cleaning Equipment

There are several equipment manufacturers who produce machines that meet or exceed industry standards. We always test and try new machines and make our purchases based on the best quality and value. However, our Preferred Provider for the majority of our equipment is Tennant. PESG has committed up to \$275,000.00 in equipment resources to ECSD custodial management operations. The following is a list of examples of Equipment from Spartan that could be used in your District:

### **Scrubbers**

- T1/T1B Micro Scrubber
- T2 Scrubber
- T300 Scrubber
- T3+/T3 Orbital Scrubber
- T5/T5E Scrubber
- 5680 Scrubber
- 5700 Scrubber
- T7 Micro Scrubber
- T12 Scrubber
- T16 Scrubber



### **Sweepers**

- S3 Manual Sweeper
- S5 Compact Sweeper
- S9 Large Sweeper
- 3640 Sweeper
- 6100 Sub-Compact Sweeper

### **Floor Machines/ Burnishers**

- FM-17-SS/20-SS/20-DS Floor Machines
- F14 Orbital Floor Machine
- BR-1600-NDC Burnisher
- BR-2000-DC Burnisher
- B5/B7 Burnisher
- B10 Burnisher

### **Carpet Extractors**

- EX-SPOT-2 Portable Extractor
- EH1/EC2/EH2 Cleaning Extractors
- EH5 Cleaning Extractors
- E5 Deep Cleaning Ettractor
- R3 Carpet Cleaner



- EX-SC-412/716/1020/1020P Extractors
- 1510/1530 Deep Cleaning Extractor
- 1610 Dual Technology Extractor
- R14 Dual Technology Extractor

#### **Vacuums**

- V3/V6 Dry Canister Vacuums
- V-BP-6/V-BP-10 Backpack Vacuums
- V-LWU-13 Lightweight Upright Vacuum
- V-DMU-14/V-SMU-14 Dual and Single Motor Upright Vacuums
- V-HDU-14 Heavy-Duty Upright Vacuum
- V-WA-26 Wide Area Vacuum
- V-WA-30 Wide Area Vacuum
- V-WD-15/15S/16P/16B Wet/Dry Vacuums

#### **Specialty Machines**

- Blower Industrial Fan
- Q12 Multi-Surface Cleaner
- ASC-15 All-Surface Cleaner

### **Equipment Maintenance & Replacement**

Part of any strong custodial management process is having the right tools and equipment to get the job done. Equipment must be maintained and in operating order at all times. PESG uses manufacturer maintenance schedules for all equipment care. When a piece of equipment is beyond maintenance value it will be replaced. An equipment list and service record is maintained on-site.

## Proposed Cleaning Equipment

Manufacturer	Model Number	Description	Unit	Year	Quantity
Tennant/Nobles	9002589	Nobles 26" speed scrub walk behind	Each	New	2
Tennant/Nobles	9002887	Nobles 20" speed scrub walk behind	Each	New	10
Tennant/Nobles	9002890	Nobles 28" speed scrub Ride On Scrubber	Each	New	2
Tennant/Nobles	9001768	Nobles Speedshine 20" floor machine	Each	New	6
Tennant/Nobles	1045875	Solution Tank for Floor Machine	Each	New	6
Tennant/Nobles	605225	Heavy Duty Pad Driver 20" with clutch plate	Each	New	6
Tennant/Nobles	607463	20" Adjust A Glide Brush (for carpet)	Each	New	4
Tennant/Nobles	9001028	Nobles Cyclone Pluse	Each	New	4
Tennant/Nobles	1002564	Power Eagle 1016 Plus Extractor	Each	New	2
Tennant/Nobles	608718	Speedshine 1600 20" Burnisher	Each	New	3
Tennant/Nobles	608681	Anser Portable Extractor	Each	New	2
Tennant/Nobles	605976	Wand Att for Extractor	Each	New	2
Tennant/Nobles	190108	26" front mount squeegee kit	Each	New	12
Tennant/Nobles	607673	Model 3500 15 gallon wet/dry vac	Each	New	12
Eagle	56102	30" Super Stripper	Each	New	2
Eagle	08987A	21" Propane Burnisher	Each	New	5
Eagle	08989A	27" Propane Burnisher	Each	New	4
Rubbermaid	RM2963G	10 Quart Pail	Each	New	35
Rubbermaid	RM6112-77	"Caution Wet Floor" sign	Each	New	70
Rubbermaid	RM7580Y	Mop Bucket/Wringer Combo	Each	New	45
Rubbermaid	RM9T18	Tilt Truck, 1 CU YD	Each	New	4
Rubbermaid	RM6173BLA	Cleaning Cart with Zippered Yellow Bag	Each	New	8
Rubbermaid	359934	Brute Caddy Bag	Each	New	35
Rubbermaid	RM2642Y	Brute Maids Caddy	Each	New	35
Rubbermaid	355008	Brute container without lid	Each	New	50
Rubbermaid	359906	Brute Dolly	Each	New	50
Tennant/Nobles	1060829	V-SMU-14 HEPA Upright Vacuum Cleaner	Each	New	40
Super Coach	100653	Super Coach Vac Backpack Vacuum	Each	New	4
John Deer	101650	John Deer Pressure Washer	Each	New	1

## Proposed Account Manager Equipment

Description	Unit	Quantity
Manager Truck	Each	2
Laptop computer	Each	2
Inspection Tablets	Each	2
Smart Phones	Each	2
Desktop Printer	Each	1



**32" Walk Ride-On Autoscrubber**



**28" Walk Behind Autoscrubber**



**20" Walk Behind Autoscrubber**



**Carpet Extractor**



**Electric Burnisher**

**19" Low Speed Buffer**



**Wet/Dry Vacuum**

**High Productivity Strip Machine**



**Portable Carpet Spotter**



**HEPA Vacuum Cleaner**

# **Section 7:**

## **Cost Proposal**

- **Bid Sheet**
- **Insurance Certificate**
- **Required Docs**
- **Addendums**



## FORM OF PROPOSAL

### INSTRUCTIONS:

Complete the following Agreement information, not exceeding more than three decimal places.

**Agreement Pricing:** This is to be inclusive of all costs associated with management and operations.

### ITEM #1: AGREEMENT PRICING

#### **COST PER SQUARE FOOT TO CLEAN ALL SITES LISTED IN ATTACHMENT A:**

Square footage shall be in accordance with the Florida Inventory of School Houses (FISH) (Reference Section VI F of the RFP)

Price per square foot: \$ 0.094 per month x 1,149,583 Total Net Sq. Ft. x 12 months =  
(\$ .XXX)


\$ 1,293,730.00 total annual Agreement cost.

**COMPANY ACCEPTS PURCHASING CARDS FOR THE PAYMENT OF INVOICES:** YES ☒ NO ☐

**DISCOUNT, IF ANY, FOR PAYMENT OF INVOICES VIA PURCHASING CARD:** 0 %

PESG Facility Services Group, LLC

COMPANY NAME

 /Regional Manager

SIGNATURE/TITLE



# CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)  
01/17/2017

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

**IMPORTANT:** If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Willis of Michigan, Inc. c/o 26 Century Blvd P.O. Box 305191 Nashville, TN 372305191 USA	CONTACT NAME: PHONE (A/C, No. Ext): 1-877-945-7378 E-MAIL ADDRESS: certificates@willis.com	FAX (A/C, No): 1-888-467-2378													
	<table border="1"><thead><tr><th>INSURER(S) AFFORDING COVERAGE</th><th>NAIC #</th></tr></thead><tbody><tr><td>INSURER A: Zurich American Insurance Company</td><td>16535</td></tr><tr><td>INSURER B: Allmerica Financial Benefit Insurance Company</td><td>41840</td></tr><tr><td>INSURER C: American Guarantee and Liability Insurance Company</td><td>26247</td></tr><tr><td>INSURER D: American Casualty Company of Reading, PA</td><td>20427</td></tr><tr><td>INSURER E:</td><td></td></tr><tr><td>INSURER F:</td><td></td></tr></tbody></table>		INSURER(S) AFFORDING COVERAGE	NAIC #	INSURER A: Zurich American Insurance Company	16535	INSURER B: Allmerica Financial Benefit Insurance Company	41840	INSURER C: American Guarantee and Liability Insurance Company	26247	INSURER D: American Casualty Company of Reading, PA	20427	INSURER E:		INSURER F:
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INSURER D: American Casualty Company of Reading, PA	20427														
INSURER E:															
INSURER F:															
INSURED Professional Educational Services Group LLC Attn: Kristi Flietstra 6307 84th Street SE Caledonia, MI 49316															

**COVERAGES**

CERTIFICATE NUMBER: W1921744

REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY			PRA 0990335-00	12/31/2016	12/31/2017	EACH OCCURRENCE	\$ 1,000,000
	<input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR						DAMAGE TO RENTED PREMISES (Ea occurrence)	\$ 100,000
							MED EXP (Any one person)	\$ 5,000
							PERSONAL & ADV INJURY	\$ 1,000,000
GEN'L AGGREGATE LIMIT APPLIES PER:							GENERAL AGGREGATE	\$ 2,000,000
	<input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC						PRODUCTS - COMP/OP AGG	\$ 2,000,000
	OTHER:							\$
B	<input checked="" type="checkbox"/> AUTOMOBILE LIABILITY			AWI-A518625-02	12/31/2016	12/31/2017	COMBINED SINGLE LIMIT (Ea accident)	\$ 1,000,000
	<input checked="" type="checkbox"/> ANY AUTO						BODILY INJURY (Per person)	\$
	<input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS NON-OWNED AUTOS ONLY						BODILY INJURY (Per accident)	\$
	<input type="checkbox"/> HIRED AUTOS ONLY						PROPERTY DAMAGE (Per accident)	\$
								\$
C	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> EXCESS LIAB			UMB 0369163-00	12/31/2016	12/31/2017	EACH OCCURRENCE	\$ 10,000,000
	<input type="checkbox"/> CLAIMS-MADE						AGGREGATE	\$ 10,000,000
	<input type="checkbox"/> DED <input checked="" type="checkbox"/> RETENTION \$ 10,000							\$
D	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY			WC6021770140	03/01/2016	03/01/2017	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER	
	ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH)	Y/N <input type="checkbox"/>	N/A				E.L. EACH ACCIDENT	\$ 1,000,000
	If yes, describe under DESCRIPTION OF OPERATIONS below						E.L. DISEASE - EA EMPLOYEE	\$ 1,000,000
							E.L. DISEASE - POLICY LIMIT	\$ 1,000,000
A	Errors & Omissions/ Professional Liability			PRA 0990335-00	12/31/2016	12/31/2017	Each Claim	\$1,000,000
							Aggregate	\$2,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

**CERTIFICATE HOLDER****CANCELLATION**

To Whom It May Concern	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.
	AUTHORIZED REPRESENTATIVE 

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ACORD 25 (2016/03)

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SR ID: 13939129

BATCH: Batch #: 278477



# ATTACHMENT C



**THE ESCAMBIA COUNTY SCHOOL DISTRICT  
PURCHASING DEPARTMENT  
75 NORTH PACE BLVD.  
PENSACOLA, FL 32505**

## FORM OF PROPOSAL

### Request for Proposals (RFP)

### CUSTODIAL SERVICES RFP No. 171201

This proposal must be submitted to the School District of Escambia County, Purchasing Department, 75 North Pace Blvd., Pensacola, FL 32505, no later than 2:00 p.m. CST on February 21, 2017 and plainly marked RFP No. 171201. Proposals are due and will be opened at this time. Proposals received after 2:00 p.m. on the date due will not be considered.

#### Anti-Collusion Statement / Public Domain

I, the undersigned vendor, have not divulged, discussed, or compared this proposal with any other vendors and have not colluded with any other vendor in the preparation of this proposal in order to gain an unfair advantage in the award of this proposal.

I acknowledge that all information contained herein is part of the public domain as defined in the Public Records Act, Chapter 119, F.S.

#### Proposal Certification

I hereby certify that I am submitting the following information as my company's proposal and understand that by virtue of executing and returning with this proposal this REQUIRED RESPONSE FORM, I further certify full, complete, and unconditional acceptance of the contents of all pages, inclusive of this Request for Proposal, and all appendices/attachments and the contents of any Addendum released hereto.

VENDOR (firm name): PESG Facility Services Group, LLC

STREET ADDRESS: 404 BNA Drive, Suite 407

CITY & STATE: Nashville, TN 37217

PRINT NAME OF AUTHORIZED REPRESENTATIVE: Henry Bledsoe

SIGNATURE OF AUTHORIZED REPRESENTATIVE: [Signature]

TITLE: President and CEO DATE: 2/15/17

CONTACT PERSON: David Davis

CONTACT PERSON'S ADDRESS: 404 BNA Drive, Suite 407, Nashville, TN 37217

TELEPHONE: 615-961-1178 FAX: 866-282-9009 TOLL FREE: 844-469-7374

INTERNET E-MAIL ADDRESS: ddavis@pesgfacilities.com INTERNET URL: MyPESG.com

VENDOR TAXPAYER IDENTIFICATION NUMBER: 20-2733146

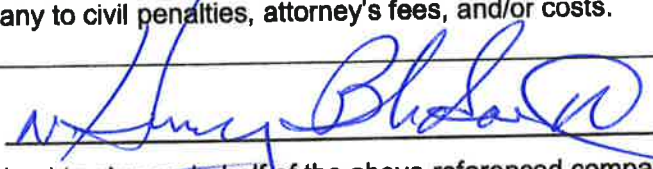
NOTE: Entries must be completed in ink or typewritten. An original manual signature is required.

## VENDOR CERTIFICATION REGARDING SCRUTINIZED COMPANIES LISTS

Respondent Vendor Name: PESG Facility Services Group, LLC  
Vendor FEIN: 20-2733146  
Vendor's Authorized Representative Name and Title: Henry Bledsoe / President and CEO  
Address: 404 BNA Drive, Suite 407  
City: Nashville State: TN Zip: 37217  
Phone Number: 616-446-3886  
Email Address: nhbledsoe@mypesg.com

Section 287.135, Florida Statutes, prohibits agencies from contracting with companies for goods or services of \$1,000,000 or more, that are on either the Scrutinized Companies with Activities in Sudan List or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List. Both lists are created pursuant to section 215.473, Florida Statutes.

As the person authorized to sign on behalf of Respondent, I hereby certify that the company identified above in the section entitled "Respondent Vendor Name" is not listed on either the Scrutinized Companies with Activities in Sudan List or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List. I understand that pursuant to section 287.135, Florida Statutes, the submission of a false certification may subject company to civil penalties, attorney's fees, and/or costs.

Certified By:   
who is authorized to sign on behalf of the above referenced company.  
Authorized Signature Print Name and Title: N. Henry Bledsoe, CEO  
Date: 2/16/2017

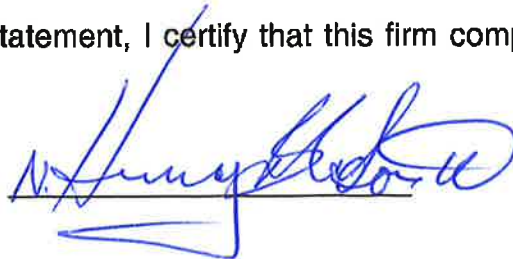
## DRUG FREE WORKPLACE

Preference shall be given to businesses with drug-free workplace programs. Whenever two or more bids which are equal with respect to price, quality, and service are received by the State of Florida or by any political subdivision for the procurement of commodities or contractual services, a bid received from a business that certifies that it has implemented a drug-free workplace program shall be given preference in the award process. Established procedures for processing tie bids will be followed if none of the tied vendors have a drug-free workplace program. In order to have a drug-free workplace program, a business shall:

- 1) Publish a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the workplace and specifying the actions that will be taken against employees for violations of such prohibition.
- 2) Inform employees about the dangers of drug abuse in the workplace, the business's policy of maintaining a drug-free workplace, any available drug counseling, rehabilitation, and employee assistance programs, and the penalties that may be imposed upon employees for drug abuse violations.
- 3) Give each employee engaged in providing the commodities or contractual services that are under bid a copy of the statement specified in subsection (1).
- 4) In the statement specified in subsection (1), notify the employees that, as a condition of working on the commodities or contractual services that are under bid, the employees will abide by the terms of the statement and will notify the employer of any conviction of, or plea of guilty or nolo contendere to, any violation of Chapter 893 or of any controlled substance law of the United States or any state, for a violation occurring in the workplace no later than five (5) days after such conviction.
- 5) Impose a sanction on, or require the satisfactory participation in a drug abuse assistance or rehabilitation program if such is available in the employee's community, by any employee who is so convicted.
- 6) Make a good faith effort to continue to maintain a drug-free workplace through implementation of this section.

As the person authorized to sign the statement, I certify that this firm complies fully with the above requirements.

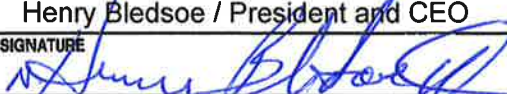
Vendor's Signature

A handwritten signature in blue ink, appearing to be "N. L. ...", is written over a horizontal line.

## Certification

(1) The prospective lower tier participant certifies, by submission of this proposal, that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency.

(2) Where the prospective lower tier participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal.

NAME OF APPLICANT	AWARD NUMBER AND/OR PROJECT NAME
PESG Facility Services Group, LLC	RFP171201
PRINTED NAME AND TITLE OF AUTHORIZED REPRESENTATIVE	
Henry Bledsoe / President and CEO	
SIGNATURE	DATE
	2/15/17

ED 80-00014, 9/90 (Replaces GCS-009 (REV. 12/88), which is obsolete)

# Document A310™ – 2010

Conforms with The American Institute of Architects AIA Document 310

## Bid Bond

### CONTRACTOR:

(Name, legal status and address)

Professional Educational Services Group LLC  
6307 84th Street  
Caledonia, MI 49316

### SURETY:

(Name, legal status and principal place of business)

RLI Insurance Company  
9025 N. Lindbergh Drive  
Peoria, IL 61615

Mailing Address for Notices

This document has important legal consequences. Consultation with an attorney is encouraged with respect to its completion or modification.

Any singular reference to Contractor, Surety, Owner or other party shall be considered plural where applicable.

### OWNER:

(Name, legal status and address)

Escambia County School Board  
75 North Pace Blvd.  
Pensacola, FL 32505

**BOND AMOUNT:** \$ \$50,000 Fifty Thousand Dollars and 00/100

### PROJECT:

(Name, location or address, and Project number, if any)

Custodial Services, RFP #: 171201

The Contractor and Surety are bound to the Owner in the amount set forth above, for the payment of which the Contractor and Surety bind themselves, their heirs, executors, administrators, successors and assigns, jointly and severally, as provided herein. The conditions of this Bond are such that if the Owner accepts the bid of the Contractor within the time specified in the bid documents, or within such time period as may be agreed to by the Owner and Contractor, and the Contractor either (1) enters into a contract with the Owner in accordance with the terms of such bid, and gives such bond or bonds as may be specified in the bidding or Contract Documents, with a surety admitted in the jurisdiction of the Project and otherwise acceptable to the Owner, for the faithful performance of such Contract and for the prompt payment of labor and material furnished in the prosecution thereof; or (2) pays to the Owner the difference, not to exceed the amount of this Bond, between the amount specified in said bid and such larger amount for which the Owner may in good faith contract with another party to perform the work covered by said bid, then this obligation shall be null and void, otherwise to remain in full force and effect. The Surety hereby waives any notice of an agreement between the Owner and Contractor to extend the time in which the Owner may accept the bid. Waiver of notice by the Surety shall not apply to any extension exceeding sixty (60) days in the aggregate beyond the time for acceptance of bids specified in the bid documents, and the Owner and Contractor shall obtain the Surety's consent for an extension beyond sixty (60) days.

If this Bond is issued in connection with a subcontractor's bid to a Contractor, the term Contractor in this Bond shall be deemed to be Subcontractor and the term Owner shall be deemed to be Contractor.

When this Bond has been furnished to comply with a statutory or other legal requirement in the location of the Project, any provision in this Bond conflicting with said statutory or legal requirement shall be deemed deleted herefrom and provisions conforming to such statutory or other legal requirement shall be deemed incorporated herein. When so furnished, the intent is that this Bond shall be construed as a statutory bond and not as a common law bond.

Signed and sealed this 21st day of February, 2017.

(Witness)



(Witness) Nate J. Shoemake

Professional Educational Services Group LLC

(Principal)

(Seal)

By: 

(Title)

RLI Insurance Company

(Surety)

(Seal)

By: 

(Title) Mark Benton, Attorney-in-Fact







P.O. Box 3967 Peoria IL 61612-3967  
Phone: 309-692-1000 Fax: 309-683-1610

## POWER OF ATTORNEY

RLI Insurance Company

Contractors Bonding and Insurance Company

Bond No. Bid Bond

### Know All Men by These Presents:

That this Power of Attorney is not valid or in effect unless attached to the bond which it authorizes, but may be detached by the approving officer if desired.

That this Power of Attorney may be effective and given to either or both of **RLI Insurance Company** and **Contractors Bonding and Insurance Company**, required for the applicable bond.

That **RLI Insurance Company** and/or **Contractors Bonding and Insurance Company**, each Illinois corporations (as applicable), each authorized and licensed to do business in all states and the District of Columbia do hereby make, constitute and appoint:

Mark Benton in the City of Grand Rapids, State of MI

as Attorney in Fact, with full power and authority hereby conferred upon him/her to sign, execute, acknowledge and deliver for and on its behalf as Surety, in general, any and all bonds, undertakings, and recognizances in an amount not to exceed Ten Million Dollars (\$10,000,000) for any single obligation, and specifically for the following described bond.

**Principal:** Professional Educational Services Group LLC

**Obligee:** Escambia County School Board

**RLI Insurance Company** and **Contractors Bonding and Insurance Company**, as applicable, have each further certified that the following is a true and exact copy of a Resolution adopted by the Board of Directors of each such corporation, and now in force, to-wit:

"All bonds, policies, undertakings, Powers of Attorney or other obligations of the Corporation shall be executed in the corporate name of the Corporation by the President, Secretary, any Assistant Secretary, Treasurer, or any Vice President, or by such other officers as the Board of Directors may authorize. The President, any Vice President, Secretary, any Assistant Secretary, or the Treasurer may appoint Attorneys in Fact or Agents who shall have authority to issue bonds, policies or undertakings in the name of the Corporation. The corporate seal is not necessary for the validity of any bonds, policies, undertakings, Powers of Attorney or other obligations of the Corporation. The signature of any such officer and the corporate seal may be printed by facsimile or other electronic image."

IN WITNESS WHEREOF, **RLI Insurance Company** and/or **Contractors Bonding and Insurance Company**, as applicable, have caused these presents to be executed by its respective Vice President with its corporate seal affixed this 21st day of February, 2017.

ATTEST:

Cherie L. Montgomery  
Cherie L. Montgomery Assistant Secretary



**RLI Insurance Company**  
**Contractors Bonding and Insurance Company**

B. H. W. Davis  
Barton W. Davis Vice President

On this 21st day of February, 2017 before me, a Notary Public, personally appeared Barton W. Davis and Cherie L. Montgomery, who being by me duly sworn, acknowledged that they signed the above Power of Attorney as Vice President and Assistant Secretary, respectively, of **RLI Insurance Company** and **Contractors Bonding and Insurance Company**, and acknowledged said instrument to be the voluntary act and deed of said corporation.

Jacqueline M. Bockler  
Jacqueline M. Bockler Notary Public



A00AI615



**THE ESCAMBIA COUNTY SCHOOL DISTRICT  
PURCHASING DEPARTMENT  
75 NORTH PACE BLVD.  
PENSACOLA, FL 32505**

---

## **ADDENDUM I REQUEST FOR PROPOSAL (RFP)**

---

AMENDMENT POSTING DATE:  
**February 3, 2017**

PURCHASING CONTACT:  
**JOHN DOMBROSKIE, DIRECTOR OF PURCHASING**  
**Phone: 850.469.6120**  
**Email: [jdombroskie@escambia.k12.fl.us](mailto:jdombroskie@escambia.k12.fl.us)**

---

RFP TITLE:  
**CUSTODIAL SERVICES**

RFP NUMBER:  
**171201**

---

RFP OPENING DATE & TIME:  
**NO CHANGE - FEBRUARY 21, 2017, 2:00 PM CENTRAL TIME**

**NOTE: PROPOSALS RECEIVED AFTER THE RFP OPENING DATE AND TIME WILL NOT BE  
ACCEPTED.**

---

This Addendum shall serve to amend, replace and append information provided to the potential respondents in the original RFP package. To assist in the development of their responses, interested firms are encouraged to carefully review the information found in this Addendum.

The following information contained in the original RFP has changed or been added:

**Section IV. Scope of Work / Services**  
**Paragraph B. 4. Page 14.**  
**Replace the entire paragraph with:**

The District is not responsible for providing office space for administrative and clerical staff nor a training facility.



## **Section VIII. Time Schedule**

**Page 24.**

**Replace the entire calendar of events in the Time Schedule, with (changes are in a red font):**

**Tuesday, January 10, 2017, RFP Distribution**

**Tuesday, January 24, 2017, at 9:30 a.m. CST MANDATORY Pre-proposal Conference**  
(Maintenance Department Conference Room, 30 E. Texar, Pensacola, FL)

**Tuesday, January 24, 2017 through Friday January 27, 2017, Site Reviews**

**Friday, January 27, 2017, at 4:00 p.m. CST Deadline for Questions**

**Friday, February 3, 2017, at 2:00 p.m. CST Answers to any Questions Posted, Final Addendum Issued (if applicable)**

**Tuesday, February 21, 2017, at 2:00 p.m. CST Proposal Opening**

**Monday, March 6, 2017, Initial Evaluation Committee Meeting**

**Tuesday, April 18, 2017, School Board Approval of Award**

**Tuesday, May 16, 2017, School Board Approval of Agreement**

**Thursday, June 1, 2017, Agreement Commencement Date**

## **Attachment A Initial Sites to be Cleaned by Contractor Personnel**

**Page 38.**

**Change the following:**

Increase the "Cleanable Area" of Workman Middle School by 15,291 square feet to account for a new gymnasium to be completed prior to Agreement Commencement Date. Total "Cleanable Area" should now total 115,124 square feet.

## **Attachment G Form of Proposal ITEM #1: Agreement Pricing**

**Page 41.**

**Change the following:**

Replace 1,149,583 with 1,164,874 due to the addition of the new gymnasium at Workman Middle School.

## **Attachment E List of Minimum Required Duties (see Floors Hard Surfaces)**

**Page 46.**

**Change the following:**

Replace "Steam Clean Kitchen Floors" with "Pressure Wash Loading Dock (rear of kitchen) and Area Around Dumpster"

**Vendor Certification Regarding Scrutinized Companies Lists  
Attached**

**Fill out and return with your proposal. Place it behind your signed Addendum.**

---

By signing this Addendum I, respondent acknowledges receipt of the Addendum for RFP #171201. Respondent is to attach and return this Addendum with their Proposal.

VENDOR (firm name): PESG Facility Services Group, LLC

STREET ADDRESS: 404 BNA Drive, Suite 407

CITY & STATE: Nashville, TN 37217

PRINT NAME OF AUTHORIZED REPRESENTATIVE: Henry Bledsoe

SIGNATURE OF AUTHORIZED REPRESENTATIVE: 

TITLE: President and CEO DATE: 2/15/17

# Section: 8

## Appendix

- Service Agreement



This Facility Services Agreement (hereinafter referred to as the "Agreement") is between \_\_\_\_\_ local education agency/school district (hereinafter referred to as "CUSTOMER") and PESG Facility Services Group, LLC, a Tennessee Limited Liability Company (hereinafter referred to as "COMPANY").

The parties mutually agree as follows:

This Agreement expires on June 30, \_\_\_\_.

1. **Term and Termination.** Following the initial term, this Agreement will automatically renew for additional one (1) year periods until such time as it is either terminated by one of both of the parties or it is superseded by another agreement. Start and end dates follow the traditional school calendar.

The CUSTOMER shall have the right to terminate this Agreement prior to the expiration of the term hereof for any reason (or no reason) upon sixty (60) days prior written notice to the COMPANY. The COMPANY shall have the right to terminate this Agreement prior to the expiration of the term hereof for any reason (or no reason) upon ninety (90) days prior written notice to the CUSTOMER. CUSTOMER or COMPANY shall have the right to terminate at any time for just cause.

2. **Scope of Work.** The work responsibilities of both COMPANY and CUSTOMER include but are not limited to the following:

**COMPANY Responsibilities**

- a. Facilitate ongoing applicant and new employee orientation meetings as needed throughout the school year.
- b. Advertise, recruit, and screen, hire, and train as needed to increase employee pool.
- c. Communicate and offer available voluntary benefits and retirement products.
- d. Manage the employee pool as employer of record.
- e. Maintain COMPANY employee personnel files based on Federal and State guidelines.
- f. Manage payroll related inquiries, adjustments, and changes.
- g. Pay COMPANY employees provided to CUSTOMER.
- h. Discipline and remove contracted staff if COMPANY is notified that minimum levels of performance are not met.
- i. Process unemployment and workers' compensation claims.
- j. Maintain appropriate insurance.
- k. Provide file documentation when necessary to support CUSTOMER audit requirements. (i.e. certificates of general liability insurance coverage).
- l. The COMPANY shall perform the duties per the CUSTOMER'S RFP and the proposal as submitted by the COMPANY. The CUSTOMER'S RFP and the COMPANY'S PROPOSAL are part of this agreement.

**CUSTOMER Responsibilities**

- a. On time payment of contracted services as outlined in Section 6.
- b. Supply specific worksite policies and procedures, i.e., building lockdown, fire, tornado, etc.

3. **Exclusive Contract.** CUSTOMER hereby grants to COMPANY an exclusive contract for the services to be rendered under this Agreement. CUSTOMER shall not employ or retain any other company or competitor of COMPANY to perform the same or similar services to be rendered under this AGREEMENT while this AGREEMENT is in effect.
4. **COMPANY Payments to its Employees.** The parties understand that all contracted employees of COMPANY who are assigned to CUSTOMER are "at-will" employees of COMPANY, subject to the direction and control of

COMPANY at all times. COMPANY shall pay, and CUSTOMER shall not be liable for, all salaries, wages, legally mandated benefits, payroll and other taxes to or on account of each such employee arising out of or resulting from services performed pursuant to this Agreement. The COMPANY employee shall not receive any compensation, benefits, or other amenities in any form from CUSTOMER, including, but not limited to, mileage and conference fees. CUSTOMER agrees not to make any payments to a COMPANY employee during the term of this Agreement without the prior written consent of COMPANY, unless it is for a long-term assignment or in another capacity for CUSTOMER. Special expenses separate of salaries and wages, when valid, necessary, specified and pre-approved by CUSTOMER may be billed to CUSTOMER by COMPANY.

5. **COMPANY Employee Performance.** CUSTOMER personnel are not permitted to discipline or terminate a COMPANY Employee. All disciplinary action must come directly from COMPANY but it must be initiated via a Corrective Action form. CUSTOMER may, at any time, submit a Corrective Action form to COMPANY detailing any concerns regarding the COMPANY Employee. COMPANY will review each Corrective Action and act accordingly.

**Exigent Circumstances.** If CUSTOMER has any reason to believe that a COMPANY Employee is posing a threat to others, CUSTOMER will immediately remove COMPANY Employee from the premises and notify COMPANY of the situation as soon as possible so that COMPANY can communicate with its employee immediately and begin an investigation. The initial notification from CUSTOMER must be followed up by the submission of a Corrective Action form for purposes of documentation.

Corrective Action forms serve as the basis for COMPANY to review and evaluate performance issues with COMPANY employees. Failure by CUSTOMER to submit such forms where appropriate will release COMPANY from any indemnity obligations for any issues that could have been addressed, resolved or prevented had COMPANY been made aware of the existence of issues or concerns by CUSTOMER regarding the employee.

6. **COMPANY Contracting Fee.** PESG shall charge a base contracting fee as stated in the RFP. The fee will be a percentage of the total contracted earned payroll. "Contracted Earned Payroll" is defined as any gross wage (daily wage earned) paid to a contracted employee reported through the scheduling system and approved on an absence-by-absence basis at the District/building level via absence reconciliation or any gross wage reported via an hourly spreadsheet. This definition also includes any gross wage that is approved and reported by CUSTOMER that is considered to be an adjustment or addition to the wage that was not approved and automatically reported through the scheduling system.
7. **Payment Terms.** COMPANY will use the total number of absences from the 12 month period prior to the contract start date and add the administrative fee to reach an estimated total for the upcoming school year. The total will be divided into 10 equal payments and payment will be made via COMPANY-initiated ACH. The payment schedule is as follows:

Payment #	Due Date	Payment #	Due Date
1	July 1	6	December 1
2	August 1	7	January 1
3	September 1	8	February 1
4	October 1	9	March 1
5	November 1	10	April 1

If a CUSTOMER starts after the beginning of the school year, a prorated absence number will be used to calculate the total. Payments will start two (2) months prior to the first day that services are provided to CUSTOMER and will end on April 1.

If ACH funds are not available, payment will increase by 1.0% of the invoice amount for each calendar week until payment is received. If CUSTOMER fails to make payment against COMPANY invoice or make other, acceptable payment arrangements, COMPANY reserves the right to immediately suspend services until payment or acceptable arrangements are made with COMPANY.

8. **Pay Period Reporting.** COMPANY shall submit reports to CUSTOMER on a bi-weekly basis to show the amount of payroll being paid out for services provided to CUSTOMER. Each report will show the total amount that CUSTOMER has paid in as well as the total amount that COMPANY has paid out.
9. **Permits, Laws and Regulations.** COMPANY shall obtain and pay for all necessary business permits. COMPANY and CUSTOMER shall comply with all applicable laws and regulations while executing this Agreement, without limitation, the Fair Labor Standards Act (FLSA), Family Medical Leave Act (FMLA), Fair Credit Reporting Act, the Tennessee Code Annotated and all applicable Federal and State anti-discrimination laws. Changes to State and Federal law that affect this contract will be implemented without the need for mutual agreement in writing and require notification only. CUSTOMER shall obtain and maintain positional permits, licensing, and fulfill any Federal, State and local training requirements for each contracted staff member mandated for the position assigned.

10. **Warranty.** COMPANY warrants that the services provided hereunder shall conform to the standards of care and practice appropriate for employers in managing staff while under contract.

If CUSTOMER chooses to utilize an individual in a capacity for which the individual is not approved by COMPANY, CUSTOMER automatically accepts liability for that individual and responsibility for compensating that individual. COMPANY does not accept liability for the individual or responsibility for compensating the individual nor will COMPANY warrant the services provided by that individual.

11. **Insurance.** COMPANY shall maintain in effect at all times during the term of this Agreement, with insurers licensed to do business in the State of Tennessee, and shall upon request, furnish satisfactory evidence to the other party of the following insurance coverage:

- a. Commercial General Liability Insurance on an "occurrence" basis with limits of liability not less than one million dollars (\$1,000,000) per occurrence and/or aggregate combined single limit, for personal injury, bodily injury and property damage liability.
- b. Workers' Compensation Insurance including Employers Liability coverage, in accordance with all applicable statutes of the State of Tennessee.
- c. Cancellation Notice: Commercial General Liability and Worker's Compensation insurance as described above shall include an endorsement stating the following: "It is understood and agreed that thirty (30) days advance written notice of cancellation, non-renewal, reduction and/or material change shall be sent to CUSTOMER."
- d. One Million Dollars (\$1,000,000) of motor vehicle liability insurance for contract-based occurrences of which the COMPANY employee and/or all other relevant party's automotive liability insurances have been subrogated and exhausted to the extent of Tennessee Insurance Law. COMPANY does not provide a motor vehicle to its contracted employees. If a CUSTOMER vehicle is utilized by a COMPANY employee, CUSTOMER insurance is primary. The assigned COMPANY employee's personal auto insurance will be secondary. Motor vehicle travel to, from, and between assignments

is the COMPANY employee's responsibility and COMPANY does not have liability in these circumstances.

CUSTOMER shall maintain the following insurance during the term of this Agreement:

- e. Motor Vehicle Liability Insurance in the minimum amount established by the Tennessee Governmental Tort Liability Act.
- f. Comprehensive General Liability Insurance in the amount established by the Tennessee Governmental Tort Liability Act that will cover any and all losses to CUSTOMER's property, property of others, or personal injuries caused by acts or omissions of CUSTOMER's employees and all injuries caused by products or services produced by CUSTOMER.

**12. Mutual Indemnification.** COMPANY agrees to indemnify and hold CUSTOMER, its Board of Education, Officers, and employees harmless from and against all liabilities, damages, losses, actions or cause of action, cost, and expense (including attorney fees) whether relating to property of CUSTOMER or any third party, or to personal injury or death, arising out of the gross negligence of COMPANY or its officers, agents, and employees except to the extent that such damage, loss or expense is due in whole or in part to the fault, violation of law, breach of contract or negligence of the party seeking indemnity in which case the indemnity obligation shall not apply. Nothing herein shall obligate COMPANY to answer, defend or resolve claims against the CUSTOMER arising from the negligence, wrongful act or breach of this Agreement by the CUSTOMER. Nothing herein shall be deemed to create any third-party beneficiary rights against COMPANY.

To the extent of what Tennessee law allows, CUSTOMER agrees to indemnify and hold COMPANY, its Officers, agents, and employees, harmless from and against all liabilities, damages, losses, actions or cause of action, cost, and expense (including attorney fees) whether relating to property of COMPANY or any third party, or to personal injury or death, arising out of the gross negligence of CUSTOMER, or its officers, agents, and employees, except to the extent that such damage, loss or expense is due in whole or in part to the fault, violation of law, breach of contract or negligence of the party seeking indemnity in which case the indemnity obligation shall not apply. Nothing herein shall be deemed to create any third-party beneficiary rights against CUSTOMER or to diminish CUSTOMER's defense of governmental immunity in defense of claims against it.

**11. Compliance with School Safety Initiative.** COMPANY agrees to certify that all contracted staff have passed any criminal and other background checks (including results for candidates that have been submitted to the State of Tennessee awaiting print results), including fingerprinting and drug screening, to CUSTOMER's satisfaction and State/Federal Laws prior to recommendation for employment by COMPANY.

**12. Professional Development.** COMPANY shall provide professional development training modules for its contracted employees, such as Bloodborne Pathogens, Hazardous Materials, Food Allergies/Epi-Pen, Sexual Harassment, and FERPA. COMPANY will certify the completion of these modules for any newly hired employees (not previously employed by CUSTOMER) prior to assigning employee to CUSTOMER.

CUSTOMER shall provide COMPANY's employee, at the building level, with written safety procedures for assigned work areas, including, but not limited to, tornado/fire/lockdown/power failure procedures, evacuation routes, hazardous materials, and other building based procedures. Further, CUSTOMER shall provide each COMPANY employee with, keys, entry etc. for the assigned position based upon CUSTOMER's policies.

**13. Place of Work.** CUSTOMER shall provide a physical space, use of desk, and incidental office support for performance of any duties which CUSTOMER requires to be performed on site.

**14. Tennessee Open Records Act:** COMPANY acknowledges that CUSTOMER is a public entity covered by the Tennessee Open Records Act and that certain documents in its possession may be subject to disclosure. COMPANY requests that CUSTOMER notify COMPANY immediately so that COMPANY can, if necessary, provide the proper documentation so that confidential information is not released.



**15. Intellectual property and Proprietary Information:** *(This section does not apply to work performed by a contracted staff member for CUSTOMER).* All drawings, writings, processes, inventions, or any other materials, ideas or methods produced or developed solely by COMPANY either prior to this Agreement, or in the course of performing work for CUSTOMER under this Agreement shall be owned by COMPANY as proprietary information (hereinafter "Proprietary Information"). CUSTOMER agrees that it and its employees, agents, successors or assigns will execute any document or Agreement necessary to protect these property rights without delay or cost to COMPANY. CUSTOMER will not disclose any Proprietary Information to a third party at any time without the prior written consent of COMPANY, and will use it only during the course of this Agreement, and not thereafter. Upon the termination of this Agreement, CUSTOMER agrees to redeliver to COMPANY all reasonable Proprietary Information in its possession.

Proprietary Information shall include all confidential information disclosed to CUSTOMER by COMPANY whether directly or indirectly, and all proprietary information concerning COMPANY which is disclosed or developed in connection with or during the course of work hereunder, except: (a) information which at the time of disclosure is the public domain, or (b) information which enters the public domain after disclosure except by CUSTOMER or by breach of this Agreement.

**16. Independent Contractor.** The parties hereto agree that COMPANY shall be an independent contractor in the performance of this Agreement and shall not act as agent or representative of CUSTOMER in any capacity.

**17. CUSTOMER Contact.** For the purposes of this Agreement, the CUSTOMER will designate via the "Customer Contact Form" an individual as CUSTOMER Contact for COMPANY. The duties of the CUSTOMER Contact are as follows:

- a. Submission of appropriate information.
- b. Active correspondence with COMPANY staff.

**18. Governing Law.** This Agreement shall be construed in accordance with and governed by the laws of the State of Tennessee.

**19. Headings.** The headings in this Agreement are for convenience or reference only and are not to be used to interpret the terms of the document.

**20. Severability.** Should any portion of the Agreement be found invalid by a court of competent jurisdiction, the remainder of the Agreement shall continue in full force and effect.

**21. Civil Rights.** COMPANY will comply with all State/Federal employment regulations and civil rights as mandated by law.

**22. Entire Agreement.** This Agreement constitutes the entire Agreement between the parties regarding its subject matter and supersede any prior Agreements or understandings. No amendments, changes or modifications outside of the ones specifically named herein, shall be valid unless in writing and signed by authorized representatives of both parties. This Agreement shall remain in full force and effect until such time as it is terminated by one or both parties or it is superseded by another agreement.

**23. Signatures.** IN WITNESS WHEREOF, and intending to be legally bound hereby, the parties have executed this Agreement by the signatures of their authorized representatives on the date set forth above.

## 2-Party Agreement by and between COMPANY and CUSTOMER

### CUSTOMER:

Date: \_\_\_\_\_

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Title/Position: \_\_\_\_\_

**PESG Facility Services, LLC:**

Date: \_\_\_\_\_

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Title/Position: \_\_\_\_\_

SAMPLE

## CONTRACTOR PROPOSAL CLARIFICATIONS

This document outlines the mutual understanding of the Parties with regard to negotiated changes to the Contractor's proposal and to also provide amplifying information regarding that proposal. The items appearing below, in no particular order, if in conflict with the Contractor's proposal shall take precedence over the proposal language.

- Under the "Personnel" tab of the proposal, regarding the "Proposed Daily Labor Allocation" table; add 6.00 Day Porter Hours to Holm Elementary.
- Under the "Personnel" tab of the proposal, regarding the "Proposed Daily Labor Allocation" table; it is agreed that Porter Hours divisible by eight (8) signify a full time Porter. Left over hours less than eight (8) signify part time Porters.
- Under the "Cost" tab of the proposal, the first page labeled "Form of Proposal", the Total Annual Agreement Cost needs to be adjusted. On February 3, 2017 the District issued Addendum I to the solicitation. In the Addendum respondents were instructed to sign and attach it to their proposal, which the Contractor did. The Addendum also stated that:

"The following information contained in the original RFP has changed or been added:

**Attachment G Form of Proposal ITEM #1: Agreement Pricing**

**Page 41.**

**Change the following:**

Replace 1,149,583 with 1,164,874 due to the addition of the new gymnasium at Workman Middle School."

The Contractor's proposal did not reflect this increase in the square footage to clean. PESG figures work out to a cost of \$1.128 Sq. Ft / Year. The price per square foot should be multiplied by 1,164,874 to obtain a true "total annual Agreement Cost" of **\$1,313,977.80** for PESG.

- Under the "Supplies & Equipment" tab of the proposal, regarding "Equipment Maintenance & Replacement", the Contractor ensures that the typical turnaround time for equipment repairs will be forty-eight (48) hours. And, surplus vacuums will be secured at the local PESG office. Turnaround time for the replacement of vacuums will be within six (6) hours.
- The Contractor will provide the following staff members to be on site (start-up crew and support staff) to ensure a successful transition and start to the 2017-2018 school year:

Transition Team Profile

Two (2) Account Managers  
Transition/Regional Manager  
District On-Boarding Specialists  
Director Of Facility Services  
Four (4) Floor Teams/Six (6) Members per Team  
Day Porter Coverage at Each School  
PESG District Hourly Employees