



FACILITIES MANAGEMENT



Technical Proposal for Custodial Services Response to RFP # 21-005

Presented To: Beaufort County School District
Kaylee Yinger, Chief Procurment Officer
2900 Mink Point Blvd
Beaufort, SC 29902
843.322.23249
Kaylee.Yinger@beaufort.k12.sc.us
September 8, 2020 at 2:00 PM EST

Presented By: HES Facilities LLC, d/b/a SMS
Russell Leboff, VP Business Development
9202 S. Northshore Drive, Suite 202
Knoxville, TN 37922
804.380.7466
RLeboff@hesfacilities.com

ORIGINAL

September 8, 2020

Beaufort County School District
Kaylee Yinger, Chief Procurement Officer
2900 Mink Point Blvd
Beaufort, SC 29902



RE: Custodial Services Technical Proposal RFP #21-005

Dear Beaufort County School District Evaluation Committee,

Thank you for considering HES Facilities LLC, for the provision of custodial services to the Beaufort County School District (BCSD). We understand clean, safe, great looking schools, are paramount to a successful educational experience, perhaps now, more than ever before, and we are eager to join you in that mission.

HES believes we are the best fit for BCSD due to our unmatched leadership and decades of experience in education facilities management. We only support education. We are not distracted by large corporate clients or other unrelated services. Additionally, our sister company, ESS, currently provides your substitute staffing services. We believe the synergies between ESS and HES strengthen our management capabilities, improve our access to resources, and qualify us as an important partner.

The school district can expect to see regional management and senior leadership in the school district frequently to support custodial operations and enhance communications and direction of overall program needs. We understand education facilities and their specific requirements, and we customize our program for your school district. BCSD has our unwavering commitment to provide clean, safe, well maintained schools. But we will do more. From community involvement, to school district sponsorships, to volunteerism, to commitments to hire and invest locally, you can count on us to be a true partner. We will work collaboratively with BCSD and other operations support, to address any challenges from the recent COVID-19 health concerns. We will implement our pandemic and post-pandemic module training plans to assist with any lingering or future events. We will always stand ready to support BCSD.

HES will ensure a well-managed, smooth transition, allowing the district to focus on other critical needs. By working closely with the BCSD facilities leadership, HES will provide a best-in-class custodial services program; one that is unmatched by other providers. We are passionate about exceeding expectations and being responsive to your requests. Our hope is that after reviewing our proposal, and speaking with our current clients, you will agree that HES is qualified, capable, and passionately committed to meeting and exceeding your expectations.

Should you have any questions or require additional information, please contact me directly.

Yours in Education,

A handwritten signature in blue ink, reading 'J. Russell Leboff'.

J. Russell Leboff
Vice President Business Development

A handwritten signature in blue ink, reading 'Charlie Spencer'.

Charlie Spencer
President and CEO

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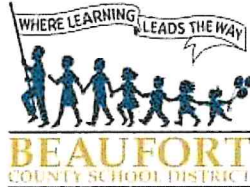


HES Purpose Statement

HES was founded on the principle of building the best facility services company in America for education clients, our employees, and our shareholders. Our purpose is to partner with education to provide the schools and colleges we serve, clean, attractive, and safe environments for learning. HES provides excellent quality at a fair price, which results in a best-in-class facilities services program. Our values include:

- ✓ Serving customers in such a way as to earn their ongoing respect, trust, and confidence
- ✓ Treating customers, suppliers, peers, and employees with integrity and fairness
- ✓ Being a good corporate citizen by contributing to the social and economic well-being of each community in which we operate
- ✓ Aspiring to be the most respected company in our industry

Cover Page and Page Two



Beaufort County School District

Solicitation Number: 21-005
Date Printed: July 30, 2020
Date Issued: July 30, 2020
Procurement Officer: Kaylee Yinger, CPPB
Phone: 843-322-2349
Email: Kaylee.Yinger@beaufort.k12.sc.us

Request for Proposals (RFP)

DESCRIPTION: **Custodial Services**
SUBMIT OFFER BY (Opening Date & Time): **September 7, 2020 2:00 PMEST**
QUESTIONS MUST BE RECEIVED BY: **August 31, 2020**
NUMBER OF COPIES TO BE SUBMITTED: **Six (6) Original Signed Copies**
Two (2) CD versions - One (1) Redacted

Offers must be submitted in a sealed package. Solicitation Number & Opening Date must appear on package exterior.

SUBMIT YOUR SEALED OFFER TO EITHER OF THE FOLLOWING ADDRESSES:

MAILING ADDRESS:

Beaufort County School District
Procurement Office
P.O. Drawer 309
Beaufort, SC 29901-0309

PHYSICAL ADDRESS:

Beaufort County School District
Procurement Office
2900 Mink Point Blvd
Beaufort, SC 29902

CONFERENCE TYPE: Mandatory Pre-Proposal	LOCATION: District Office
Conference / Site Visits	2900 Mink Point Blvd
DATE & TIME: August 13, 2020 @ 8:00 AM	Beaufort, SC 29902
AWARDS & AMENDMENTS: Award will be posted at the Physical Address stated above on or after August 30, 2020. The award, this solicitation, and any amendments will be posted at the following web address: http://beaufortschools.net	
You must submit a signed copy of this form with Your Offer. By submitting a proposal or bid, you agree to be bound by the terms of the Solicitation. You agree to hold Your Offer open for a minimum of ninety (90) calendar days after the Opening Date.	
NAME OF OFFEROR: <small>(Full legal name of business submitting the offer)</small>	ENTITY TYPE:
<u>HES Facilities LLC d/b/a SMS</u>	<u>Limited Liability</u>
AUTHORIZED SIGNATURE <small>(Person signing must be authorized to submit binding offer to enter contract on behalf of Offeror named above)</small> <u>Charlie Spencer</u> <u>President and CEO</u>	
PRINTED NAME	TITLE
<small>Instructions regarding Offeror's name: Any award issued will be issued to, and the contract will be formed with, the entity identified as the Offeror above. An offer may be submitted by only one legal entity. The entity named as the Offeror must be a single and distinct legal entity. Do not use the name of a branch office or a division of a larger entity if the branch or division is not a separate legal entity, i.e., a separate corporation, partnership, sole proprietorship, etc.</small>	



HOME OFFICE ADDRESS (Address for Offeror's home office/ Principal place of business): 9202 S. Northshore Drive, STE 202 Knoxville, TN 37922	NOTICE ADDRESS (Address to which all procurement and contract related notices should be sent): 9202 S. Northshore Drive, STE 202 Knoxville, TN 37922
PHONE NUMBER: 865-263-1905	
EMAIL ADDRESS: info@hesfacilities.com	

PAYMENT ADDRESS (Address to which payments will be sent): <input checked="" type="checkbox"/> Payment Address Same as Home Office Address <input type="checkbox"/> Payment Address Same as Home Notice Address (check one only)	ORDER ADDRESS (Address to which all purchase orders will be sent): <input checked="" type="checkbox"/> Payment Address Same as Home Office Address <input type="checkbox"/> Payment Address Same as Notice Address (check one only)
---	---

ACKNOWLEDGEMENT OF AMENDMENTS:	<u>Amendment Number</u>	<u>Amendment Issue Date</u>
	#1	08/11/2020
	#2	09/01/2020
	#3	09/02/2020
Offeror acknowledges receipt of amendments by indicating amendment number and its date of issue.		

MINORITY PARTICIPATION- Are you a Minority Business Enterprise: Yes ☐ No ☒
If yes, please include a copy of your certification.

2

Executive Summary

A Culture of Partnership

HES Facilities LLC, has received the Request for Proposal for Custodial Services for Beaufort County School District (BCSD) in Beaufort, South Carolina.

Russell Leboff, Vice President Business Development, personally attended the pre-bid conference, and toured BCSD school facilities to better ascertain the resources required to provide BCSD a best-in-class custodial services program. Russell was impressed by the hospitality afforded to the vendors touring BCSD schools. BCSD leaders hosting the pre-bid conference were friendly, courteous, and thoughtful in their efforts to ensure vendors received a good understanding of the RFP and the BCSD locations. Transportation was offered with refreshments in tow and lunch was provided to the group at the conclusion of the tours. Having worked with Beaufort in the past, this professionalism was expected, but still appreciated. **BCSD understands the concept of partnership**, working hard to succeed in their education mission as well as working just as hard to ensure the vendors who support those efforts are successful. We were pleased, but not surprised to find such a positive work environment which supports our efforts to treat our employees and our customers like valued partners. We strongly believe in a positive working environment for our staff and are committed to being very responsive and supportive to their needs, so they in turn, will do the same for you and your team.

Unlike providers who are involved with many different products and service solutions, and within multiple market sectors, **HES only provides custodial and facilities maintenance, and we only partner with K-12 and higher education.** We are not distracted by large corporate clients, or a multitude of different services. We fully understand the importance and unique challenges of providing critical services to schools charged with the safety, education, and well-being of their students. We believe the satisfaction level of our current education partners will be difficult to match for any other provider. We have not lost a single partner due to performance. Our singular focus on education, passionate commitment to our partners, and willingness to not only meet, but exceed expectations, clearly sets us apart from other service providers. It is a great privilege and honor to work with our education partners, who are focused on the common goal of providing safe, clean, appealing learning environments for students and staff.



Executive Summary

The HES Difference

Our sister company, **ESS**, already has the pleasure of working with BCSD leadership, including Dr. Alice Walton, who can speak to the passionate commitment to excellence demonstrated by our **ESS team, Jamie Marmorale and Doug Snyder**. HES has the same ESS “DNA” as it relates to our strong leadership, responsiveness, and unbending determination to complement BCSD efforts in achieving best-in-class programs that support your education mission. HES leaders have been significant contributors to the successful ESS solutions provided to your school district and will bring those same results to BCSD with its Custodial Services program. The ability to utilize the vast resources for each company, gives HES a tremendous advantage to the school district. We are hopeful HES can join ESS as a valued BCSD partner.

HES is no stranger to the facility management industry with decades experience and a proven track record. We are confident that our comprehension of education facility cleaning will meet and exceed BCSD’s expectations. From daily school cleaning procedures and extracurricular event cleaning, to pandemic sickness outbreaks, HES is prepared to execute each required procedure and process for any, and all circumstances with established standard operating procedures (SOP), already created and others customized to BCSD.

Upon notification of contract award from BCSD, HES will utilize experienced management and start up teams to survey and inspect each building, while also establishing contact with principals and designated district staff. HES will use this opportunity to compile a list of current BCSD and previous provider endorsed employees in order to maintain the current custodial staff who have brought a positive work ethic and high level of experience to BCSD and now to the HES team.

HES remains true to the vision on which it was founded; be large enough to compete, but never lose touch with what matters most...the students and school systems who rely on us for daily service. HES was established with the sole emphasis and goal to be the facilities management firm for education partners. We believe school facility cleaning is significantly more challenging and detailed than traditional commercial cleaning services, often offered by larger industry providers. Because of our focus on education facilities, HES has experienced significant success and strong references from all HES education partners, whom we encourage you and your committee to contact. Please call any of our references and hear the HES difference for yourself.



Custodial Experience



Proposer has been providing custodial services to (please check (v) next to each appropriate type of building(s) serviced and indicate number of years' experience for each checked service area)

- ☒ K – 12 school district athletic fields for 10+ years.
- ☒ Publicly owned and operated facilities for 10+ years.
- ☒ Privately owned and operated facilities 10+ years.

Company History - About HES

HES Facilities LLC, d/b/a as SMS is a privately held business, headquartered in Knoxville, Tennessee with additional offices in Nashville, Tennessee, and regional locations and partnerships across the Southeast. HES acquired SMS Facilities, LLC in 2020. SMS was founded in 2007 and in 2016 was joined by industry leaders who have strong backgrounds in services management solutions and decades of experience providing custodial and facilities management services to educational facilities, ranging from Public Education's K-12 school districts to higher education institutions. Together with HES, our company has further strengthened its position in the facilities services sector in a quest to continue a long legacy of being a best- in-class provider of these services to education partners. Our experience within the education facility service industry has taught us that ultimately our success is dependent and driven by a culture of true partnership. That culture permeates the entire HES organization and begins with our leadership, Buddy Helton as Chairman and Charlie Spencer as CEO and President. Communication, collaboration, and responsive staff are the keys to our effective, efficient custodial services management program.

The HES management team has decades of combined leadership experience in the custodial and contract cleaning industry, with an emphasis on school facility management. Through our experience, we have the knowledge and capability to start up large and small school systems, while maintaining a structured operation. In addition, HES Facilities is a sister company with ESS, a substitute teacher and substitute support staffing company, currently supporting BCSD. A dedication to serve students, educators, and administrators, is the guiding principle of both companies. Both ESS and HES are sponsored by Nautic Partners, LLC who provide significant resources and support to both companies.

Our Philosophy

It is a great privilege to work with each education partner, focusing on one common goal - to provide a safe, clean, education-conducive learning environment for students, staff, and the community the district serves. We understand the most important aspect of a school district is *its students*. We get it.



Custodial Experience

Decades of Experience

HES is no stranger to the facility management industry. Our leadership team was very involved with the Beaufort County Schools transition from Sodexo to GCA in 2006. Charlie Spencer and his team were heavily involved in the evaluation and understanding of the conditions and proposed a plan and cost structure that was ultimately selected by the school district. The initial on-site management team was identified and selected based on their experience and the district's needs. The transition was virtually seamless and quite successful. We are confident that our previous experience and comprehension of BCSD both then and now, will assure all BCSD stakeholders that HES will meet and exceed Beaufort County School District's expectations.

“

My experience with Mr. Spencer and his team, as compared to other vendors I have worked with, is the quality of management. The management team always reacted immediately...The leadership was always visible and accessible.

**Phyllis White
Beaufort, SC**

”

HES remains true to the vision it was founded on; be large enough to provide ample resources to our partners, but always act local, with managers living in the school district community and corporate leadership engaged and active with district leadership, and visible in the school system. We never lose touch with what matters most, the students, staff, and school system who rely on us for critical daily service. What we do in partnership with a school district matters. Every day we ensure you have schools and classrooms that are ready for learning. Our purpose is to provide a learning environment that not only looks inviting, but first and foremost, it is clean, and it is safe.



Who Is HES?

Why is HES more successful than other service providers?

We believe the best path to success is trust, communication, and transparency. By providing partners with a fully transparent program, venues for communication and collaboration, the program succeeds. What further sets HES apart is the management structure and commitment to our employees and to our client. Each HES leader has a vested interest in the company, therefore, a deep commitment to the success of each partnership. This is not just our job it is our career and it will be our legacy. **We are very passionate about treating our clients like valued partners - because you are.**

Where do you go for a better custodial services program?

School districts across the country are asking the same question. The contracted services industry, specifically as it pertains to K-12 facilities, has drastically changed in the last five years. The presence of multi-billion-dollar national contracting corporations who provide many ancillary services such as food, uniforms, and mats, in addition to custodial service, lose their focus on customers. **The vast majority of their resources and attention are focused on commercial office cleaning, aviation, and multiple other verticals.** HES only serves education. HES will only serve BCSD in Beaufort County and the surrounding region.

How is HES different?

HES is different in many ways. Our core business purpose is to provide students and staff with a safe, clean, healthy learning environment. We do not just clean your facilities; we process the locations with proven standard operating procedures. You will not hear us say what we cannot do. We will tell you what we can do, and we will do it. If we do not, we will make it right. We are not perfect, but we learn from our mistakes. We will not nickel and dime you for every little request because we provide a fair price allowing us to keep critical resources in your program. HES is the most responsive company offering custodial services. We support our employees with a serve the server attitude. We have never lost a client for poor performance.

Why choose HES over other providers?

HES was established by a team of industry leaders who have proven, time tested experience. Our leadership team has created a company that is focused on our customers, delivering significant value to our education partners. **We will not race to the bottom with a low bid, lowest priced proposal that invests very little resources into your program or the people, and then offers sub-par performance.** We provide a fair price, a great work environment, very responsive leadership, great value, and very satisfied education partners.

Custodial Experience

Partner for Education

HES is proud to support various education associations. As a daily facility service provider to over 200,000 students, teachers, and administrators, HES is committed to being a true partner for education.

Certifications, Associations & Organizations:

- South Carolina School Board Association (SCSBA)
- South Carolina Association of School Administrators (SCASA)
- South Carolina School Plant Management Association (SCSPMA)
- National School Boards Association (NSBA)
- National Association of College and University Business Officers (NACUBO)
- National School Plant Management Association (NSPMA)
- American Association of School Administrators (AASA)
- Community College Business Officers (CCBO)
- International Sanitary Supply Association (ISSA)
- International Facility Management Association (IFMA)
- Janitorial Cleaning Services Association (IJSCA)



Sample Insurance Certificate



CERTIFICATE OF LIABILITY INSURANCE

5/8/2021

DATE (MM/DD/YYYY)
5/14/2020

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 Lockton Companies Three City Place Drive, Suite 900 St. Louis MO 63141-7081 (314) 432-0500		CONTACT NAME: PHONE (A/C, No, Ext): FAX (A/C, No): E-MAIL: ADDRESS:	
INSURED HES Facilities, LLC 1477605 9202 S Northshore Drive, Suite 202 Knoxville TN 37922		INSURER(S) AFFORDING COVERAGE INSURER A: Travelers Indemnity Company of America INSURER B: Travelers Property Casualty Co of America INSURER C: INSURER D: INSURER E: INSURER F:	
		NAIC # 25666 25674	

COVERAGES **CERTIFICATE NUMBER:** 16747794 **REVISION NUMBER:** XXXXXXXX

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 INSP	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input checked="" type="checkbox"/> PROJECT <input type="checkbox"/> LOC OTHER:	N	N	P-660-8P189484-TIA-20	5/8/2020	5/8/2021	EACH OCCURRENCE \$ \$1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ \$300,000 MED EXP (Any one person) \$ \$5,000 PERSONAL & ADV INJURY \$ \$1,000,000 GENERAL AGGREGATE \$ \$2,000,000 PRODUCTS - COMP/OP AGG \$ \$2,000,000 \$
A	<input type="checkbox"/> AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS ONLY <input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY	N	N	BA-8P209254-20-43-G	5/8/2020	5/8/2021	COMBINED SINGLE LIMIT (Ea accident) \$ \$1,000,000 BODILY INJURY (Per person) \$ XXXXXXXX BODILY INJURY (Per accident) \$ XXXXXXXX PROPERTY DAMAGE (Per accident) \$ XXXXXXXX \$ XXXXXXXX
B	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED \$ RETENTION \$	N	N	UB-8P20880A-20-43-G	5/8/2020	5/8/2021	EACH OCCURRENCE \$ \$5,000,000 AGGREGATE \$ \$5,000,000 \$ XXXXXXXX
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N N	N/A	CUP-8P209358-20-43	5/8/2020	5/8/2021	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER E L EACH ACCIDENT \$ \$1,000,000 E L DISEASE - EA EMPLOYEE \$ \$1,000,000 E L DISEASE - POLICY LIMIT \$ \$1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
 General Liability: \$1,000 Property Damage deductible

CERTIFICATE HOLDER

16747794
 For Informational Purposes Only

CANCELLATION

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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Contractor E-verify MOU



Company ID Number: 1540096

Information Required for the E-Verify Program

Information relating to your Company:

Company Name	HES Facilities LLC
Company Facility Address	9202 S Northshore Dr Ste 202 Knoxville, TN 37922
Company Alternate Address	
County or Parish	KNOX
Employer Identification Number	850585403
North American Industry Classification Systems Code	811
Parent Company	
Number of Employees	1,000 to 2,499
Number of Sites Verified for	2

Document A310™ – 2010

Conforms with The American Institute of Architects AIA Document 310

Bid Bond

CONTRACTOR:

(Name, legal status and address)

HES Facilities, LLC
9202 S. Northshore Drive Suite 200
Knoxville, TN 37922

SURETY:

(Name, legal status and principal place of business)

Berkley Insurance Company
475 Steamboat Road
Greenwich, CT 06830

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)

Beaufort County School District
2900 Mink Point Blvd, PO Drawer 309
Beaufort, SC 29902

BOND AMOUNT: \$ 5%

Five Percent of Amount Bid

PROJECT:

(Name, location or address, and Project number, if any)

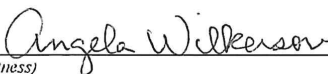
Solicitation Number 21-005 - Custodial Services


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.

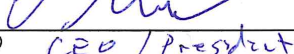
If this Bond is issued in connection with a subcontractor's bid to a Contractor, the term Contractor in this Bond shall be deemed to be Subcontractor and the term Owner shall be deemed to be Contractor.

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 31st day of August, 2020


(Witness)

HES Facilities, LLC
(Principal)  (Seal)

By: 
(Title) CEO / President

Berkley Insurance Company
(Surety)  (Seal)

By: 
(Title) Anne M. Gliedt Attorney-in-Fact

S-0054/AS 8/10

No. BI-7875e

POWER OF ATTORNEY
BERKLEY INSURANCE COMPANY
WILMINGTON, DELAWARE

NOTICE: The warning found elsewhere in this Power of Attorney affects the validity thereof. Please review carefully.

KNOW ALL MEN BY THESE PRESENTS, that BERKLEY INSURANCE COMPANY (the "Company"), a corporation duly organized and existing under the laws of the State of Delaware, having its principal office in Greenwich, CT, has made, constituted and appointed, and does by these presents make, constitute and appoint: *Lisa A. McAleenan; Anne M. Gliedt; Stephanie L. Klearman; DeAnna M. Maurer; Kevin McDaniel; Kayla Woodward; Scott Reilly; or Lauren Blair of Lockton Companies, LLC of St. Louis, MO* its true and lawful Attorney-in-Fact, to sign its name as surety only as delineated below and to execute, seal, acknowledge and deliver any and all bonds and undertakings, with the exception of Financial Guaranty Insurance, providing that no single obligation shall exceed Fifty Million and 00/100 U.S. Dollars (U.S.\$50,000,000.00), to the same extent as if such bonds had been duly executed and acknowledged by the regularly elected officers of the Company at its principal office in their own proper persons.

This Power of Attorney shall be construed and enforced in accordance with, and governed by, the laws of the State of Delaware, without giving effect to the principles of conflicts of laws thereof. This Power of Attorney is granted pursuant to the following resolutions which were duly and validly adopted at a meeting of the Board of Directors of the Company held on January 25, 2010:

RESOLVED, that, with respect to the Surety business written by Berkley Surety, the Chairman of the Board, Chief Executive Officer, President or any Vice President of the Company, in conjunction with the Secretary or any Assistant Secretary are hereby authorized to execute powers of attorney authorizing and qualifying the attorney-in-fact named therein to execute bonds, undertakings, recognizances, or other suretyship obligations on behalf of the Company, and to affix the corporate seal of the Company to powers of attorney executed pursuant hereto; and said officers may remove any such attorney-in-fact and revoke any power of attorney previously granted; and further

RESOLVED, that such power of attorney limits the acts of those named therein to the bonds, undertakings, recognizances, or other suretyship obligations specifically named therein, and they have no authority to bind the Company except in the manner and to the extent therein stated; and further

RESOLVED, that such power of attorney revokes all previous powers issued on behalf of the attorney-in-fact named; and further

RESOLVED, that the signature of any authorized officer and the seal of the Company may be affixed by facsimile to any power of attorney or certification thereof authorizing the execution and delivery of any bond, undertaking, recognizance, or other suretyship obligation of the Company; and such signature and seal when so used shall have the same force and effect as though manually affixed. The Company may continue to use for the purposes herein stated the facsimile signature of any person or persons who shall have been such officer or officers of the Company, notwithstanding the fact that they may have ceased to be such at the time when such instruments shall be issued.

IN WITNESS WHEREOF, the Company has caused these presents to be signed and attested by its appropriate officers and its corporate seal hereunto affixed this 14th day of November, 2019.

Attest:
(Seal) By Ira S. Lederman
Executive Vice President & Secretary

Berkley Insurance Company
By Jeffrey M. Hafler
Senior Vice President

WARNING: THIS POWER INVALID IF NOT PRINTED ON BLUE "BERKLEY" SECURITY PAPER.

STATE OF CONNECTICUT)
) ss:
COUNTY OF FAIRFIELD)

Sworn to before me, a Notary Public in the State of Connecticut, this 14th day of November, 2019, by Ira S. Lederman and Jeffrey M. Hafler who are sworn to me to be the Executive Vice President and Secretary, and the Senior Vice President, respectively, of Berkley Insurance Company.

MARIA C. RUNDRAKEN
NOTARY PUBLIC
CONNECTICUT
MY COMMISSION EXPIRES
APRIL 30, 2024

Maria C. Rundracken
Notary Public, State of Connecticut

CERTIFICATE

I, the undersigned, Assistant Secretary of BERKLEY INSURANCE COMPANY, DO HEREBY CERTIFY that the foregoing is a true, correct and complete copy of the original Power of Attorney; that said Power of Attorney has not been revoked or rescinded and that the authority of the Attorney-in-Fact set forth therein, who executed the bond or undertaking to which this Power of Attorney is attached, is in full force and effect as of this date.

Given under my hand and seal of the Company, this 31st day of August, 2020.

(Seal)

Vincent P. Forte
Vincent P. Forte



Project Manager and Project Personnel



Management Development

HES is devoted to the development of management, internal growth, and partnership expansion opportunities. Our experience within the service industry has taught us that ultimately our success, and our partner's success, relies heavily on frequent, consistent communication between both entities. For this reason, we strive to hire the best professionals in the industry, ensuring clean and healthy environments for students, faculty, and staff.

The HES leadership team and its trusted partners have decades of experience in the custodial and contract cleaning industry and we firmly believe that cleanliness aids in the achievements for students, recruiting of talented staff and retention of that staff within all educational facilities and learning environments.

The leadership within our organization is comprised of accomplished business executives with extraordinary experience in large-scale K-12 school system startups, daily operations, quality control, safety, training, recruitment, and customer relations. We are experts in our field, and value customer satisfaction as our highest priority. HES personnel are remarkably familiar with all facets of custodial services within the educational facilities, and all our employees understand the importance and value of their positions within our organization.

Supervisor Qualifications

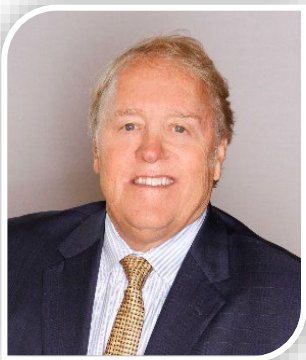
HES is dedicated to hiring and training qualified Supervisors for each individual school. HES will consider current staff endorsed by BCSD, hire outside candidates, or promote current staff members who show a strong work ethic, talent, ability, and willingness to lead others. We will train these supervisors, assistant supervisors, or potential supervisors with on the job and classroom training. HES conducts follow-up evaluations on the job site. The purpose of this training is to help prepare Supervisors to perform their duties to serve and support BCSD in an effective, efficient, and professional manner. They are also encouraged to help develop, train, and motivate personnel that will enable us to promote from within the company. This program is designed to familiarize Supervisors with their job duties, to emphasize training, and to help them in dealing with personnel in a positive and professional manner. After attending classes, each Supervisor is trained on the job by the Manager. When all facets of the Supervisors job are being performed according to company standards, they are evaluated at the job site and Certified.

Project Manager and Project Personnel

Meet the Team

HES Facilities was formed in 2020 by several very experienced, proven leaders in the education facility service industry. The idea had been previously discussed, but now, more than ever before, this team was reminded of the importance and critical need of having knowledgeable professionals who understand the K-12 and Higher Education market and the value it delivers for students, faculty and administrators, as well as the local community frequently visiting these campuses nationwide. A clean, aesthetically appealing, and safe environment is essential for learning. Our desire is to partner with education to create an environment conducive to safety and learning by providing property maintenance from curb appeal and a welcoming landscape, to building cleanliness and efficient, effective operations of the physical plant.

Our Purpose: To provide professional quality cleaning to educational facilities where training and supervision are paramount to success. *Clean, safe education facilities matter.*



Buddy Helton

Board Chairman – Mr. Helton brings over 35 years of business expertise to our clients. For twelve years, he led a national facilities services company with responsibility for K-12 schools and higher education operations across the United States. Buddy delivered excellent results to customers, resulting in high customer satisfaction and company growth. Buddy and the HES executive team continue to have a “pioneering” attitude. In addition to HES, Buddy is the Chairman and CEO for ESS which provides substitute teachers and paraprofessional support to school districts nationwide. Buddy graduated from the University of Tennessee with honors and holds a bachelor’s degree in Business Administration.



Charlie Spencer

President and CEO – Mr. Spencer has over 35 years of management experience serving school districts and the higher education market. Prior leadership positions include 12 years of executive level management with a large national facilities services firm where he led various aspects of sales and operations and most recently, he served as Executive Vice President at ESS where he had a significant role in M&A activity, forecasting, contract negotiations and pricing strategies for this substitute teacher and paraprofessional industry leading company. Charlie resides in Knoxville, Tennessee and is a 1986 graduate of the University of Tennessee with a bachelor’s degree in Economics.

Project Manager and Project Personnel



Scott Zimmerman

Senior Vice President - Mr. Zimmerman brings over 25 years in the facility management industry primarily in the K-12 education market. His responsibilities include team building, recruiting, hiring, training, and overall management of support personnel for school systems throughout the Southeast and Mid-Atlantic areas. Scott brings extensive customer care and high-level relationship management experience to HES. He leads a team of exceptional recruiters and managers who provide excellent customer service every day. Scott attended East Tennessee State University, where he gained a B.S. in Psychology with a Minor in Business Management.



Russ G. Leboff

Senior Regional Manager - Mr. Leboff has over 8 years of facilities management experience and has served both the higher education and k-12 markets. Russ began his facilities career as a manager-in-training in Isle of Wight County Public Schools (VA) and managed his first k-12 district in Roanoke County, Virginia. His customer first attitude, proactive communication, and hands-on approach to management allowed him to quickly gain opportunities to expand his role and serve numerous clients throughout the Mid-Atlantic. Russ holds a Bachelor of Science degree in Mathematical Economics and Spanish from Hampden-Sydney College, and he is currently pursuing his APPA certification.



Curtis Bennett

Proposed Resident District Manager – Mr. Bennett is a Highly decorated, United States Army Colonel, retired with an unparalleled level of motivation, dedication, and discipline, possessing a thirty-year career leading, managing, and commanding hundreds of brigade-sized elements worldwide. Mr. Bennett also served as Regional Vice President of a local regional facilities services' provider. He focused on training employees, managing staff levels, conducting routine inspections, and customer feedback meetings. Curtis is a lifetime resident of SC and currently lives in Irmo, SC, but will transition to Beaufort, SC upon award.

Project Manager and Project Personnel



Don Clark

Transition Manager, Training and Development - Mr. Clark is the Sr. Regional Manager for Transitions and Employee Training & Development for HES Facilities with more than 20 years of management and industry experience. He has a degree in Aerospace safety and Professional Aeronautics from Embry-Riddle Aeronautical University, Daytona Beach Florida and recently received his graduate degree from the W.P. Carey school of business, Arizona State University graduating Summa Cum Laude as a member of the National Honor Society. Before coming to HES, Don was the Chief Compliance Officer for Southern Management Services, an education facilities management company, and Senior Vice president for Education Facilities Operations throughout the United States for two national facilities, grounds, and maintenance corporations. Don has successfully lead transitions including, Metro Nashville Public Schools on two different occasions, Shelby County Schools, Memphis TN, Paulding County Schools, GA, and many others throughout the South East, South Central and Mid-Western United States. He proudly served in the U. S. Navy and retired after 21 years of honorable service. Due to his exemplary career in the military where he developed his management and leadership skills, he was quickly able to build the skill set necessary for effective Education, Commercial, and Industrial facilities management.



Collins Onyando

Operations Support Manager - Mr. Onyando brings years of facility management, logistics coordination, and leadership experience to our clients. He has a well-established career in managing numerous school systems, including large urban systems as well as rural outlying systems. Mr. Onyando has also been involved in multiple large-scale startups, as well as daily operational management and quality control. Mr. Onyando attended Trevecca Nazarene University as a student athlete in Basketball, where he graduated with honors. During his time at TNU he was a NAIA All-American and holds numerous TNU records.

Project Manager and Project Personnel



Lisa Baker

Regional Support Manager - Ms. Baker has been involved in the facility management for over 15 years. She has held multiple roles throughout her tenure and currently serves as a Regional and Transition Manager for SMS. She covers territories in Tennessee and Georgia. Lisa has managed accounts in K-12 school districts as well as higher education of various sizes. Lisa is experienced in all aspects of managing the facility management services including, recruiting, hiring, training, and mentoring employees. Lisa currently resides in Ringgold, GA. and holds an associate degree with a double major in English and Political Science.



Dennis Miruka

Corporate Controller - Mr. Miruka is currently in the Controller role at HES and previously served as CFO for SMS. Dennis' skills however are not limited to financials, he also handled all profit and loss projections, process improvements, and quality control. It is his belief that you should never stop perfecting your brand. This driving force led SMS to grow from 12 million to 24 million in gross revenue within 2 years. Originally hailing from Mombasa, Kenya, Dennis arrived in Tennessee in 2006 on a basketball scholarship with Trevecca University. He received his BACC from Trevecca in May 2009 and master's in healthcare management May 2016. In addition to his professional roles, Dennis also spends time watching his young son's basketball games.



Philip Gilbert

Director of Human Resources – Mr. Gilbert brings over 29 of human resources experience to HES. His expertise includes labor & employee relations, contract negotiations, recruiting, hiring, training and development, benefit administration and compliance management. He joins HES after 20 years in the manufacturing sector and over 9 years in the facilities services business as the VP of HR. His current responsibilities include policy & procedure development and implementation, recruiting, hiring, training and development of management / associates and benefits plan administration. Philip is a former US Navy Petty Officer and holds a bachelor's degree in Business Management from the University of North Carolina at Greensboro, NC, and an MBA degree from High Point University.

Project Manager and Project Personnel



Sherri Clendenen

Human Resources Administrator – Ms. Clendenen serves as the Human Resources Director for HES. She has been with HES for 5 years and has worked in the facility management services industry for over 15 years in human resources, marketing, and customer/client services. She assists the executive staff and clients in areas such as recruitment and employment, training and development, employee relations, workers compensation and benefits administration.



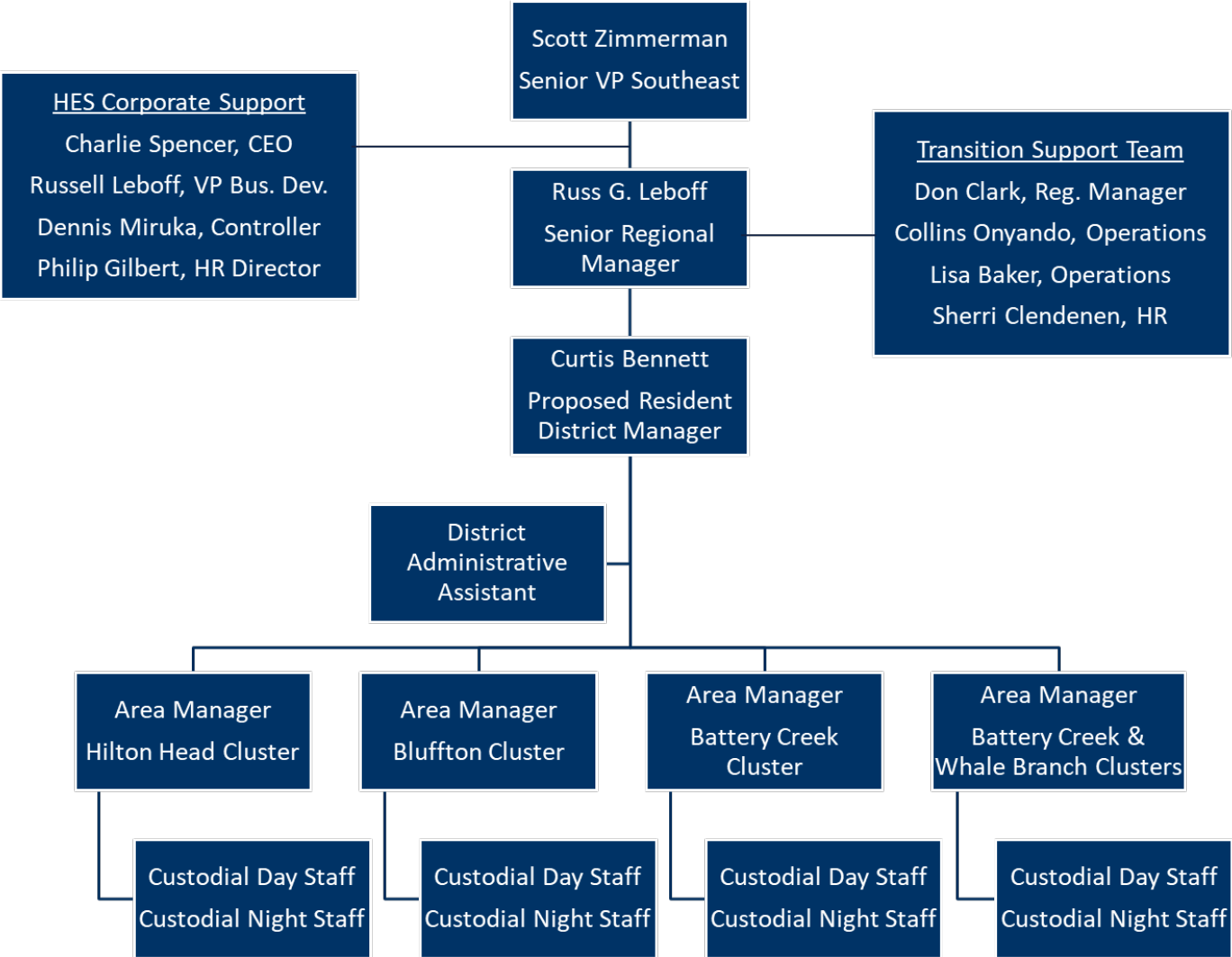
Russell Leboff

Vice President Business Development - Mr. Leboff brings over 30 years business development and operations leadership experience to our clients with 10 years in education workforce and facilities management supporting K-12 schools and higher education in the Southeast and Mid-Atlantic regions. Responsibilities with HES include relationship development, procurement, contracting negotiations, and transition to operations. He always maintains an ongoing relationship with HES partners. Russell Previously served in senior leadership roles with a premier facilities services company supporting facilities management solutions where he was committed to treating employees and clients like valued partners. Russell resides in Richmond, Virginia and is a graduate of the University of Georgia.

Proposed Custodial Staff



Proposed Project Organizational Chart



Resumé – J. Scott Zimmerman, Senior Vice President

EXECUTIVE SUMMARY

- Over 30 years business management and field operations experience supporting education partners
- Expertise includes P&L management, budgeting, forecasting, business, and market development
- Grew high level education partnerships six-fold from 2012 to 2020 as a senior Southeast operations leader
- Instrumental in the development of six team members into leadership roles in last three years

PROFESSIONAL EXPERIENCE

HES – Knoxville, TN | 2020 - Present

Senior Vice President of Operations

Operations leader for Southeast U.S. responsible for all operations and management of education partner relationships. Directly responsible for employee growth and development, as well as customer acquisition and retention. Utilizes skills, responsibilities, experiences, and knowledge from previous career experiences to assist education clients in achieving their operational goals while ensuring HES maintains a best-in-class reputation for customer service and HES success.

ESS – Knoxville, TN | 2017-2020

Regional Operations Leader

Operations leader for K-12 and Higher Education accounts in five states. Direct management responsibility for regional management and support. Duties included customer support and retention, maximizing operational efficiencies, recruiting and hiring top talent, forecasting, budgeting, employee training and development, proposals, contract negotiations, attending partner business reviews, business development support including presentations, and support of ESS' annual goals and company mission to make every day count for education partners.

ABM formerly GCA Services Group, Inc. - Cleveland, OH | 2006-2017

Regional Vice President Operations (Previous to 2015, Senior Regional Manager)

Operations leader for K-12 and Higher Education accounts in four states. Direct management responsibility for three Regional Managers and indirect management responsibility for 44 account managers. Effectively managing dozens of education partner relationships. Additional duties included maximizing operational effectiveness, regional financial efficiency, forecasting, budgeting, team development, job costing, contract negotiations, customer relations, board and conference, support of business development and ABM/GCA's business goals.

SSC Service Solutions - Knoxville, TN 1990 | 2006

Senior Regional Manager

Operations leader for the K-12 Education market. Direct management oversight of four regional managers in the Southeast. Duties included managing P/L, forecasting and budgeting, job costing, customer relationship management, and overall business support. Regional Manager of the year 1995

East Tennessee State University Major: BA Psychology; Minor: Business Management

Resumé – Don Clark, Transition Manager

EXPERIENCE

HES FACILITIES MANAGEMENT – SENIOR REGIONAL MANAGER

May 2020 – Current

Nashville, TN, Transitions, Training & Development

SOUTHERN MANAGEMENT SERVICES – CHIEF COMPLIANCE OFFICER

Sept 2018 – May 2020

Nashville, TN, Operations Compliance and Quality Oversight

DIVERSIFIED MAINTENANCE– VICE PRESIDENT

April 2016- July 2018

Tennessee Board of Regents Contract Custodial Operations

GCA SERVICES GROUP – SENIOR VICE PRESIDENT OF OPERATIONS

May 2014 – March 2016

Mid-Western United States, Operations/Sales/Customer Service

GCA SERVICES GROUP – REGIONAL VICE PRESIDENT

June 2012 - April 2014

South Central United States, Operations/Sales/Customer Service

GCA SERVICES GROUP – SENIOR REGIONAL MANAGER

June 2010 - June 2012

Metro Nashville Public Schools, Nashville, TN, General Manager

GCA SERVICES GROUP – REGIONAL ZONE MANAGER

April 2008 – May 2010

Duval County Public Schools, Jacksonville, FL Custodial Operations

GCA SERVICES GROUP – ACCOUNT MANAGER

September 2007 – April 2008

Duval County Public Schools, Jacksonville, FL Custodial Operations

EDUCATION / CERTIFICATIONS

EMBRY-RIDDLE AERONAUTICAL UNIVERSITY

BS Professional Aeronautics

ARIZONA STATE UNIVERSITY

MBA

Resumé – Russ G. Leboff, Senior Regional Manager

Experience

HES FACILITIES, LLC.

- *Senior Regional Manager (June 2020 – Present)*
 - Oversee day to day operations of Mid-Atlantic and Northeast
 - Direct transitions of new accounts
 - P&L Management for the Eastern Region
 - Facilitated pricing of facilities for new contracts and contract addendums
 - Collaborate with sales team in RFP response, proposal creation, and contract negotiations
 - Completed APPA certification requirements

RED COATS, INC.

- *Division Manager – Southern Virginia (May 2017 – June 2020)*
 - Directed 6 Regional Managers throughout Virginia and oversee 200+ hourly employees
 - P&L Management of \$14MM+ in annualized revenue
 - Provided proactive solutions to customers in a professional and timely manner
 - Acted as a professional liaison between Red Coats and clientele
 - Provided in-sourced production staffing and labor management for over 90 accounts

GCA EDUCATION SERVICES GROUP, INC.

- *Regional Manager – Education Division (April 2015 – May 2017)*
 - Supervised 8 Facility Directors and over 450 hourly employees in VA and PA
 - Collaborated with sales team in RFP response, proposal delivery, and presentations in VA, PA, D.C, MD, and DE.
 - P&L Management of over 25MM in annual revenue with 11 education/government entities
 - Recruited, interviewed, hired, and trained managers for accounts throughout VA and PA
 - Drove new sales in region through cross selling of additional services
 - Provided cost benefit analyses to potential clients to increase POS opportunities
- *Account Manager II – Roanoke County Schools (October 2013 – April 2015)*
 - Oversaw the facility operations and grounds maintenance of nine K-12 schools
 - Managed over 70 employees in 15 public school facilities and campuses

HAMPDEN – SYDNEY COLLEGE, FARMVILLE, VIRGINIA

- All Old Dominion Athletic Conference (Collegiate Football) Academic selection (2012)
- Secretary of Hampden-Sydney College Mentor Program (2010 – 2012)
- Capital One® NCAA All-District Academic recipient (Collegiate Football)

Education

HAMPDEN-SYDNEY COLLEGE

- ***Bachelor's Degree of Science (B.S), Mathematical Economics – Magna Cum Laude***
- ***Minor in Foreign Languages (Spanish), professional working proficiency***
 - 3.70 GPA, Patrick Henry Honors Scholar for Academic Excellence
 - Inducted into *Phi Beta Kappa*, the nation's oldest academic fraternity
- Technical Proficiency includes MS Word, Excel, PowerPoint, Outlook, intermediate C++ programming, Google Analytics

Resumé – Colonel Curtis A. Bennett, USAR Retired

Education, Military Training & Certifications

Master's degree: strategic studies | 2011

united states army war college | Carlisle, pa

Bachelor of Science: Business Administration | 1987

South Carolina state University | Orangeburg, SC

RESERVE OFFICERS' TRAINING CORPS (ROTC)

airborne school

chemical officer basic course

chemical officer advanced course

combined arms & services staff school

United states army command & general staff college – phase I & II

Accolades, Decorations & Badges

Earned consistent commendations for devotion to duty with citations for expert leadership and effective relationship building with culturally diverse populations; promoted to rank of Lt. Colonel in Dec. 2007 and Colonel in June 2013.

- Legion of Merit Award
- Meritorious service medal (2)
- bronze star medal
- combat action badge
- national defense service medal -including 2 brown service stars
- southwest Asia service medal – including 3 bronze service stars
- Kuwait liberation medal (kingdom Saudi Arabia & government of Kuwait)
- army commendation medal (3)
- Army reserve components achievement medal (6)
- GWOT service medal
- armed forces service medal

Work Experience

Senior JROTC Instructor

Darlington, SC / 2019-Present

- Responsible for monitoring student activities, training, and mentoring in order to maintain a safe environment.
- Maintains supplies and equipment in compliance with Army security regulations.
- Organize and conduct extracurricular activities for cadets.
- Oversees NCO instructors.

Proposed Custodial Staff - CONFIDENTIAL



Regional vice president | Service Solutions Corporation/Eurest/ Kimco services

Greenville, SC | 1991 – 2018

- Oversee a diverse portfolio of accounts within designated geographic location by providing training, mentoring, leadership, and workflow procedures in performing account management, budget, and business development responsibilities.
- Perform administrative duties including, but not limited to, hiring and training employees using a web-based applicant tracking system, communicating via email and telephone with account customers, office assistants and management in a timely manner and completing audits and reports within established deadlines.
- Lead by example, with efficient time management skills necessary to manage the region, team, and corporate deliverables.
- Conduct meetings with customers to confirm quality standards are met or exceeded and assist with completion of scheduled audits and site inspections.
- Resolve service or special requests promptly and follow up to ensure customer satisfaction.
- Maintain sufficient employee staffing for all customer accounts and district roles.
- Manage regional employee concerns, grievances, and disciplinary actions, including terminations in coordination with guidance from Human Resources.

Military Experience

branch chief | 75th TC gulf training division, 3rd BDE, det 1
fort Benning, GA | 06/ 2013 – 05/2017 (Retired)

Battalion commander & deputy commander | 92nd chemical battalion & 4th brigade (PS), 94th training division

Decatur, GA | 12/2006 – 06/2013

S-3 Section | 81st regional readiness group
ft. Jackson, SC | 03/2006 – 11/2006

S-3 section | 81st regional readiness command
Birmingham, AL | 02/2006 – 06/2006

executive officer | 1st brigade MIT, 98th division (it)
Iraq | 10/2004 – 10/2005

S-4 property book & executive officer | 457th chemical battalion
Greenville, SC | 08/1997– 09/2004

company commander | 371st chemical company
Greenville, SC | 08/1994 – 06/1997

platoon leader & operations officer | 413th chemical company
Florence, SC | 02/1988 – 08/1994

Student | chemical corps OBS school
Fort McClellan, AL | 06/1987 – 11/1987

Staffing Summary

The HES proposed staffing plan is designed to provide a turnkey custodial service to each facility from the time the HES shift begins until each facility is locked and secured for the evening. HES will work collaboratively alongside BCSD personnel to provide gap free coverage between the day and night shift personnel. HES has a thorough understanding of daily school facility uses, as well as extracurricular and community events which often take place within the facilities after school is dismissed for the day.

In the proposed staffing matrix provided, you will see the designated custodial positions within our operation. Our goal is to identify current and future employees who are the best fit for each position. Cross-training of these specific duties will be part of the monthly training practices, so that the entire HES Team is familiar with all aspects of the custodial operation. This will serve dual purposes: 1.) in the event of a job transfer or fill in, the team member will understand the duties required and 2.) because employee safety in the workplace is of utmost importance, proper product understanding and equipment training is critical and will promote an environment of workplace safety.

HES is committed to promoting a working atmosphere which is safe, challenging, exciting, and rewarding for each employee. Therefore, each employee will be paid based on merit as opposed to tenure. If an employee continues to meet or exceed his or her job duties, they will be fast tracked for upward mobility within the company.

As with all HES partnerships, the proposed staffing can be modified at the request of the principal or designee to best meet the needs of the facility and the students, staff, and community members who utilize it, but the current proposed program includes uninterrupted and continuous facility supervision and cleaning activities from day personnel to the nightly closure of each respective building. HES understands the unique nature of school facility cleaning. For this reason, the area managers and district manager will be available and on call 24/7/365 to react, respond, and facilitate necessary cleaning, emergency responses, and community event coverages.

HES will offer employment to any existing custodian recommended by BCSD school administrators, contingent upon satisfactory pre-employment criminal background results and final approval by BCSD officials. Additionally, preference will be given to any current BCSD employee who desires a position with HES, provided, a satisfactory recommendation is provided by school administration.

Proposed Custodial Staff

Absenteeism

HES understands that employees will sometimes have to miss work for various reasons. Excessive absences, falsification of the reason for any absence, absences which form unacceptable patterns, or unauthorized time away during working hours will result in disciplinary action up to and including termination.

Employees will be required to call their supervisor two (2) hours prior to their shift if they will be absent or late for work. Leaving a message with another employee will not be accepted. Failure to call in or report to work for three consecutive days will be considered voluntary resignation from the position.

HES will overstaff its roster with **floating custodial employees** who are available to serve as a relief staff of employees who are available on an as needed basis to cover for absenteeism. As positions become vacant, these floating custodians are inserted on a permanent basis and additional floaters are onboarded for future coverages and vacancies. With the current job market at a record high level, HES recognizes the importance of employee recruitment and retention. HES has an in-house recruiting coordinator and onboarding specialist who constantly sources viable candidates for the custodial operations and distributes these candidates to the respective Account Manager. This task relieves the Account Manager of this time-consuming duty and enables them to dedicate their time to the operational duties within the school facilities.





Transition Plan

A Thoughtful, Seamless Change

HES has already begun the process of planning the anticipated award and transition approach for the partnership with Beaufort County School District (BCSD). Russ G. Leboff, Senior Regional Manager, will lead the pre-transition, startup, and daily operation for HES in BCSD. Mr. Leboff is a K-12 facility industry veteran, with seven years of experience and specific knowledge of large-scale startup operations and onboarding of K-12 school districts across the Southeast. Mr. Leboff has held numerous leadership titles in the facilities industry and will serve BCSD as a Senior HES point of contact for the custodial operations. Mr. Leboff will be working with a Transition Manager and the assigned Account Managers to transition the program and ensure on-going operational success.

Upon award notification, these leaders, along with additional members of the HES transition support team will meet with each school administrator or designee, to identify all current employees who are recommended for continued employment during the transition. These employees will immediately be contacted, interviewed, background checked, and offered positions with HES so that they will have confidence and comfort knowing their career is stable. Based on experience, we anticipate retaining all current provider and the two BCSD staff members who are recommended for employment by the principals and administration. Any positions vacated or added to the operation will be filled from local area candidates.

HES will hold a series of career fair / walk-in job interviews throughout the area and will simultaneously have career opportunities posted on social media, hiring websites, recruitment offices, career centers, Goodwill, veteran services, and other means of recruitment. All employees will be properly evaluated, and background checked prior to beginning service within their respective schools. The current HES vetting process takes 36-48 hours, so the turnaround time will be thorough, but efficient and effective. Each employee will receive necessary identification, uniforms, personal protective equipment, and training, and will be provided with an assigned scope of work and job assignment.

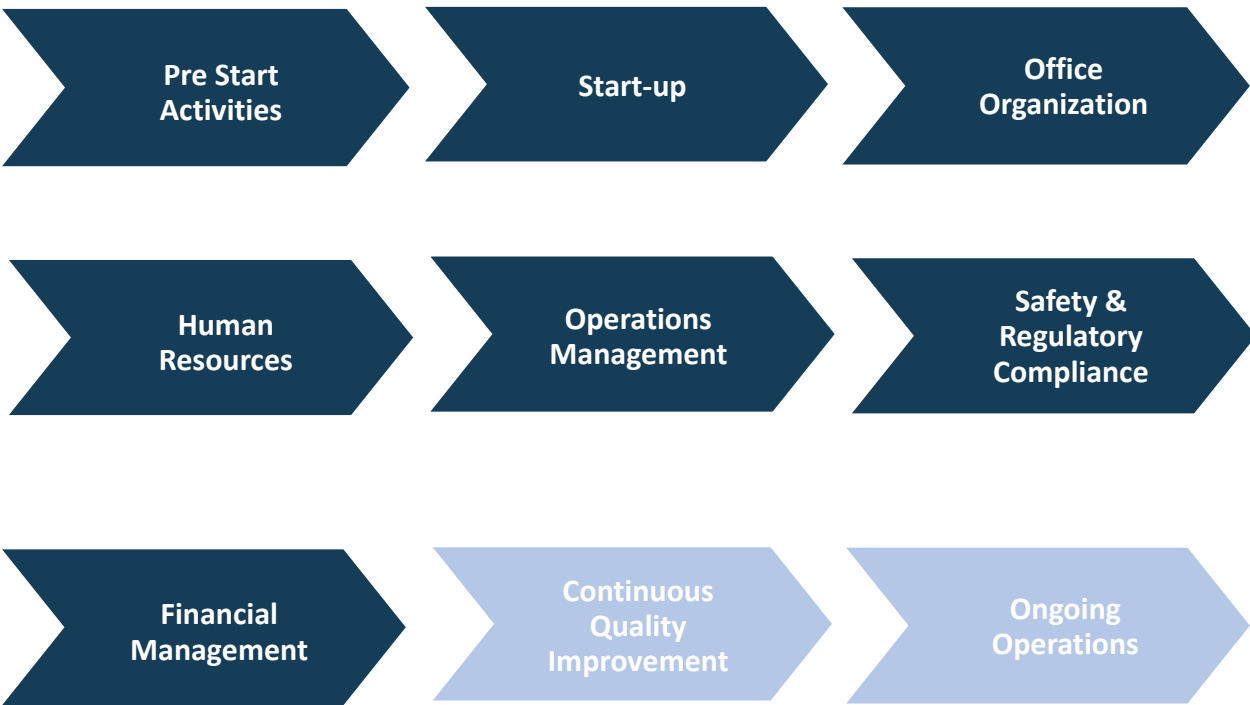


Transition Plan



The transition team and Account Managers will work with each crew to become comfortable and familiar with their assigned duties and areas. While many of the legacy employees will be familiar with the schools already, HES will train all team members on the expected protocols and processes to ensure a consistent operation across the district. We are confident BCSD will see a noticeable improvement in communication, staffing, quality control, and ultimately job performance by switching to HES. While no transition is 100% seamless, HES will work directly with and for the BCSD points of contact to communicate daily. Weekly reports will be provided to update the transition Gantt Chart as required steps are accomplished.

Our Transition Gantt Chart, included in this section of the proposal, will be updated weekly and available for review, provides a layout of tasks and assignments to include:



Transition Gantt Chart and Preliminary BCSD Transition Plan follows on next pages.

Transition Plan

Beaufort County School District, SC			Scheduled	Completed	Behind	Urgent	TBD		
On-Site Operations Support During Start-up & Ongoing Transition Lead: Don Clark Director HR: Phillip Gilbert On Site Consultant: Don Clark Corporate Operations: Scott Zimmerman Admin / HR Support: Sherri Clendenen Safety, Risk, Training, Compliance: Don Clark Sr. Operations Director: R. G. Leboff Start: 11.1.2020 Transition Action / Task		Corporate Support President: Charlie Spencer CFO: Dave Makar Financial Controller: Dennis Miruka AP: Andrea Rodriguez VP Sales: Russell Leboff IT: Steve Erickson							
			Week						
Pre-Start Activities	Owner	Support	1	2	3	4	5	6	On-going
RFP changes, contract negotiations & execution	R. Leboff	Spencer							
Pre-start meetings, team assignments	R.G. Leboff	Ops							
Technology order, i.e. phones, computers	R.G. Leboff	Erickson							
Vehicle order (lease or purchase)	R.G. Leboff	Zimmerman							
Equipment, paperwork and supplies order	R.G. Leboff	Clendenen							
Receive orders and inventory	R.G. Leboff	Clark							
Introduce transition team to BCSD staff	R.G. Leboff	Clark							
Final selection of management team	R.G. Leboff	Spencer							
Management team orientations begin	Clark	RG Leboff							
Training schedule review with HES/new staff	Clark	RG Leboff							
Meet with HR and BCSD on employee issues	R.G. Leboff	Clendenen							
Interviews with existing staff	R.G. Leboff	Clark							
Start word of mouth recruiting	R.G. Leboff	Clark							
Run initial hiring ad	Clendenen	RG Leboff							
Set up sites for BCSD Job Fairs (TBA)	R.G. Leboff	Clark							
Distribute applications to ALL schools	R.G. Leboff	Ops							
Compile paperwork from open Interviews	Clendenen	RG Leboff							
Evaluations, background checks, drug screens	Clendenen	Gilbert							
Orientations for new hires, paperwork, benefits	Clendenen	RG Leboff							
Assign Startup Team	Zimmerman	Clark							

Transition Plan

Beaufort County School District, SC			Scheduled	Completed	Behind	Urgent	TBD		
On-Site Operations Support During Start-up & Ongoing		Corporate Support							
Transition Lead: Don Clark Director HR: Phillip Gilbert On Site Consultant: Don Clark Corporate Operations: Scott Zimmerman Admin / HR Support: Sherri Clendenen Safety, Risk, Training, Compliance: Don Clark Sr. Operations Director: R. G. Leboff		President: Charlie Spencer CFO: Dave Makar Financial Controller: Dennis Miruka AP: Andrea Rodriguez VP Sales: Russell Leboff IT: Steve Erickson							
Review reporting structure with BCSD POC	R.G. Leboff	Clark							
Organize keys and key management	R.G. Leboff	Clark							
Obtain BCSD key contact list/school directory	R.G. Leboff	Clark							
Emergency plan, fire code, health dept. info.	Clark	RG Leboff							
Process computer hardware & software order	R.G. Leboff	Erickson							
Approve/Process vehicle order	Zimmerman	Spencer							
Approve/Process cell phone order	Zimmerman	Spencer							
Introduce transition team to key customers	R.G. Leboff	Clark							
Final selection mgt. team and on-site	R.G. Leboff	Spencer							
			Week						
Start Up	Owner	Support	1	2	3	4	5	6	On-going
Meet with staff to review transition plans	R.G. Leboff	Clark							
Schedule weekly briefings with district POC	R.G. Leboff	Clark							
Determine briefing schedule with BCSD POC	R.G. Leboff	Clark							
Schedule briefings with BCSD as directed	R.G. Leboff	Clark							
Conduct inventory of each room/building	R.G. Leboff	Clark							
Establish lists of acceptable vendors	R.G. Leboff	Zimmerman							
Finalize HES MWBE vendors, goals, plan	R.G. Leboff	Zimmerman							
Establish dates/times for periodic ops reviews	R.G. Leboff	Zimmerman							
Office Organization									
Establish and secure location of office	R.G. Leboff	Clendenen							
Define administrative support duties	R.G. Leboff	Clendenen							
Procurement and vendor control logs	R.G. Leboff	Clark							
Customize operating manuals to BCSD	R.G. Leboff	Clendenen							
HES forms, manuals, filing system set up	R.G. Leboff	Clendenen							

Transition Plan

Beaufort County School District, SC			Scheduled	Completed	Behind	Urgent	TBD		
On-Site Operations Support During Start-up & Ongoing Transition Lead: Don Clark Director HR: Phillip Gilbert On Site Consultant: Don Clark Corporate Operations: Scott Zimmerman Admin / HR Support: Sherri Clendenen Safety, Risk, Training, Compliance: Don Clark Sr. Operations Director: R. G. Leboff			Corporate Support President: Charlie Spencer CFO: Dave Makar Financial Controller: Dennis Miruka AP: Andrea Rodriguez VP Sales: Russell Leboff IT: Steve Erickson						
Human Resources									
Discuss Open Job Descriptions	Gilbert	RG Leboff							
Job Fair for applicants	Gilbert	Clendenen							
Screening/background checks/fingerprinting	Gilbert	Clendenen							
Train staff on daily time keeping procedures	Gilbert	Clark							
Employee records review	Gilbert	Clendenen							
Job descriptions reviewed/presented to staff	R.G. Leboff	Gilbert							
Review outstanding labor issues/agreements	Gilbert	Clendenen							
Establish individual staff training records	Gilbert	Clendenen							
Complete Orientation Checklist	Clark	RG Leboff							
Implement Training Program	Clark	RG Leboff							
Establish employee recognition program	Clark	RG Leboff							
Order Uniforms	R.G. Leboff	Clendenen							
			Week						
Operations Management	Owner	Support	1	2	3	4	5	6	On-going
Receive equipment/supplies distribution.	R.G. Leboff	Clark							
Obtain current school year calendar	R.G. Leboff	Clark							
Initiate monthly reporting to administration	R.G. Leboff	Clark							
Review SDS sheets.	Clark	RG Leboff							
Implement log books	Clark	RG Leboff							
Implement Employee Training Schedule	Clark	RG Leboff							
Baseline QC Survey to client	Clark	RG Leboff							
Commence random QC inspections	Clark	RG Leboff							
QC scores reviewed with staff	Clark	RG Leboff							

Transition Plan

Beaufort County School District, SC			Scheduled	Completed	Behind	Urgent	TBD		
On-Site Operations Support During Start-up & Ongoing Transition Lead: Don Clark Director HR: Phillip Gilbert On Site Consultant: Don Clark Corporate Operations: Scott Zimmerman Admin / HR Support: Sherri Clendenen Safety, Risk, Training, Compliance: Don Clark Sr. Operations Director: R. G. Leboff		Corporate Support President: Charlie Spencer CFO: Dave Makar Financial Controller: Dennis Miruka AP: Andrea Rodriguez VP Sales: Russell Leboff IT: Steve Erickson							
Implement Safety / Regulatory Compliance	Owner	Support	1	2	3	4	5	6	On-going
Have SDS Sheets available for Staff and Nurse	Clark	RG Leboff							
Safety rules reviewed and issued to employees.	Clark	RG Leboff							
Assure staff has PPE	Clark	RG Leboff							
HazMat communications to staff	Clark	RG Leboff							
Spill management program, procedures to staff	Clark	RG Leboff							
Financial Management	Owner	Support	1	2	3	4	5	6	On-going
Review proposal and contract	Miruka	Spencer							
Create budget and tracking system.	Miruka	Spencer							
Meet with transition team to review budget	Miruka	RG Leboff							
Adopt payroll procedures	Miruka	Makar							
Approval of invoices	Miruka	RG Leboff							
Develop invoice routing process	Miruka	Rodriguez							
Implement Purchase Order Tracking System	Miruka	Zimmerman							
Weekly and monthly labor and variance report	Miruka	RG Leboff							
Meet with all vendors	R.G. Leboff	Zimmerman							
			Week						
Continuous Quality Improvement	Owner	Support	1	2	3	4	5	6	On-going
Monthly reporting structure established	R.G. Leboff	Zimmermen							
Activity report to client via software and surveys	R.G. Leboff	Zimmermen							
QA scores reviewed with staff members	R.G. Leboff	Zimmermen							
Initiate customer satisfaction program	R.G. Leboff	Zimmermen							
Work order status, action taken summary	R.G. Leboff	Zimmermen							



Preliminary Transition Plan
for



Beaufort County School District

Table of Contents

- Introduction of Transition / Start-Up Team for BCSD
- The First 14 Days After Contract Award (Prior to Actual Start Date)
- Employee Onboarding
- Employee Training
- Proposed Account Manager Zones
- Summary

Transition and Startup Team in BCSD



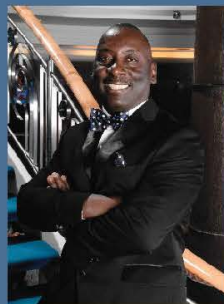
Russ G. Leboff
Senior Regional
Manager



Don Clark
Transition Manager



Scott Zimmerman
Senior Vice President



Curtis Bennett
Proposed Resident
District Manager



Sherri Clendenen
HR Administrator

The dedicated HES leadership team will work diligently to implement and execute a smooth transition from your current service provider and will work directly with BCSD liaisons of contact to communicate daily updates throughout the transition.

***Transition Tasks
The First 14 Days After Contract is Awarded
(Prior to Actual Start Date)***

- Meet with Principals to discuss hiring of recommended employees
- Onboard all recommended current employees
- Begin pre-hire training of all recommended employees
- Startup Team detailed tour of all facilities to identify immediate areas of need or concern
- Introduce Account Managers for BCSD operation
- Job slot all schools and assign work duties to employees
- Host community job fair(s) to fill all remaining job vacancies
- Stage new equipment and audit existing dispensers and dilution centers

Recruitment Plan and Ongoing

- HES will utilize a district office space within the operation to conduct the new employee onboarding process
 - Background checks, orientation, training, etc.
- Within the local office, a dedicated onboarding and recruitment administrator will work to recruit, advertise, onboard, and fill vacancies within the operation. These tasks will be delegated from Account Managers so they can spend their time working within the schools with the current employees. This method prevents candidates who have not been background screened from entering BCSD property.
- HES will meet and surpass all mandated wages to avoid experiencing turnover and inability to fill vacant positions. HES will take a proactive approach to onboarding employees to include accounting for: competitive wages, job stability, career advancement, seasonal onboarding changes, and training

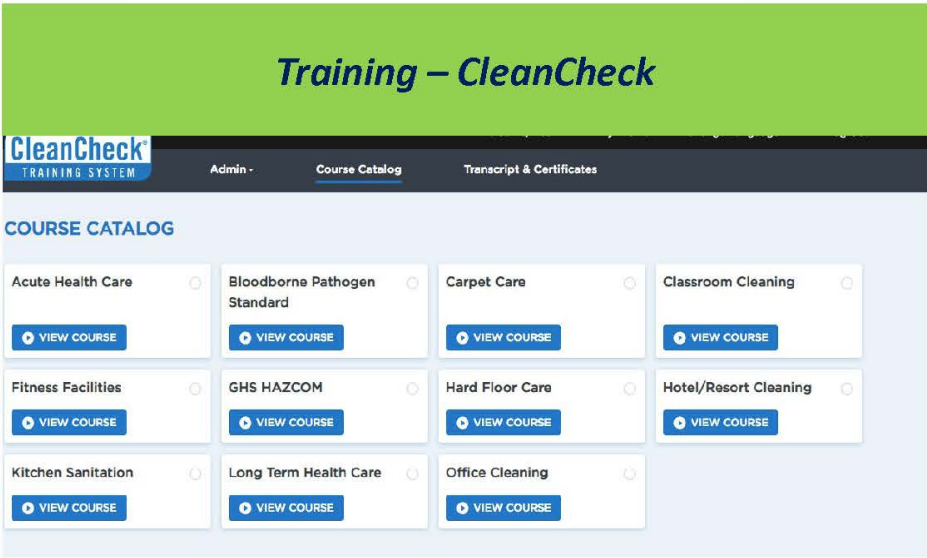
Employee Training

- HES has designed a comprehensive training plan for both newly hired and longstanding hourly and salaried employees. This 2 part training program includes weekly safety and workplace topics, which are administered in group sessions prior to the beginning or at the conclusion of each shift.
- Part 2 of the training is administered via cloud-based **CleanCheck**, which is accessible on android or apple devices. This training series consists of modules, which the employee reviews and tests on. Upon completion of the **CleanCheck** module, the employee will receive a 'Certificate of Completion', which can be displayed in the custodial closets and inserted into the employee's personnel file.

* An example of both training programs is provided in the following pages.

Training – Weekly Topics

Week	Activity	Week	Activity
1	Bloodborne Pathogens	26	Violence in the Workplace
2	Baseboard Cleaning	27	HES Safety Work Rules
3	Breakroom Cleaning	28	Emergency Evaluation
4	Cabinet Cleaning	29	Spot Mopping with mops
5	Hazard Communications	30	Cleaning of Stainless Steel
6	Janitor's Cart Organization	31	Refrigerator Cleaning
7	Cleaning Chemicals	32	Refrigerator Cleaning
8	Janitor's Closet Organization	33	Refrigerator Defrosting
9	Restroom Cleaning Procedures	34	Sink Cleaning
10	Personal Protective Equipment	35	Asbestos Awareness
11	Harassment Free Workspace	36	Surface Sweeping
12	Carpet Spotting	37	Toilet Cleaning
13	Counter-Top Cleaning	38	Customer/Client Safety Rules
14	Back Safety	39	Vacuuming - Uprights
15	Dust Mopping	40	Wall Washing
16	Elevator Cleaning	41	Vent Washing
17	Furniture Polishing	42	Trash Removal
18	Work Zones	43	Electrical Safety
19	Damp Mopping	44	Urinal Cleaning
20	Water Fountains	45	Upholstery Spotting
21	Dusting with Microfibers Cloths	46	Fire Prevention
22	Door, Frames and Latches	47	Vacuuming with Back Packs
23	Glass Cleaning	48	Wall Spotting
24	Graffiti Removal	49	Window Washing
25	Reporting of Injuries	50	Window Sills and Ledges



Summary of Transition Plan (Tasks to occur prior to official start date)

- Introduction of HES leadership support, including R.G. Leboff, Don Clark, Dennis Miruka, Sherri Clendenen, and the HES Executive Team
- Facility evaluations and meetings with all BCSD Principals / Administrators
- Hiring of recommended current custodial employees and job fairs to fill remaining positions
- Introduce Salaried Account Managers to oversee daily operations within each facility
- Local BCSD - HES Office used for new employee recruitment, onboarding, training, documentation, and work order management
- Staging of new equipment and chemical dispenser installations (where needed)
- Transparent daily reporting and transition updates
- Submission and approval of transition Cleaning Schedule

Transition Plan- Recruiting, Hiring, & Documentation

Human Resources are Key to Success

HES will utilize its Human Resource start-up support team to oversee the onboarding paperwork and documentation process, and these tasks will take place off school property so as not to disrupt or distract from the operation.

Appropriate levels of staffing will be controlled by the HES management team. Habitual tardiness, and callouts are not tolerated. In the event of an unexpected outage, call-out, or planned time off, HES uses a pool of existing floater employees, and willing on call employees who work within the school district to fill vacancies. On average, approximately 30% of HES employees register to be an on-call employee. The applicant pool for new team members will be managed offsite from the operation, at the HES Office, by a director of recruitment. This role will be to work daily on continued custodial candidate recruitment and vetting, including, but not limited to the oversight and management of: placement websites, school district websites, HES website and social media, veteran placement programs, goodwill careers, and a number of other outlets. Additionally, walk-in candidates and word of mouth job openings are always welcomed to the HES office.

- All applicants will be screened, hired, and orientated by onboarding specialists and management personnel.
- Each employee is eligible to participate in the HES employee recommendation program. Current HES employees who recommend successful candidates for hire, will be paid \$50 per employee and there is no cap. For every 5 successfully recommended employee, the recommending employee will receive one additional day of paid time off.
- All employees will sign a release for background checks to determine any previous criminal history. Thorough background checks will be run using Liberty Screening Services and Employee Screening Services.
- 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.
- HES will recruit from current employees, social media, recruitment centers, goodwill industries, veteran's services, references from customers, newspaper ads, magazine ads, and company reputation.
- HES pays higher wage rates than the industry average to attract and retain quality personnel.

“

SMS/HES did a wonderful job planning prior to their official takeover date and began work as scheduled on their first official day. SMS/HES understands the importance of relationships, not only with the school system that hires them, but also with the employees they hire.

**Michael Davis,
Hardin County Schools, TN**



”



HES FACILITIES MANAGEMENT

HIRING EVENT

First Shift Custodians Needed

3 DAYS - 3 LOCATIONS

WEDNESDAY JULY 29TH 10AM — 6PM	THURSDAY JULY 30TH 8AM — 3PM	FRIDAY JULY 31ST 8AM — 3PM
Lookout Valley Middle/High School 2541 Lookout High St. Chattanooga, TN 37419	Stone Hill Elementary 9042 Cancer Lane Oakbrook, TN 37133	East Ridge High School 4320 Bennett Road East Ridge, TN 37412

PER THE STATE OF TENNESSEE & HAMILTON COUNTY MANDATE, ALL APPLICANTS MUST WEAR FACE MASKS TO HIRING EVENT

Please bring proper ID required to verify employment eligibility to work in the US in order to complete your ID (please refer to list of acceptable documents found at <https://www.uscis.gov/e-verify>)

Verify

Employment is contingent upon the successful completion of our background check and fingerprint clearance

SMS, an HES Facilities Company is an Equal Opportunity Employer (EEOE). Qualified applicants are encouraged to inquire with our HR team regarding any questions or concerns.

www.hesfacilities.com

Transition Plan- Recruiting, Hiring, & Documentation

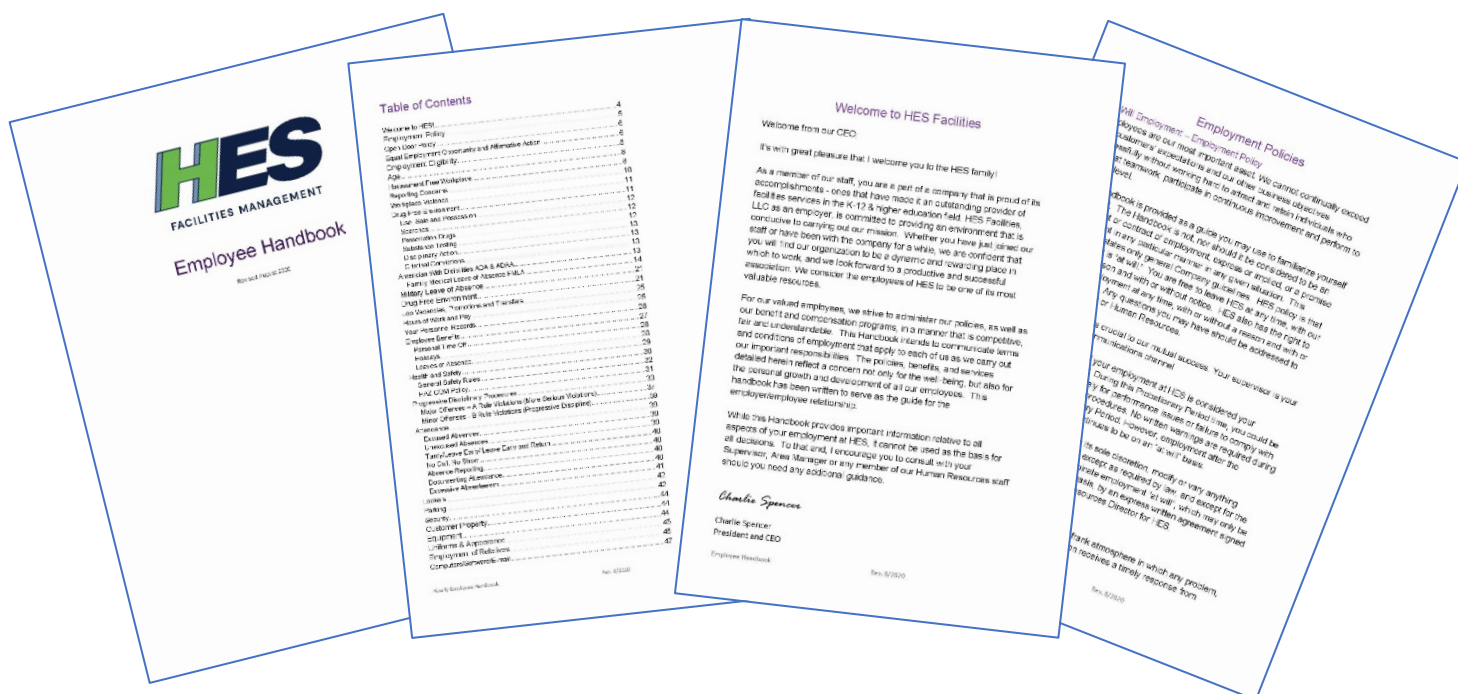
Drug Free Workplace

HES takes the problem of drug and alcohol abuse seriously and is committed to provide a substance free workplace. For this policy, the term “drug” includes alcoholic beverages and prescription drugs as well as illegal inhalants and illegal drugs. In order to maintain the Company’s high safety standards and to reduce accidents, **HES** strictly prohibits the consumption, selling, possession, or purchase of any alcoholic beverage or controlled or illegal substance on the premises on the school district property, in a company vehicle, or while carrying out company business. The only exception is for legal drugs, which have been prescribed to the employee and are being used in the manner prescribed.

As a condition of employment, all Company employees must comply with this policy. Employees violating this policy including drinking alcoholic beverages or taking drugs during work hours or reporting to work under the influence of alcoholic beverages or drugs will be subject to disciplinary action up to and including termination. Any **HES** employee who has been convicted under any criminal drug statute for a violation occurring in the workplace must report that conviction to the Company no later than 3 days after the conviction. Within 30 days after receiving notice of the conviction, the Company shall proceed with discipline. While we encourage any employee with a problem to contact their Manager to find out if assistance is offered through insurance, we are a zero-tolerance company.

Employee Handbook

All employee will receive the employee handbook upon employment. A complete employee handbook is available with this proposal upon request. This handbook was developed to describe the expectations of the employees and to outline the policies, programs and benefits available to eligible employees. Employees should familiarize themselves with the contents of the handbook as soon as possible, for it will answer many questions about employment with HES.



Transition Plan- Recruiting, Hiring, & Documentation

UNIFORMS AND IDENTIFICATION BADGES

HES employees are a direct reflection of our company and their appearance contributes to the morale of all employees as well as the image to our customers. Appearance should always be clean and neat. Employees shall always wear the company smock or shirt on the job site. Employees shall wear slacks, neat blue jeans, or khaki pants. Shorts, tank tops, and T-shirts are not approved attire. (except for company T-shirts). For safety reasons, open toe shoes, and sandals are not permitted. Steel toe shoes may be required in some job locations. Identification badges shall be worn while on school premises.

HES offers employees: See the excerpt from the HES benefit plan on next pages

Incentives: Referrals Bonuses, Gift Cards, Appreciation Events

Training & Recognition

Employee of the Month / Year

Benefits Available 30+ Hours:

- Health
- Vision
- Dental

Eligible employees may participate in the following:

- 401K (after year of employment)

Communication: Manager/Corporate Support

Vacation Pay



BENEFITS ENROLLMENT

2020

This publication contains important information about your
employee benefit program.
Please read thoroughly.



Transition Plan- Employee Benefits

What is a Network?

A network is a group of providers your plan contracts with at discounted rates. You will almost always pay less when you receive care in-network.

If you choose to see an out-of-network provider, you may be balance billed, which means you will be responsible for charges above Blue Cross Blue Shield of Tennessee's reimbursement amount.

Important Insurance Terms

- ◆ **Deductible:** the amount of money you are responsible for paying up-front before your plan shares your costs
- ◆ **Coinurance:** the percentage you and the plan pay; in our plans, you pay a smaller percentage and the plan pays a larger percentage
- ◆ **Copay:** a fixed amount for certain services you pay in some of our plans
- ◆ **Out-of-pocket maximum:** the limit on your expenses; once you reach this limit, the plan covers all eligible expenses for the remainder of the plan year



Medical and Prescription Drug

Blue Cross Blue Shield of Tennessee offers medical and prescription drug insurance.

Plan Highlights

You have the option of choosing one of three plans. Our plans offer coverage for most healthcare services. When you receive care in-network you benefit from our negotiated discounts with Blue Cross Blue Shield of Tennessee.

Blue Cross Blue Shield of Tennessee Member Site

Visit www.bcbst.com to take advantage of all the helpful tools and resources available including the following.

- ◆ When searching for a provider, please remember to select Network S as your BCBS of Tennessee network
- ◆ In-network provider and pharmacy searches
- ◆ A list of prescription drugs covered by our plans
- ◆ Access to temporary ID cards and means to order another ID card
- ◆ Information regarding paid and pending claims

Employee Bi-Weekly Medical Contributions

	Option 1	Option 2	Option 3
Employee Only	\$32.69	\$55.08	\$110.77
Employee and Spouse	\$173.79	\$220.78	\$309.23
Employee and Child(ren)	\$139.16	\$180.12	\$270.00
Family	\$293.72	\$361.65	\$438.46

Transition Plan- Employee Benefits

2020 HES Facilities Benefits Enrollment

Medical Plan Details

	Blue Cross Blue Shield of Tennessee PPO Option 1		Blue Cross Blue Shield of Tennessee PPO Option 2		Blue Cross Blue Shield of Tennessee PPO Option 3	
	In-Network	Out-of-Network	In-Network	Out-of-Network	In-Network	Out-of-Network
Calendar Year Ded.						
	Embedded		Embedded		Embedded	
Individual	\$5,500	\$11,000	\$1,500	\$3,000	\$3,000	\$6,000
Family	\$11,000	\$22,000	\$3,000	\$6,000	\$6,000	\$12,000
Out-of-Pocket Maximum (includes ded.)						
	Embedded		Embedded		Embedded	
Individual	\$6,000	\$18,000	\$3,000	\$9,000	\$6,000	\$18,000
Family	\$12,000	\$36,000	\$6,000	\$18,000	\$12,000	\$36,000
Physician Office Visits						
Preventive Care	Covered at 100%	60% after ded.	Covered at 100%	60% after ded.	Covered at 100%	60% after ded.
Primary Care Visit	80% after ded.	60% after ded.	80% after ded.	60% after ded.	\$30 copay	60% after ded.
Specialist Visit	80% after ded.	60% after ded.	80% after ded.	60% after ded.	\$50 copay	60% after ded.
Telemedicine	80% after ded.	60% after ded.	\$10 copay	60% after ded.	\$10 copay	60% after ded.
Urgent Care	80% after ded.	60% after ded.	80% after ded.	60% after ded.	\$50 copay	60% after ded.
Hospital Services						
Inpatient	80% after ded.	60% after ded.	80% after ded.	60% after ded.	80% after ded.	60% after ded.
Outpatient	80% after ded.	60% after ded.	80% after ded.	60% after ded.	80% after ded.	60% after ded.
Emergency Room	80% after ded.	60% after ded.	80% after ded.	60% after ded.	\$250 copay	60% after ded.
Prescription Drugs						
Generic	80% after ded.	60% after ded.	80% after ded.	60% after ded.	\$10 copay	60% after ded.
Preferred Brand Formulary	80% after ded.	60% after ded.	80% after ded.	60% after ded.	\$45 copay	60% after ded.
Non-Preferred Brand Formulary	80% after ded.	60% after ded.	80% after ded.	60% after ded.	\$90 copay	60% after ded.
Mail Order—90-day supply						
Generic	80% after ded.	Not covered	80% after ded.	Not covered	\$30 copay	Not covered
Preferred Brand Formulary	80% after ded.	Not covered	80% after ded.	Not covered	\$135 copay	Not covered
Non-Preferred Brand Formulary	80% after ded.	Not covered	80% after ded.	Not covered	\$270 copay	Not covered

* Embedded and non-embedded plans are important to consider if you are going to cover family members on your plan.

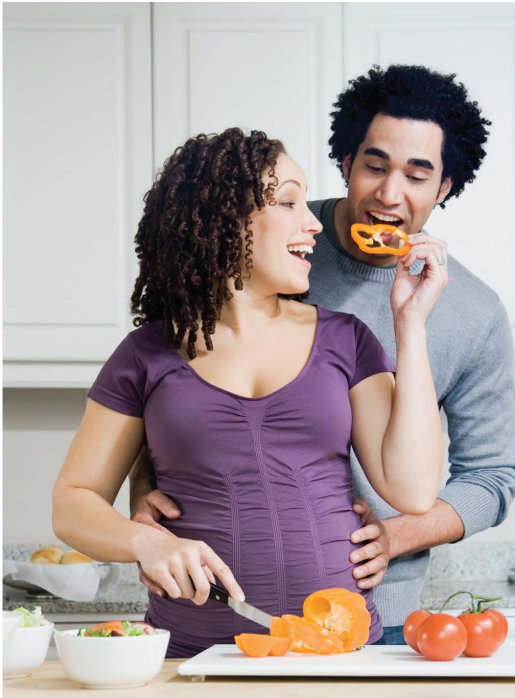
With family coverage in non-embedded plans the individual deductible and out-of-pocket maximum will never apply. You or a combination of your family members must satisfy the full family deductible and out-of-pocket maximum before the plan begins covering your eligible expenses.

With family coverage in embedded plans, the individual deductible and out-of-pocket maximum still applies to each individual on the plan. You can satisfy the individual limit and the plan begins covering your eligible expenses. Additionally, once a combination of family members satisfies the full family deductible and out-of-pocket maximum, the plan begins covering all family members eligible expenses.

This is a high level summary of your benefit coverage. Full coverage details are available in your summary plan description (SPD). In the event there is a discrepancy between what is reflected in this guide and what is communicated in your SPD, the terms of your SPD will prevail.

Fixed-Payment Indemnity Medical Plan

As an HES Facilities employee, you have four different medical plan options. three are traditional medical plan options that will allow you to pay for your medical and pharmacy services through discounted rates from Blue Cross Blue Shield of Tennessee. These three plans will offer you more coverage than the Bridge medical plan offered through Symetra. This medical plan is a fixed-payment insurance that pays a pre-selected, fixed dollar amount towards covered healthcare costs each day, up to your calendar year maximum. You can see any provider you choose, and you're paid the full benefit amount no matter what other coverage you have. It's important to note that fixed-payment insurance is not comprehensive or major medical insurance. If the cost of the service is more than your plan's per-day benefit amount, you are responsible for any balance due.



6

Benefit	
Outpatient Doctor Visit	\$30 per day \$300 per person, per calendar year maximum
Outpatient Major Diagnostic Testing	\$30 per day \$300 per person, per calendar year maximum
Inpatient Hospital Benefits	
◆ Hospital Stay	500 days per lifetime unless otherwise noted \$200 per day
◆ Intensive Care Unit	5 days per person, per calendar year maximum \$400 per day
◆ Substance Abuse Facility	5 days per person, per calendar year maximum \$200 per day
◆ Mental Health Facility 180 days Lifetime Maximum	5 days per person, per calendar year maximum \$100 per day
◆ Nursing Facility 60 consecutive days per stay maximum. This benefit is only paid if following a covered hospital stay of at least 3 consecutive days and the insured is under age 65	5 days per person, per calendar year maximum \$100 per day
Hospital Inpatient Admission	\$500 first day per confinement 1 admittance per person, per calendar year maximum

Employee Bi-Weekly Fixed-Payment Contributions

Fixed-Payment	
Employee Only	\$16.44
Employee and Spouse	\$34.20
Employee and Child(ren)	\$26.48
Family	\$47.34

Transition Plan- Employee Benefits

2020 HES Facilities Benefits Enrollment

Dental

We partner with Blue Cross Blue Shield of Tennessee to offer you and your family members dental insurance. Visit www.bcbst.com to find in-network providers and access a variety of online tools and programs.

In-Network Benefits	
Calendar Year Deductible	
Individual	\$50
Family	\$150
Calendar Year Maximum	
	\$1,000
Coinsurance	
Preventive	100% no deductible
Basic	80% after deductible
Major	50% after deductible
Orthodontia—Not Covered	

This is a high level summary of your benefit coverage. Full coverage details are available in your summary plan description (SPD). In the event there is a discrepancy between what is reflected in this guide and what is communicated in your SPD, the terms of your SPD will prevail.

Employee Bi-Weekly Dental Contributions

Dental Plan	
Employee Only	\$12.41
Employee and Spouse	\$27.30
Employee and Child(ren)	\$22.34
Family	\$40.69

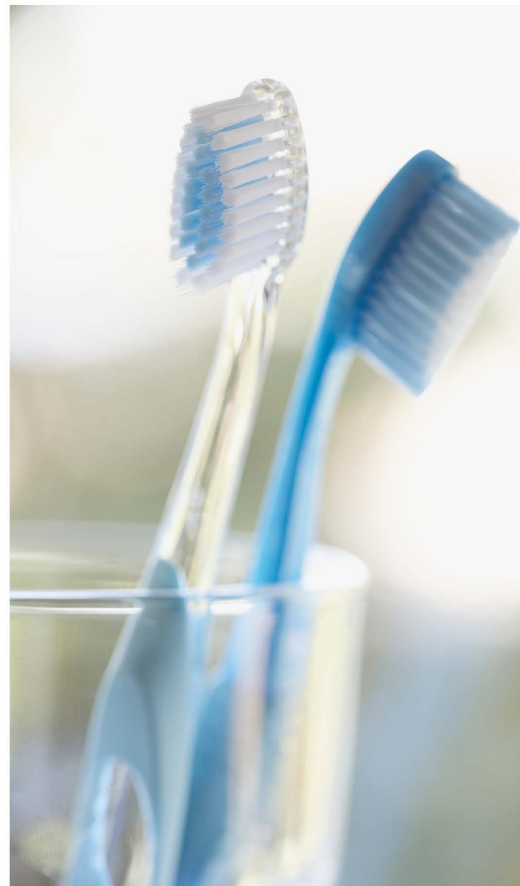
Finding In-Network Providers

Remember to visit in-network dentists to receive the deepest level of discount on your services.

To find a participating in-network dentist in your area, go to bcbst.com.

Examples of Services

- ◆ **Preventive**—exams, cleanings, fluoride, x-rays, and sealants
- ◆ **Basic**—fillings, extractions, periodontics, repairs, and oral surgery
- ◆ **Major**—crowns, inlays, dentures, and dental impacts



Transition Plan- Employee Benefits

Finding In-Network Providers

Remember to visit in-network dentists to receive the deepest level of discount on your services.

To find a participating in-network provider in your area, go to bcbst.com.



Vision

We partner with Blue Cross Blue Shield of Tennessee to offer you and your family members vision insurance. Visit www.bcbst.com to find in-network providers and access to a variety of online tools and programs.

	In-Network	Out-of-Network
Copay		
Exam	\$10 copay	\$35 allowance
Materials	\$55 copay	Not covered
Lenses		
Single	\$25 copay	\$30 allowance
Bifocal	\$25 copay	\$45 allowance
Trifocal	\$25 copay	\$60 allowance
Frames		
	\$120 allowance; 20% discount off balance over allowance	\$60 allowance
Contacts		
	\$120 allowance; 15% discount off balance over allowance	\$96 allowance
Frequency		
Exam	12 months	
Lenses	12 months	
Contacts (in lieu of glasses)	12 months	
Frames	24 months	

This is a high level summary of your benefit coverage. Full coverage details are available in your summary plan description (SPD). In the event there is a discrepancy between what is reflected in this guide and what is communicated in your SPD, the terms of your SPD will prevail.

Employee Bi-Weekly Vision Contributions

Employee Only	\$3.07
Employee and Spouse	\$6.15
Employee and Child(ren)	\$6.45
Family	\$10.14

Transition Plan- Employee Benefits

2020
HES Facilities Benefits Enrollment

Contact Information



Medical and Prescription
Blue Cross Blue Shield of Tennessee
800.565.9140
www.bcbst.com



Dental
Blue Cross Blue Shield of Tennessee
800.565.9140
www.bcbst.com



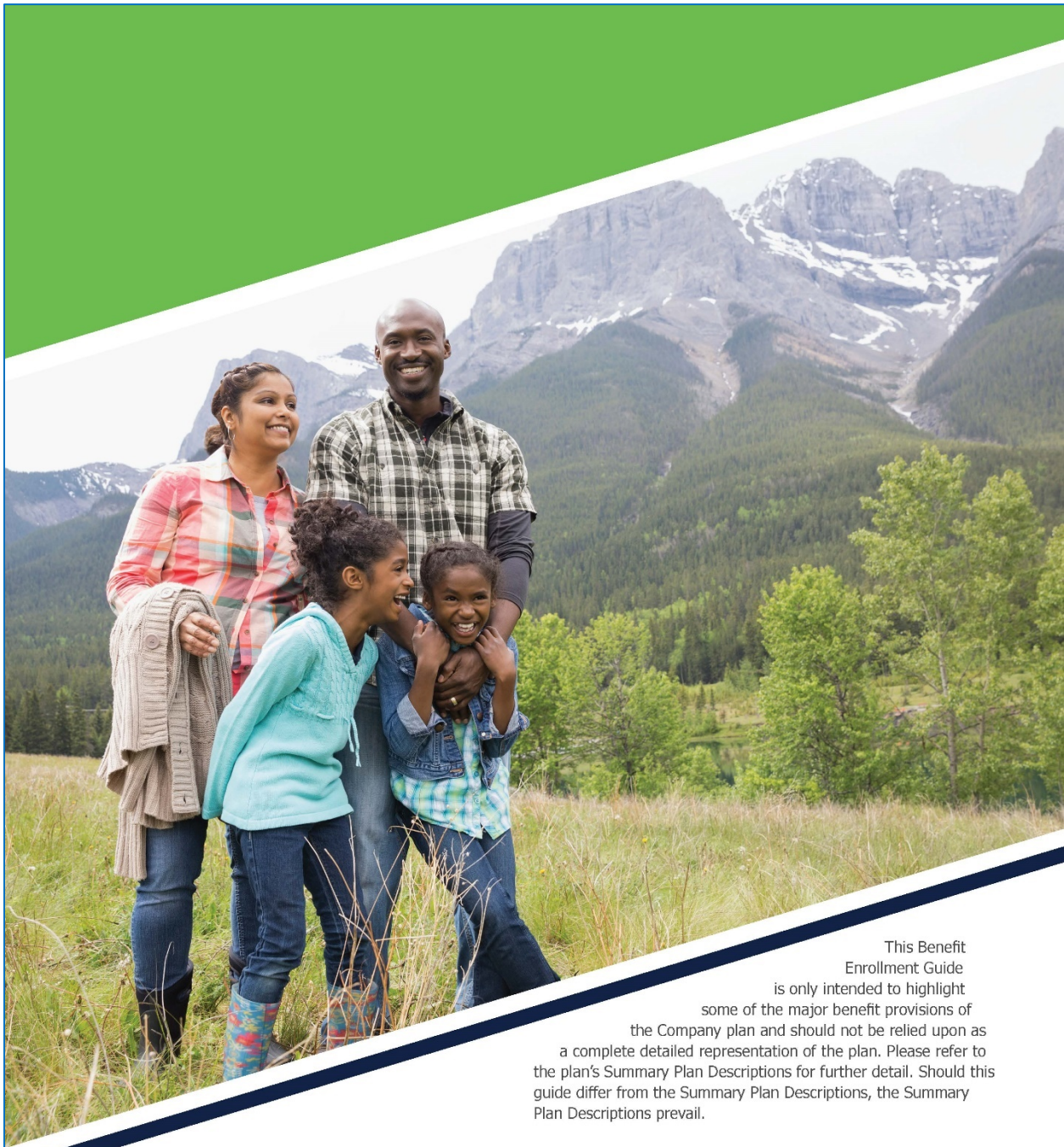
Fixed-Payment Indemnity
Symetra
800.497.3699
symsba@symetra.com



Vision
Blue Cross Blue Shield of Tennessee
800.565.9140
www.bcbst.com



Transition Plan- Employee Benefits



This Benefit Enrollment Guide is only intended to highlight some of the major benefit provisions of the Company plan and should not be relied upon as a complete detailed representation of the plan. Please refer to the plan's Summary Plan Descriptions for further detail. Should this guide differ from the Summary Plan Descriptions, the Summary Plan Descriptions prevail.

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[Rev 08/19/20] HESFA\Health\EE Comm\Benefit
Guides\2020\20BE 34491.pdf

Training Program for Management & Hourly Employees



4.0.1.8 TRAINING PROGRAM FOR MANAGEMENT & HOURLY EMPLOYEES:

- What is the name of the training program(s) your company uses to train all employees?
HES utilizes a combination of Spartan CleanCheck and in-house developed programs.
- If the training program(s) is/are an “in house” training program(s), a copy of the program(s) must be attached to this RFP. See the following training documents.

Site-Specific Orientation

INITIAL TRAINING

All new hires must complete the New Employee Orientation. This program provides on-site training relating to both work plan and use of equipment. Only after the training is completed do new employees begin independent work.

ALL EMPLOYEES

All employees are to complete at least 12 hours of in-service training, continuing education, and/or professional development courses on an annual basis. A portion of this training is annual refresher courses on the following topics:

- Refresher in Green Cleaning
- Review of Communication Procedures
- Restroom Cleaning
- Carpet Care Review
- Hard Floor Care Review
- Disinfectant Review
- Proper Use, Storage, and Maintenance of Equipment

In addition to this required training, employees are encouraged to attend special topics seminars that change from year to year, local seminars and courses offered by approved Vendors.

TRAINING AND ORIENTATION RECORDS

Training records are maintained for each employee and are in their employee file. In addition, the office will maintain a listing of training sessions, when conducted and the name of the instructor.

Management Development - Leadership

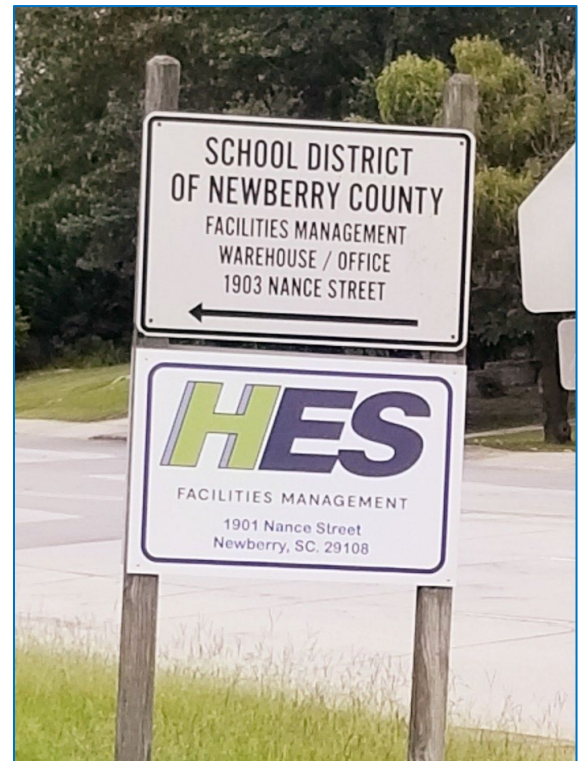
HES is committed to developing our existing and future executive management team using a competency-based approach to leadership, with a focus on skill development and to better identify and develop our next generation of leaders.

Training Program for Management & Hourly Employees

Skills that contribute to:

- Ensuring the organization is effective and successful by taking on responsibility for the implementation of an appropriate strategy that allows organization to easily adapt
- Effectively managing the demands of stakeholders
- Giving clear definitions of what constitutes effectiveness and success
- Ensuring the implementation of the strategy and the targeting of resources towards success
- Reviewing if their actions are relevant to the organization's overall goals.

Employee Training during Start-up at Newberry County Schools, SC



Training Program for Management & Hourly Employees



Management Training

SUPERVISOR/MANAGEMENT TRAINING PROGRAM

For Supervisors / Assistant Supervisors / Potential Supervisors/Managers

Purpose: Help prepare Supervisors to perform their duties to service contract in an effective, efficient, and professional manner. They are also encouraged to help develop, train, and motivate personnel that will enable us to promote from within the company

- Classroom training
- On the job training
- Follow-up evaluation (conducted on job site)

This program is designed to familiarize Supervisors with their job duties, to emphasize training, and to help them in dealing with personnel in a positive and professional manner.

After attending Supervisors classes, each Supervisor is trained on the job by the Manager. When all facets of the Supervisors job are being performed according to company standards, they are evaluated at the job site and Certified.

Custodial Personnel Training Program

Employee Training

All employees receive on the job training. Training includes green cleaning methods, proper chemical use and identification, equipment uses and care. Employee training is conducted by managers, supervisors, or designated trainers. All training includes detailed orientation which includes security training, safety training, and cleaning specifications training. These tasks are covered in the scheduled training as well as the module training provided by HES' training software, CleanCheck. Both programs are provided in the information. Each customer is unique, and their specific needs are fully explained and demonstrated to new employees. Each employee is also shown the location of MSDS sheets and/or SDS sheets and their use.

The customer's specifications are used in creating a building specific job booklet. This booklet will include all daily, weekly, monthly, quarterly, semi-annual, and annual duties. This booklet also includes a schedule to meet the specifications. These booklets will be created after the award of a contract and made specific to that contract prior to the start date.

All new employees will receive feedback regarding their work performance and additional training as needed to complete their job duties fully. Inspections will be performed by supervisors or managers and feedback will be provided to all new employees in a timely manner.

Training Program for Management & Hourly Employees

Employee Training Schedule (ETS)

Week	Activity	Week	Activity
1	Bloodborne Pathogens	26	Violence in the Workplace
2	Baseboard Cleaning	27	SMS Safety Work Rules
3	Breakroom Cleaning	28	Shower Cleaning
4	Cabinet Cleaning	29	Spot Mopping with mops
5	Hazard Communications	30	Cleaning of Stainless Steel
6	Janitor's Cart Organization	31	Dusting, Office Cleaning
7	Cleaning Chemicals	32	Refrigerator Cleaning
8	Janitor's Closet Organization	33	Stairway and Landing Cleaning
9	Restroom Cleaning Procedures	34	Sink Cleaning
10	Personal Protective Equipment	35	Asbestos Awareness
11	Restroom Closing	36	Emergency Evacuation Procedures
12	Carpet Spotting	37	Toilet Cleaning
13	Counter-Top Cleaning	38	Customer/Client Safety Rules
14	Back Safety	39	Vacuuming - Uprights
15	Dust Mopping	40	Wall Washing
16	Elevator Cleaning	41	Vent Washing
17	Furniture Polishing	42	Trash Removal
18	Work Zones	43	Electrical Safety
19	Damp Mopping	44	Urinal Cleaning
20	Water Fountains	45	Upholstery Spotting
21	Dusting with Microfibers Cloths	46	Fire Safety
22	Door, Frames and Latches	47	Vacuuming with Back Packs
23	Glass Cleaning	48	Wall Spotting
24	Graffiti Removal	49	Window Washing
25	Reporting of Injuries	50	Windowsills and Ledges

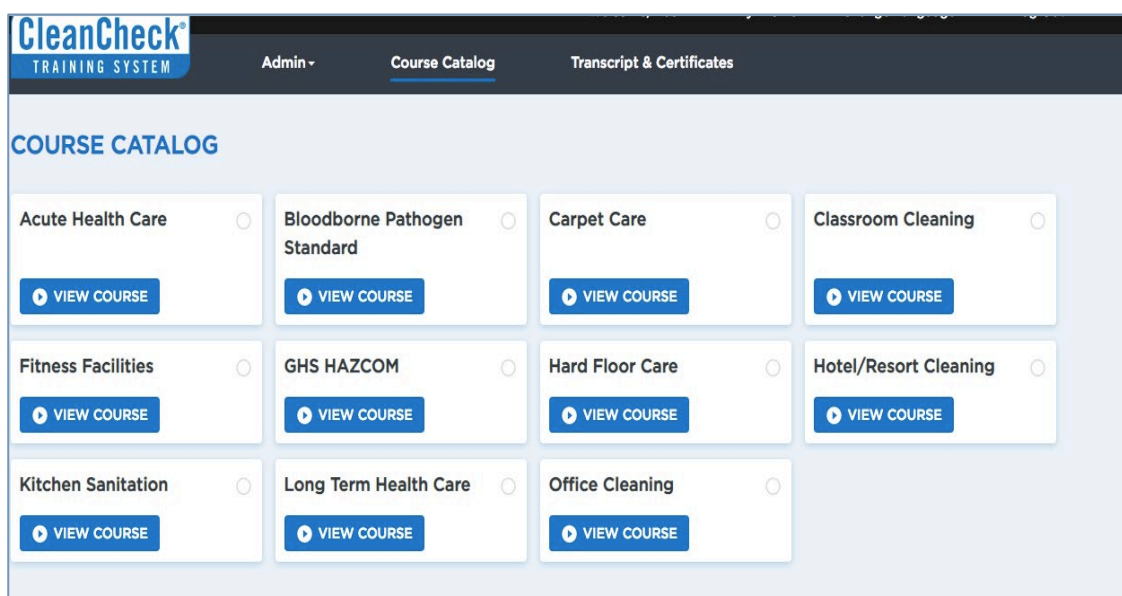
SMS/HES Disinfection Team training at Hamilton County Schools in Chattanooga, TN



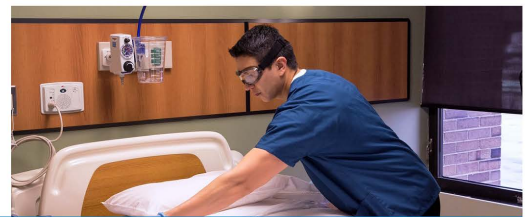
Training Program for Management & Hourly Employees

HES utilizes **CleanCheck** for many OSHA required training and education topics. A selected course catalog is customized for industry specific topics, and the modules can be administered online or in group settings to hourly and salaried employees. Upon completion, employees can elect to receive an electronic or hard copy certificate of completion. CleanCheck is an ISSA approved training program. Some example topics from the training menu and certificates of completions can be reviewed below. A complete training manual follows on the following pages.

Sample Training Certifications:



Training Program for Management & Hourly Employees



CleanCheck[®]

training made simple[™]

CleanCheck ensures that your staff will master the proper cleaning procedures that promote a safe and clean environment. Complete with bilingual video tutorials, training manuals, on-the-job cards and testing tools, CleanCheck is a thorough program that trains employees and keeps you compliant.



Providing Quality Maintenance and Chemical Specialty Solutions with Unparalleled Customer Service

CLEANCHECK® TRAINING SYSTEM

Your employees are your most valuable resources. To ensure quality workmanship, thorough and effective training is a must. Whether training existing employees or new hires, CleanCheck is the ultimate tool for instilling pride and professionalism, building confidence, minimizing complaints, and cost-effectively managing the talents of your workforce. Spartan's bilingual, web and DVD-based CleanCheck Training System makes fast work of administering instructor-led and self-directed training. CleanCheck modules cover basic and advanced topics for a variety of cleaning operations, including specialty facility areas. Plus, comprehensive Safety modules thoroughly demonstrate Bloodborne Pathogen Standards as well as OSHA Compliance. CleanCheck meets the requirements for the CIMS-GB Standard as well as CITS Advanced Standards. Online and hard copy testing adapts to both individual and group training situations. CleanCheck ensures that your staff will master the proper cleaning procedures that promote a safe and clean environment.



TRAINING VIDEOS

The CleanCheck Training Videos provide step-by-step procedural instruction on cleaning specific areas in your facility. Each video module covers the cleaning process end-to-end, but is also offered in single chapters so specific tasks can be easily revisited or re-trained. Available in both English and Spanish, CleanCheck video modules also offer DVD or web-based viewing to meet the needs of your diverse and dispersed organization.

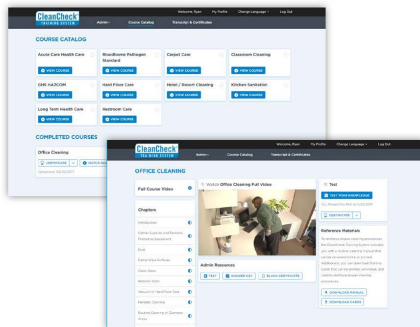


TRAINING MANUAL

The CleanCheck Training Manual includes detailed instructions on proper cleaning and procedures. Pages can be used as a handout during employee training, or a reference for employee training and re-training. As with all CleanCheck components, images and color-coded product categories reinforce the procedures taught in the instructional video modules.

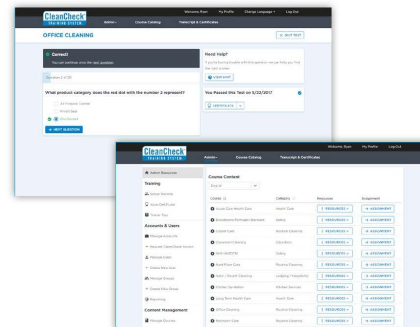
SIMPLE ONLINE ACCESS

COURSES



VIDEO TUTORIALS

WEB-BASED TRAINING



ACCOUNT MANAGEMENT

ON-THE-JOB CARDS

The CleanCheck job cards allow employees to perform each cleaning step with confidence when they're ready to clean by themselves. Housed with dual rings, you can easily separate and customize your card set based on which employees will need which job cards depending on their cleaning tasks. Employees can simply check off each step as it's completed with the provided erasable pen. CleanCheck job cards follow the procedural instructions covered in the video modules and manuals.



COLOR-CODED PRODUCT CATEGORIES

CleanCheck utilizes color-coded product categories to identify which products are right for the job. Displayed as colored/numbered dots throughout the videos, cards, and manuals, CleanCheck includes corresponding stickers that can be applied to the actual product containers so there is a direct association between each chemical and the cleaning category identified in the training and CleanCheck job cards. This provides more assurance that the right product is used for each cleaning challenge.



ONLINE TESTING, TRACKING, AND CERTIFICATION

When training is complete, you can reward employees for a job well done. Online testing is available and provides track-able results for each employee. Test questions focus on the basic concepts, while correct answers facilitate success and professional workmanship. Personalized certificates with employee name and area mastered are available upon completion of each module. These certificates can be printed for compliance documentation and presented to employees.



CleanCheck® TRAINING SYSTEM



CLEANCHECK TRAINING SYSTEM ONLINE SUBSCRIPTION

FREE

The complete CleanCheck Training System is available online. View or print the modules and components that you need!



THE BASIC CLEANCHECK TRAINING SYSTEM

929000

The CleanCheck training system includes everything you need to roll out the system full-scale. Includes a company-wide subscription to CleanCheck Online, Trainer Manual, DVD set, card sets, and five product sticker sets.



CLEANCHECK TRAINER MANUAL

929500

Over 40 pages covering training tips, procedures, safety, products, support, and dispensing systems.



CLEANCHECK CARD COLLECTIONS

927000

Basic Card Collections include eight areas (excludes Health Care, Education, Lodging/Hospitality, Kitchen Services, and Fitness Facilities) on 1" rings and an erasable pen connected to a heavy-duty 3" ring.

Restroom Care Cards

927100

Office Cards

927200

Carpet Care Cards

927300

Hard Floor Care Cards

927400

Health Care: Acute Care

920300

Health Care: Long Term Care

927003

Education Cards

925000

Safety: GHS Modified HazCom Cards

934800

Safety: Bloodborne Pathogen Standard Cards

925300

Lodging/Hospitality Cards

927004

Kitchen Services Cards

927005

Fitness Facilities Cards

927006

CLEANCHECK DVD SERIES

928000

Includes the complete set of eight (excludes Health Care, Education, Lodging/Hospitality, Kitchen Services, and Fitness Facilities) CleanCheck instructional DVDs.



Restroom Care DVD

928100

Office DVD

928200

Carpet Care DVD

928300

Hard Floor Care DVD

928400

Health Care: Acute Care DVD

920100

Health Care: Long Term Care DVD

928001

Education DVD

923800

Safety: GHS Modified HazCom DVD

932900

Safety: Bloodborne Pathogen Standard DVD

931100

Lodging/Hospitality DVD

928002

Kitchen Services DVD

928003

Fitness Facilities DVD

928004



ADDITIONAL OPTIONS

927900

Color-coding sticker sheets (set of 5)

Distributed By:



Spartan Chemical Company, Inc.

1110 Spartan Drive, Maumee, Ohio 43537

1-800-537-8990

www.spartanchemical.com

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Hazardous Chemical Spills Clean Up Procedure

Policy: To outline the correct methods for clean-up spills of hazardous substances and to safeguard personnel and the environment from any danger whether potential or real. This procedure is to provide guidance in the cleanup of hazardous materials but is not intended to replace or supersede the cleanup information contained on the MSDS sheet for the product.

Procedure:

1. Most spills will be small. Spills of less than 100 millimeters will usually be treated as a housekeeping problem. However, the Maintenance Department keeps all the protective equipment and cleanup agents so they should be called for any spill of a hazardous chemical (i.e.: mercury).
2. The Maintenance Department will keep on hand the necessary equipment for handling hazardous chemical spills. The following list outlines what equipment will be kept in readiness:
 - Mercury Spill Kit
 - General Chemical Spill Kit
 - Neutralizing agents for acids, bases, and petroleum products
 - Absorbent materials
 - Scoops for absorbent materials
 - Flashlights
 - Protective wear: rubber gloves, goggles, gowns, or other protective outerwear.
3. The following action plan is general and must be adapted for the substance as appropriate. Refer to the MSDS for specific information about the substance.
 - All personnel will be evacuated from the immediate area of the spill.
 - During regular working hours, the receptionist will notify the Environmental Specialist of the nature, size, and location of the spill.
 - After hours, the Supervisor will notify the on-call Maintenance Staff of the nature, size, and location of the spill.
 - The Environmental Specialist will coordinate the cleanup effort through Housekeeping and/or Maintenance Staff, depending on the size and nature of the spill.
 - Any injured employees will be transported to the Emergency Room of a nearby hospital for medical treatment.
 - The Department of the area where the spill occurred will complete the following the emergency an Incident Report.
 - The corporate Risk Management Department will be notified of the spill.

Training Program for Management & Hourly Employees

4. Housekeeping and Maintenance employees who will be responding to the hazardous chemical spill situations will receive the following in-service or training annually:

- A review of hazardous substances and instruction in where the MSDS manuals are located within the hospital.
- A description and review of cleanup equipment.
- The purpose, proper use, and limitations of personal protective clothing and equipment available for use.
- Training in the proper procedures for the handling of spills, emergencies, and cleanup procedures.
- Training will be performed annually after initial training is provided.

Bloodborne Pathogens Emergency Clean Up Procedure

In an emergency involving blood or potentially infectious materials, employees should always **use Universal Precautions** and try to minimize your exposure by wearing gloves, splash goggles, pocket mouth-to-mouth resuscitation masks, and other barrier devices.

If you are exposed, however, you should:

1. Wash the exposed area thoroughly with soap and running water. Use non-abrasive, antibacterial soap if possible.
2. **If blood is splashed in the eye or mucous membrane, flush the affected area with running water for at least 15 minutes.**
3. Report the exposure to your supervisor as soon as possible.
4. Fill out an exposure report form if you desire. This form will be kept in your personnel file for 40 years so that you can document workplace exposure to hazardous substances. This report is available from your supervisor.
5. You may also request blood testing or the Hepatitis B vaccination if you have not already received it.

Rules to follow:

- Always wear personal protective equipment in exposure situations.
- Remove and replace PPE that is torn or punctured or has lost its ability to function as a barrier to bloodborne pathogens.
- Remove PPE before leaving the work area.
- If you work in an area with routine exposure to blood or potentially infectious materials, the necessary PPE should be readily accessible. Contaminated gloves, clothing, PPE, or other materials should be placed in appropriately labeled bags or containers until it is disposed of, decontaminated, or laundered. It is important to find out where these bags or containers are located within your area before beginning work.

Decontamination and Sterilization

All surfaces, tools, equipment, and other objects that contact blood or potentially infectious materials must be decontaminated and sterilized as soon as possible. **Equipment and tools must be cleaned and decontaminated before servicing or being put back to use.**

- Decontamination should be accomplished by using the solution X-EFFECT. X-EFFECT is a non-alkaline disinfectant cleaner concentrate specially designed to clean and disinfect high-gloss floors, restrooms, and other non-porous surfaces. At 2 oz. per gallon X-EFFECT kills 99.9% of bacteria in 30 seconds. Suitable for clean-ups per the Bloodborne Pathogen Standard, X-EFFECT kills Hepatitis C Virus (HCV), Hepatitis B Virus (HBV), and HIV-1 (AIDS Virus).
- Lysol or some other EPA-registered tuberculocidal disinfectant. Check the label of all disinfectants to make sure they meet this requirement.

If you are cleaning up a spill of blood, you can carefully cover the spill with paper towels or rags, then gently pour the 10% solution of disinfectant over the towels or rags and leave it for *at least 10 minutes*. This will help ensure that any bloodborne pathogens are killed before you begin cleaning or wiping the material up. By covering the spill with paper towels or rags, you decrease the chances of causing a splash when you pour the disinfectant on it.

If you are decontaminating equipment or other objects (be it scalpels, microscope slides, broken glass, saw blades, tweezers, mechanical equipment upon which someone has been cut, first aid boxes, or whatever) you should leave the disinfectant in place for *at least 10 minutes* before continuing the cleaning process.

Of course, any materials you use to clean up a spill of blood or potentially infectious materials must be decontaminated immediately, as well. This would include mops, sponges, re-usable gloves, buckets, pails, etc.

To protect yourself, it is essential to have a barrier between you and the potentially infectious material.



Asbestos Awareness and Safety Training

PURPOSE: Exposure to airborne asbestos fibers can create a potential hazard for employees. Very few operations within the company will cause an employee to work in an area where the threat of asbestos exposure is present. If employees do not disturb identified asbestos or asbestos containing material, employees face little or no risk. HES has established a program to promote the safest possible work environment and ensure regulatory requirements are followed at each work location.

- The program applies to the following:
- buildings, structures, and areas where HES companies operate
- all employees and subcontractors of HES routine work when an employee might encounter asbestos
- work near areas where repair or removal of asbestos-containing material is in progress

The Federal OSHA Asbestos Standard (29 CFR 1910.1028) establishes uniform requirements to ensure the hazards of asbestos in U.S. workplaces are evaluated and safe work practices are established.

POLICY: Operational Site Management will ensure that any asbestos exposure potential is evaluated prior to assigning employees to work and protective measures are identified. Site surveys with a client representative are conducted as needed. The program will be enforced to protect employees, contractors, sub-contractors, visitors, and client employees from any potential health hazard resulting from a work process or task.

In general, employees will not touch, move, clean-up or disturb asbestos or asbestos containing materials. Only qualified employees shall be involved in any asbestos repairs, maintenance, or removal operations (abatement).

PROCEDURES: The Asbestos Program will be referred to as HES's written program in accordance with 29 CFR 1910.1028. The program will be periodically reviewed and updated when necessary. Existence of this written program will be communicated to all employees through education upon initial employment and written copies will be available for review at the jobsites or local office during the work shift.

5. Employee Training and Education: Training will be provided for employees to help them identify asbestos containing material and work safely around identified areas. Training will be given at a Level 1 (OSHA). Employees shall be oriented to:

- signage and procedures for work around areas where asbestos containing material may be present
- carry out their work without endangering themselves, their coworkers or other building occupants
- the types, properties and uses of asbestos
- ways to recognize asbestos containing material
- the hazards of asbestos fiber inhalation and ingestion
- types of activities which could release asbestos fibers
- Identification of signage and warning barriers



Training Program for Management & Hourly Employees

- Avoidance of asbestos work areas
- Host facility requirements regarding ACM

Retraining will be scheduled on an annual basis as needed. Retraining will also take place if an employee's work takes them closer to a hazardous or regulated area; there is a change in a process that presents a new hazard; there is a change in asbestos safety procedures; safety procedures fail resulting in a near-miss, illness, or injury; and, whenever a periodic inspection reveals there is reason to believe deviations or inadequacies in the employee's knowledge of known hazards exists. All employee training/education will be documented on standardized forms. All documentation will be retained in the employee's safety file.

Post Pandemic Cleanup and Disinfection Training

Managers and employees will be trained through Spartan Chemical's Clean Check Training System on post pandemic cleanup and disinfection. Available in both English and Spanish, CleanCheck video modules also offer DVD or web-based viewing to meet the needs of a diverse and dispersed organization.



Custodial Services Quality Control

4.0.1.9 CUSTODIAL SERVICES QUALITY CONTROL:

What system does your company use to measure the quality of your custodial services? Please describe here or attach a copy of your company's documents describing your system.

HES utilizes CompuClean to track inspections, as well as Principal "Report Card" Surveys.

Note: Attach additional pages, if needed.

- If your company uses a software quality control system, please name the system: **CompuClean**

HES uses an application-based program called **CompuClean**, which is compatible with Apple and Android devices, for routine inspections, work order/deficient project assignments, and quality tracking or Key Performance Indicators (KPI's). All members of the HES management team will be thoroughly trained on the components of the **CompuClean** application prior to Day 1 of the contract start date. From the **CompuClean** program, HES will generate detailed reports, graphs, pictures, notes, and quality trends for the previous quarter and provide this information to BCSD's point of contact during the Quarterly Business Review meetings (QBR). At any point during the partnership, these reports can be generated and provided in a fully transparent manner, which will serve as an additional layer of assurance that the district is indeed receiving the level of service necessary and required.

HES Account Managers will be required to perform at least 5 inspections per day from their mobile device. Each inspection contains 10 questions, all of which are worth 10 points. This will provide an adequate 0-100% compliance scale for each area, and over time, the trends can be tracked by week, month, quarter, semester, and year. A more detailed example of CompuClean can be reviewed in the literature provided.

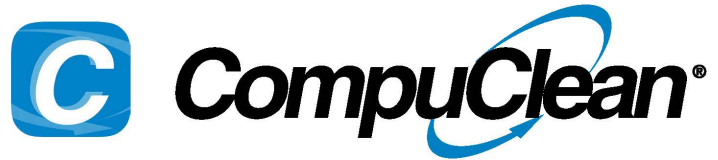
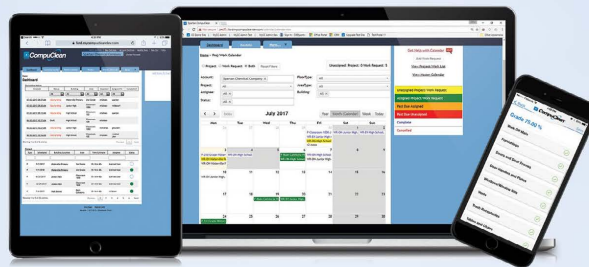
In addition to routine inspections in each facility, the HES Account Management Team is tasked with, but not limited to the following duties:

It is a Process

Ensuring your locations are appealing, clean, healthy, and safe, requires more than cleaning locations. HES processes locations via the following standard operating procedures and **CleanCheck**.

Please see the complete CompuClean Manual on the following pages.

Custodial Services Quality Control



custodial management made simple™



Providing Quality Maintenance and Chemical Specialty Solutions with Unparalleled Customer Service

POWERFUL MANAGEMENT TOOLS AT YOUR FINGERTIPS

CompuClean®, by Spartan Chemical Company, Inc. offers solutions for a host of custodial management challenges with the convenience of cloud-based accessibility.

QUALITY ASSURANCE

Perform quick and effective mobile inspections with the CompuClean Mobile App for iPad®, iPhone® and iPod Touch®. CompuClean Mobile is also available for Android™ devices.

- Inspect any facility with a custom designed inspection program to drive performance
- Create, assign, and complete corrective actions to document resolution of issues
- Capture, track, annotate, and caption images to reinforce inspection results
- Offline mobile inspection capability for audits in areas with no network coverage
- Bar code and scan areas for instant inspection creation



WORK MANAGEMENT

Design a custom work plan for your facilities and effectively communicate assignments and requests to your cleaning personnel.

- Accept work requests from customers and building occupants through a branded web portal
- Text and email notifications of project and work order assignments
- ISSA 612 based workloading
- Customize cleaning and project tasks, productivity rates and frequencies
- Balance work assignments for maximum employee performance
- Estimate labor costs for new facilities
- Generate charts and graphs to deliver immediate feedback



INVENTORY MANAGEMENT

Streamline inventory purchasing and tracking to reduce costs and eliminate shortages

- Improve budget forecasting
- Track transfers and consumption, and identify usage discrepancies
- Document green and certified product usage
- Track SDS for chemicals

CAPITAL EQUIPMENT TRACKING

Get a handle on repair and maintenance costs for your cleaning equipment.

- Reduce down time and extend equipment life
- Proactive preventative maintenance scheduling
- Store electronic manuals and documentation
- Document repair expenditures and maintenance costs



CLOUD AND MOBILE APP CONVENIENCE

Instant access, anywhere availability, and included support services make CompuClean an unbeatable value when you partner with Spartan Chemical.

CONVENIENCE

- Same-day account access
- Offline quality inspections
- Access complete information anywhere you have an internet connection

VALUE

- Full access to all program features
- Training and support are included
- Upgrades are applied automatically
- Nominal annual fee to cover server maintenance and program enhancement

SERVICE AND SUPPORT

- One-on-one implementation support and data migration
- Custom online training available
- Telephone support included
- Two-day, hands-on CompuClean seminars at Spartan

SECURITY

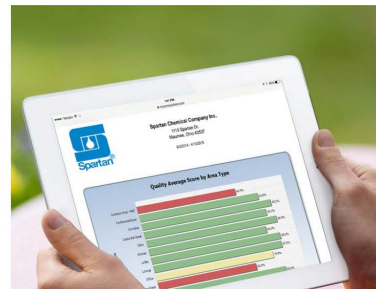
- All information is fully encrypted
- Data is backed up to multiple locations throughout the day
- Access is password protected
- Information is confidential and never shared

SUPPORTED INTERNET BROWSERS

- Google Chrome™, Mozilla Firefox®, Microsoft Edge, Safari, and Internet Explorer® 10

SUPPORTED MOBILE OPERATING SYSTEMS

- Android 4.4+, tablets and smart phones
- iPads, iPhones, and iPod Touch (iOS 9.0+)



QUALITY ASSURANCE EQUIPMENT MANAGEMENT WORK ORDERS PROJECT MANAGEMENT INVENTORY MANAGEMENT

THE ULTIMATE TOOL FOR CUSTODIAL
MAINTENANCE MANAGEMENT

CompuClean®

GETTING STARTED

CompuClean is available to Spartan Chemical customers. Please contact your local Spartan distributor or the CompuClean Help Desk at: 800-537-8990 x219. You can also visit us on the web at:

<http://www.spartanchemical.com/solutions/facility-management-software>



Download on the
App Store



GET IT ON
Google Play

Distributed by:



Spartan Chemical Company, Inc.
1110 Spartan Drive / Maumee, Ohio 43537
1-800-537-8990
www.spartanchemical.com



CompuManage®
A wholly owned subsidiary of Spartan Chemical Company, Inc.

©SCC 07/17 L0023

Custodial Services Quality Control

Administrator Feedback

HES is committed to providing a consistent, honest, and effective level of quality and communication across the district. An honest assessment from each facility administrator is valuable in: rewarding employees who are achieving high levels of quality, identifying areas needing improvement, preventing items of concern from becoming habitual, and communicating with transparency to the school board who has hired us to perform a job. In addition to internal report card scoring, HES will distribute online district approved surveys, requesting feedback from the previous month's performance. This detailed survey will be submitted to each administrator and the data provided will be used to generate graphs and quality scores, such as the examples provided, which are examples of what the results will look like for BCSD. Also, attached is a completed Principal Report Card survey and an in-house administrated survey from a current K-12 school district client.

Provides:

- Open lines of communication with all principals, administrators, and the district leadership is key
- Daily site visits and inspections performed by account, zone, and regional managers to ensure quality standards are being maintained
- Monthly surveys given to each principal to pinpoint any areas of improvement
- Follow up with principals on areas of needed improvement from the monthly surveys with implementation of a well-developed plan

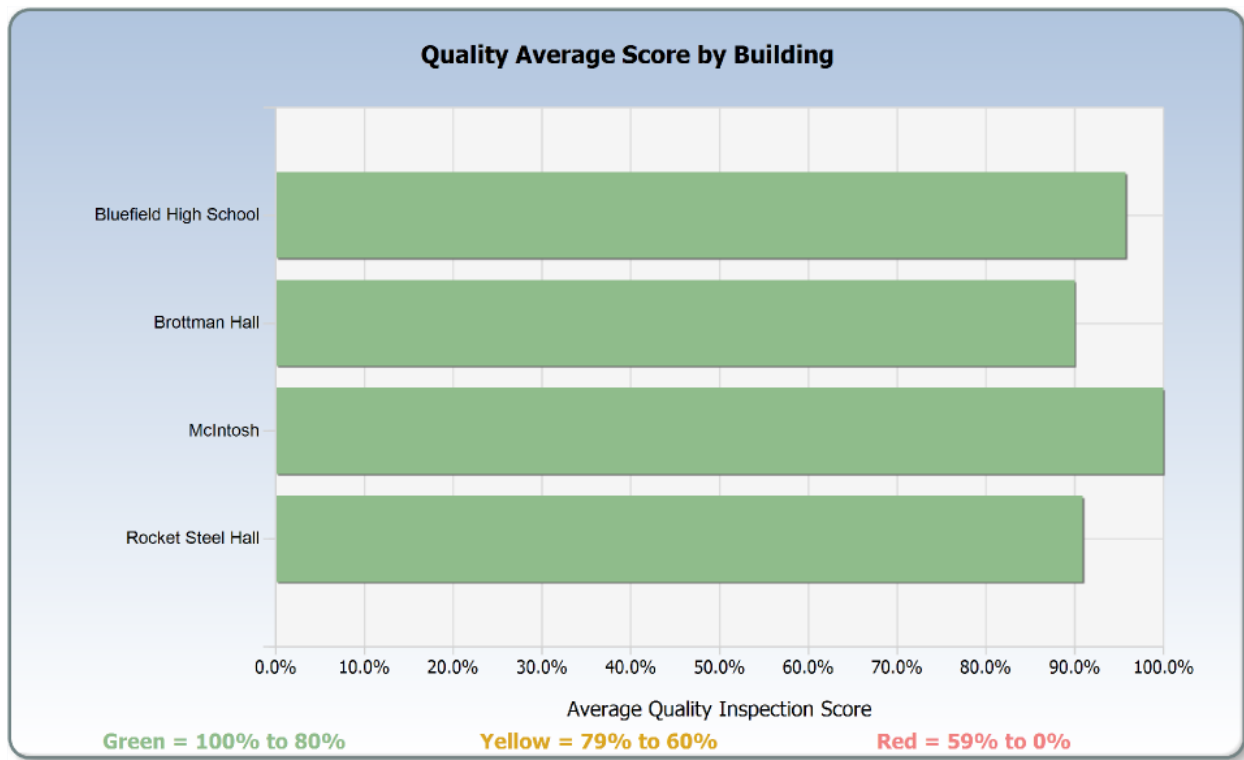
...the quality of service and customer attention throughout the district drew excellent ratings from the Principals.

**Phyllis White
Beaufort, SC**

Custodial Services Quality Control



Beaufort County Schools
2900 Mink Point Boulevard
Beaufort, South Carolina 29902
843-322-2300
Date Range

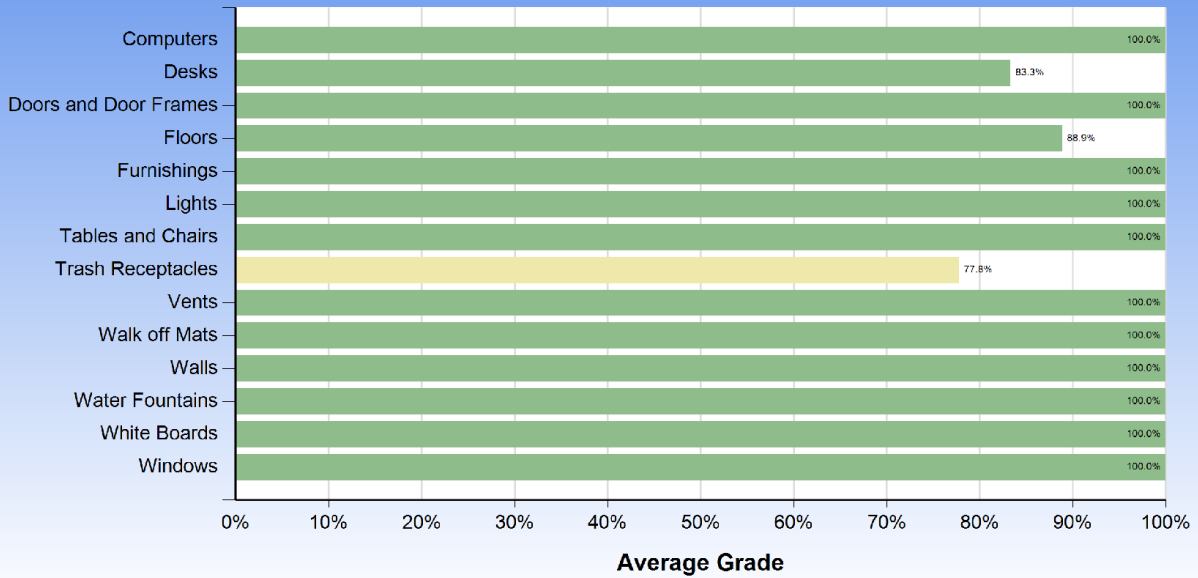


Building Name	Inspection Count	Average Grade
Bluefield High School	5	95.8%
Brotzman Hall	1	90.0%
McIntosh	2	100.0%
Rocket Steel Hall	1	90.9%
Total	9	95.5%

***Data for example purposes only**

Custodial Services Quality Control

Average Grade per Quality Line Item

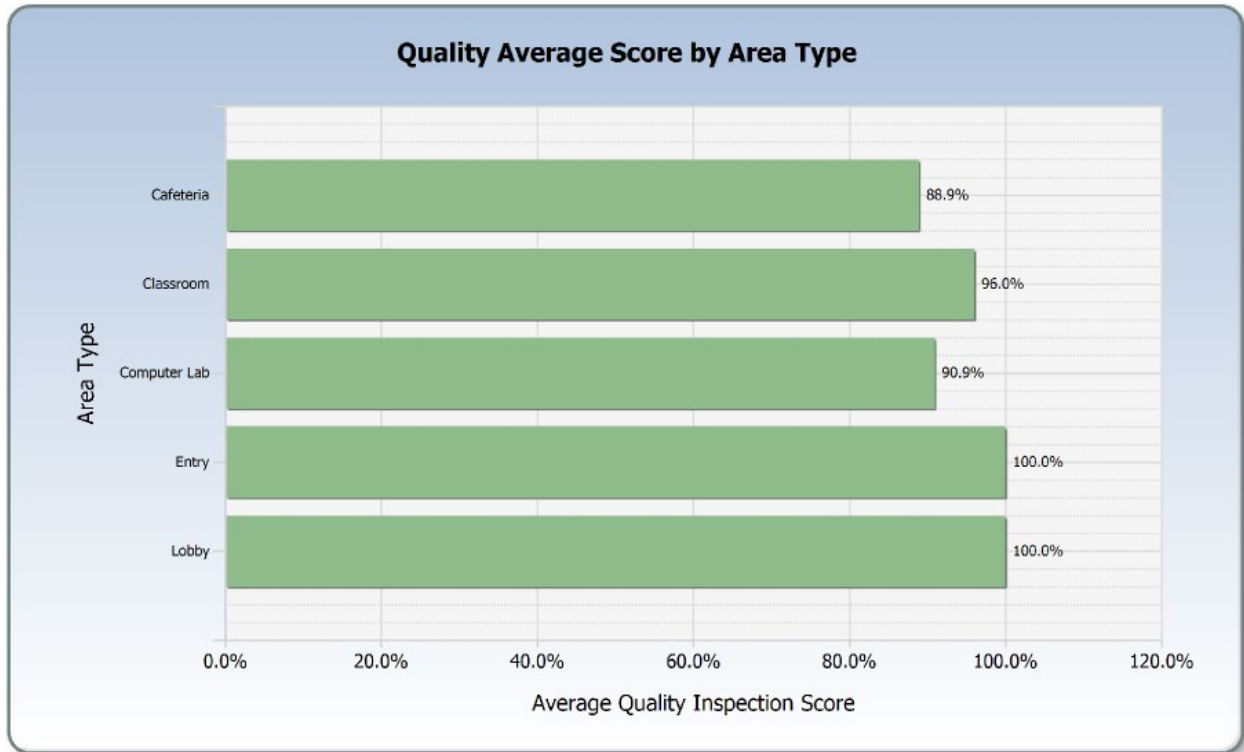


Description	Inspection Count	Points Earned	Average Grade
Computers	1	1 / 1	100.0%
Desks	6	5 / 6	83.3%
Doors and Door Frames	9	9 / 9	100.0%
Floors	9	8 / 9	88.9%
Furnishings	9	9 / 9	100.0%
Lights	9	9 / 9	100.0%
Tables and Chairs	1	1 / 1	100.0%
Trash Receptacles	9	7 / 9	77.8%
Vents	9	9 / 9	100.0%
Walk off Mats	1	1 / 1	100.0%
Walls	9	9 / 9	100.0%
Water Fountains	1	1 / 1	100.0%
White Boards	6	6 / 6	100.0%
Windows	9	9 / 9	100.0%
Total	88	84 / 88	95.5%

Custodial Services Quality Control

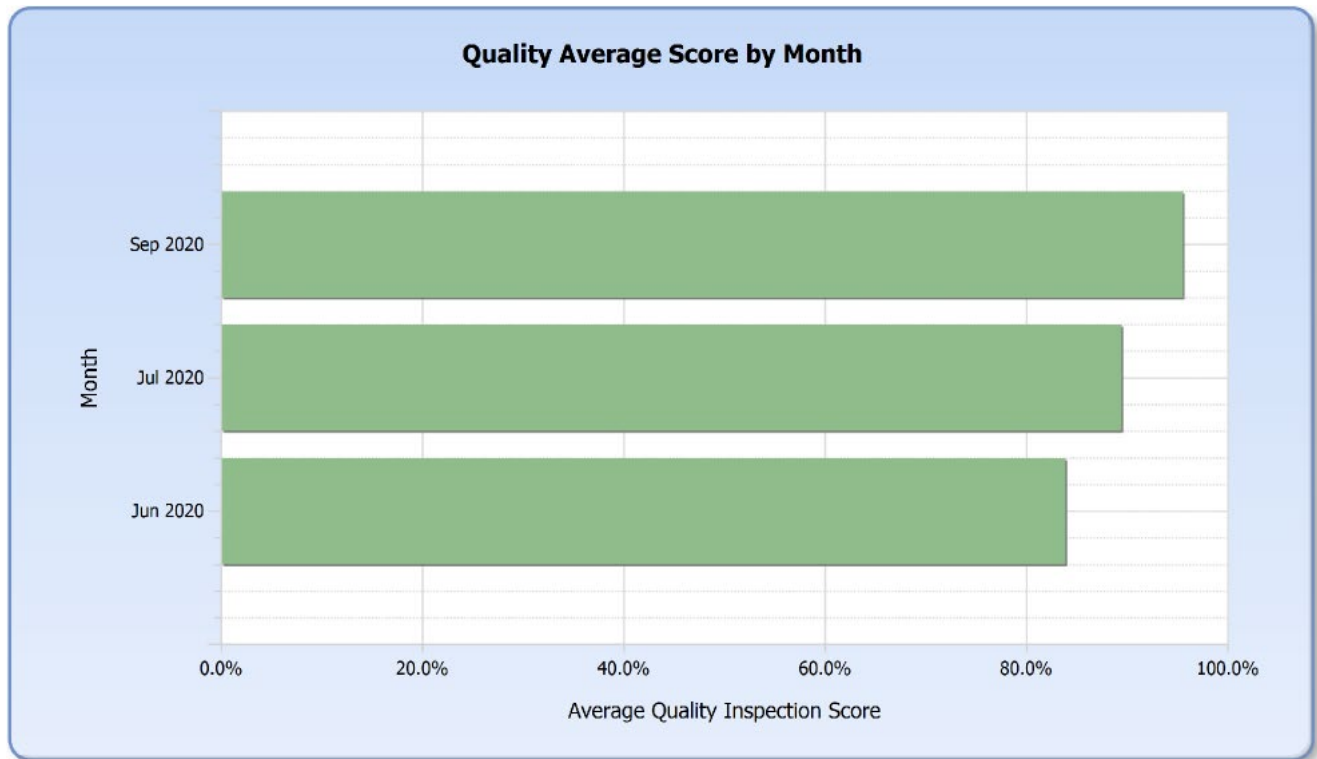
Building Name	Description	Inspection Count	Points Earned	Average Grade
Bluefield High School	Desks	4	4 / 4	100.0%
	Doors and Door Frames	5	5 / 5	100.0%
	Floors	5	5 / 5	100.0%
	Furnishings	5	5 / 5	100.0%
	Lights	5	5 / 5	100.0%
	Tables and Chairs	1	1 / 1	100.0%
	Trash Receptacles	5	3 / 5	60.0%
	Vents	5	5 / 5	100.0%
	Walls	5	5 / 5	100.0%
	White Boards	4	4 / 4	100.0%
	Windows	5	5 / 5	100.0%
	Building Total	49	47 / 49	95.9%
Brottman Hall	Desks	1	1 / 1	100.0%
	Doors and Door Frames	1	1 / 1	100.0%
	Floors	1	0 / 1	0.0%
	Furnishings	1	1 / 1	100.0%
	Lights	1	1 / 1	100.0%
	Trash Receptacles	1	1 / 1	100.0%
	Vents	1	1 / 1	100.0%
	Walls	1	1 / 1	100.0%
	White Boards	1	1 / 1	100.0%
	Windows	1	1 / 1	100.0%
	Building Total	10	9 / 10	90.0%

Custodial Services Quality Control



Area Type	Inspection Count	Average Grade
Cafeteria	1	88.9%
Classroom	5	96.0%
Computer Lab	1	90.9%
Entry	1	100.0%
Lobby	1	100.0%
Total	9	95.5%

Custodial Services Quality Control



Year	Month	Inspection Count	Average Grade
2020	Sep 2020	9	95.5%
	Jul 2020	2	89.4%
	Jun 2020	2	83.9%
	Total	13	92.8%

Custodial Services Quality Control



Beaufort County Schools

2900 Mink Point Boulevard
Beaufort, South Carolina 29902
843-322-2300

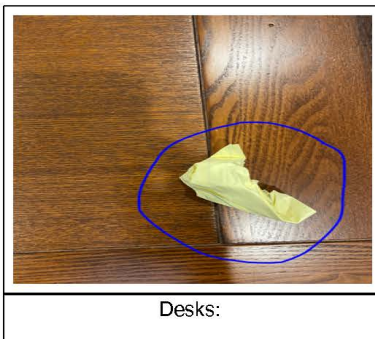
Quality Inspection Details Report

Date Range: 9/3/2020 - 9/3/2020

Grade:	91%	Building:	Rocket Steel Hall	Account:	Education Demo
Insp. Date:	9/3/2020 12:23 PM	Room Id:	Computer Lab 2	Inspector:	Admin
Sequence #:	182	Area Type:	Computer Lab	Employee:	
Shift:		Floor Type:	Finished Hard Floor	Supervisor:	
Insp. List:	Computer Lab	Floor Level:	1	Cost Center:	

Inspection Item	Weight	Score	CA Status	Detail Code	Comment
Floors	1	1		-	
Walls	1	1		-	
Furnishings	1	1		-	
White Boards	1	1		-	
Computers	1	1		-	
Desks	1	0		-	Trash left on desk.
Doors and Door Frames	1	1		-	
Windows	1	1		-	
Vents	1	1		-	
Lights	1	1		-	
Trash Receptacles	1	1		-	

Comment:



Total Average Grade: 91%

Thursday, September 3, 2020

1 of 2

Custodial Services Quality Control



Beaufort County Schools

2900 Mink Point Boulevard
Beaufort, South Carolina 29902
843-322-2300

Quality Inspection Details Report

Date Range: 9/3/2020 - 9/3/2020

Grade:	90%	Building:	Brottman Hall	Account:	Education Demo
Insp. Date:	9/3/2020 12:25 PM	Room Id:	Education Center	Inspector:	Admin
Sequence #:	183	Area Type:	Classroom	Employee:	
Shift:		Floor Type:	Carpet	Supervisor:	
Insp. List:	Classroom	Floor Level:	1	Cost Center:	

Inspection Item	Weight	Score	CA Status	Detail Code	Comment
Floors	1	0		-	Trash left behind door in room 103.
Walls	1	1		-	
Furnishings	1	1		-	
White Boards	1	1		-	
Desks	1	1		-	
Doors and Door Frames	1	1		-	
Windows	1	1		-	
Vents	1	1		-	
Lights	1	1		-	
Trash Receptacles	1	1		-	
Comment:					



Floors:

Total Average Grade: 90%



Thursday, September 3, 2020

1 of 2

Custodial Services Quality Control



Customer Satisfaction Measurement Methods

HES understands that customer satisfaction develops long term relationships. We promote open lines of communication with our customers and pride ourselves in being transparent. Our managers will make daily site visits, communicating with the district and HES staff members to address any upcoming scheduled events and/or concerns. Weekly inspections will be conducted at each site to ensure the district is proactive within our operation. In addition to the internal inspections, we will distribute monthly surveys to the Principals or assigned contact. The data from the internal inspections and customer surveys will be compiled into reports and shared with specified members of the staff to monitor satisfaction levels and ensure that HES is meeting and exceeding the district's quality expectations. To address areas of concern, from the surveys, a plan will be communicated, implemented, and followed up on, to provide consistency throughout the district. HES will hold our employees accountable for their required job responsibilities. Employees' quality will be monitored by Supervisors, Account Managers, Zone Managers, and Regional Managers on a daily and nightly basis.

Report Card for Custodial Services
Month Being Surveyed March, Year 2020
(Please rate - A, B, C, D)

School Name Southside High School

Entrance and Lobby How would you rate the general appearance of your entrance and lobby?	<u>A</u>
Hallways Clean (Vacuumed if Applicable) and Floors Shiny Components - General appearance, shine, corners, and edges swept, and free of debris	<u>A</u>
Cafeteria Clean Components - Café floors clean and free of debris in the morning	<u>A</u>
Classrooms Cleaned Components- Trash emptied, floor appearance, sinks cleaned, carpet cleaned, areas dusted	<u>A</u>
Restrooms Cleaned Components- Floors cleaned, bright work cleaned, walls cleaned, sinks cleaned, toilets cleaned, high touch areas disinfected	<u>A</u>
Management Responsiveness to Issues Components- When you have an issue/request, does the Area Manager respond quickly and provide a resolution to your need?	<u>A+</u>
School Overall How would you rate the overall general appearance of the school?	<u>A</u>
Comments: <u>The custodial services continue to improve. We receive many compliments on how clean our school is for its age. Thank you for a job well done.</u>	
Signature of Principal / District Representative <u>Jan Ford</u>	Date <u>3/2/2020</u>

www.hesfacilities.com

Sample Monthly Principal Survey

Custodial Services Quality Control

Recent assessment results administered by Metro Nashville Public Schools.



Monthly Custodial Services Assessment

Date: 08/25/20

Summary Report for McGavock High School

School/Facility Information

Executive
Principal/Executive Leader or Designee Name: Angela Bailey, Principal

Executive
Principal/Executive Leader or Designee Email: angla.bailey@mnps.org

High School Name: McGavock High School

Other MNPS Facility Name:

Domain I: Ground Areas

Ground areas are: (5) Extremely Well Maintained and Visually Appealing

How can we improve?

Where can we improve?

Domain II: Office Areas

Office areas are: (5) Extremely Clean

How can we improve?

Where can we improve?

Domain III: Lobby & Hallway Areas

Lobby and hallway areas are: (5) Extremely Clean

How can we improve?

Where can we improve?

Domain IV: Restroom Areas

Restroom areas are: (5) Extremely Clean

Custodial Services Quality Control

How can we improve?

Where can we improve?

Domain V: Classroom Areas

Classroom areas are: (5) Extremely Clean

How can we improve?

Where can we improve?

Domain VI: Stairwell Areas

Stairwell areas are: (5) Extremely Clean

How can we improve?

Where can we improve?

Domain VII: Cafeteria Areas

Cafeteria areas are: (5) Extremely Clean

How can we improve?

Where can we improve?

Domain VIII: Gym/Locker Room Areas

Gym/locker room areas are: (5) Extremely Clean

How can we improve?

Where can we improve?

Domain IX: Staff Professionalism

Custodial services staff are: (5) Extremely Professional

How can we improve?

Additional Information & Comments

Facility Photos:

Additional Comments: Help with ensuring all outer doors are kept locked and not propped

Overall Scale Score Rating
(1 to 5): 5

Custodial Services Management System

4.0.1.10 CUSTODIAL SERVICES MANAGEMENT SYSTEM:

Does your company use software to manage your custodial services?

☒ Yes ☐ No

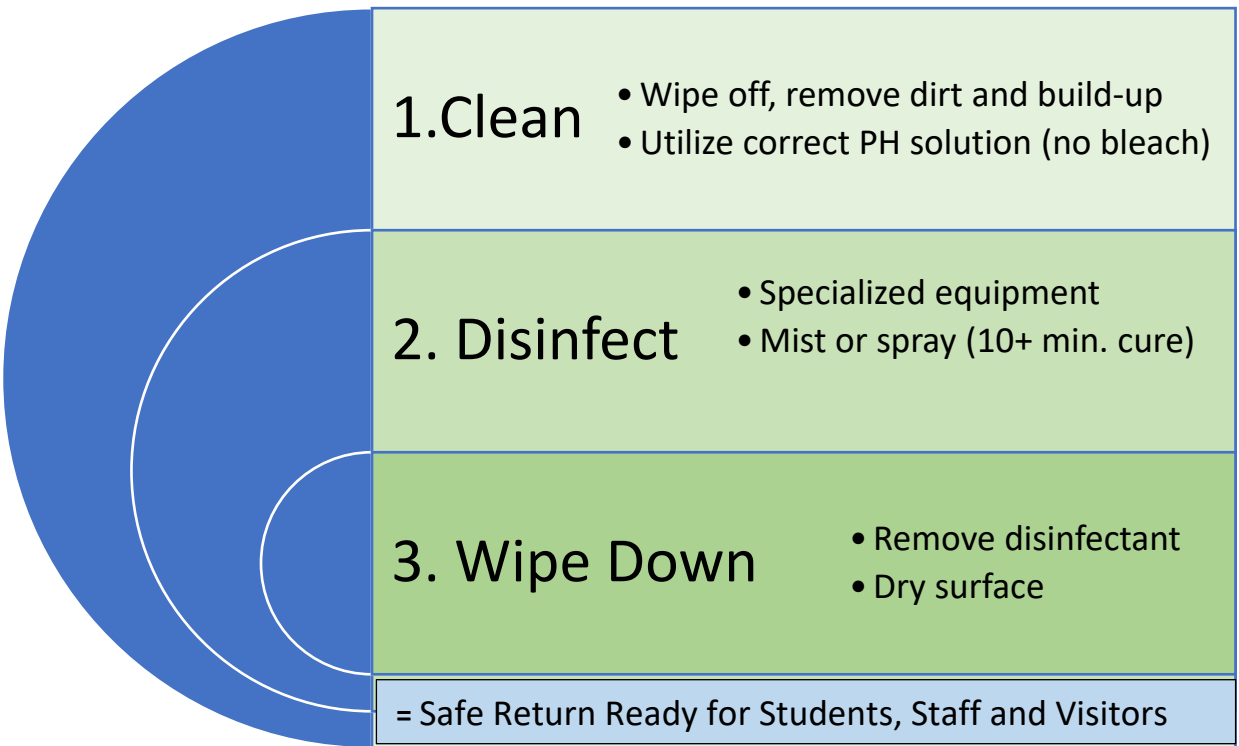
If yes, what software does your company use to manage your custodial services?

HES utilizes CompuClean and Assure time management software in the field as well as other systems that support our administrative staff.

HES will meet the required cleaning criteria, as set forth in section 3.0 Scope of Work / Specifications section of the RFP. An example of the traditional HES scope of work is provided for review. Any tasks which are specific to the operation in the RFP will be implemented into the monthly training program for custodial services employees, and these duties will be performed to the specification of the contract. As your partner, we understand that school facilities require a tremendous level of supervision and attention. Our goal as your custodial partner is to provide a level of service which exceeds expectations.

It is a Process

Ensuring your locations are appealing, clean, healthy, and safe, requires more than cleaning locations. HES processes locations via the following standard operating procedures and CompuClean.



Standard Cleaning Procedures

Classroom

Supplies and Equipment:

- Trash barrel and trash liners
- Straw broom and dustpan
- 2.5gallon bucket
- Mop and mop bucket (to be used in this space only)
- Putty knife
- 24" pretreated dust mop
- Vacuum cleaner
- High duster, cloth, and mitt
- Goggles, gloves, and dust mask
- Labeled spray bottle, disinfectant, and all-purpose cleaner
- Wet floor sign

Cleaning Procedures:

- Initial Inspection – Visually check area for open windows, broken furniture, spills, objects on the floor (books, gum, etc.), marks on wall and floor.
- Empty Pencil Sharpener – Place trashcan under pencil sharpener, remove cover from pencil sharpener, and pour contents into trash can.
- Remove Chalkboard Dust – Place trash can at the end of the chalkboard tray and use a damp cloth to wipe chalk dust from the tray into a trash can.
- High Dust – Use high duster with pretreated mitt (24hour treatment prior to use) to dust vents, tops of chalkboards, all wall-mounted objects, light fixtures, tops of window shades, as well as other above shoulder level objects. All dusting should begin at the room entrance and continue around the room until returning to the entrance area.
- Low Dust – Use clean cloth or low duster (24hour treatment prior to use) to dust computers, teacher workstations, bookshelves, and other furniture. All dusting should begin at the room entrance and continue around the room until returning to the entrance.
- Clean and Disinfect Furniture – Pour approved cleaning solution into a 2.5-gallon bucket with a clean cloth. Wring cloth and damp wipe desktops, teacher workstations, and tables. After wiping, spray furniture with approved disinfectant and allow to air dry.
- Dust Mop Floor – Sweep floor using a 24" pretreated dust mop. Sweeping should begin at the back, left corner, and end at the front right corner of the room.
- Vacuum Carpet – Run vacuum over district approved carpets and rugs.
- Empty Trash Cans – Empty trash can irrespective of level of fullness, replace liner only if wet, torn or soiled with food.
- Final Inspection Visually check all areas for appropriate level of cleanliness, safety, turn off lights and lock door.

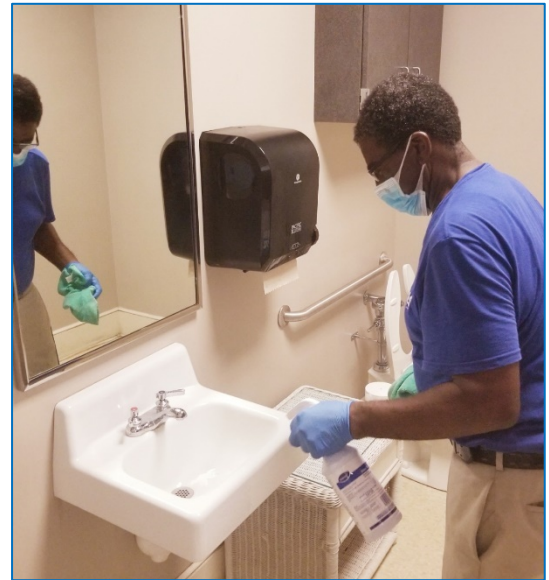


Standard Cleaning Procedures

Restroom

Supplies and Equipment:

- Trash barrel and trash liners
- Straw broom and dustpan
- 2.5gallon bucket
- Bowl mop bucket
- Dedicated mop and mop bucket
- Solution
- Putty knife
- Cloth
- High duster and mitt
- Goggles, gloves, and dust mask
- Labeled spray bottle, disinfectant, and all-purpose cleaner
- Hand soap, toilet paper and paper towels
- Glass cleaner and approved cleanser
- Scrub pad and graffiti remover
- Wet floor sign
- Bowl mop and container



Cleaning Procedures:

- Initial Inspection – Visually check area for inoperable fixtures (sinks, toilets, urinals, etc.), floor drains, open windows, marks (graffiti), and spills.
- High Dust – Use high duster with pretreated mitt (24hour treatment prior to use) to dust vents, tops of partitions, all wall mounted objects, light fixtures, and all other above shoulder level objects.
- Clean Mirrors – Spray mirror with glass cleaner and wipe dry with a paper towel.
- Clean Countertops Dampen cloth with designated cleaner and wipe countertop.
- Clean Sinks Assemble red bucket, designated cleaner, and a clean cloth. Dampen cloth with designated cleaner and wipe surfaces (enamel and stainless steel), including that which is underneath the sink (drainpipes). Lastly, spray sink with disinfect and allow to air dry.
- Sweep Floor – Use a straw broom to sweep inside the partitions and other floor areas.
- Empty Trash Empty trash can irrespective of level of fullness. Replace liner only if it is wet, torn, or soiled with food.
- Clean Toilets Assemble bowl mop, bowl mop bucket, or container, bowl cleanser, clean cloth, and disinfectant. Flush toilets. Use saturated bowl mop to force water over the trap and out of the bowl. Saturate bowl mop with bowl cleanser. Use bowl mop to clean toilet seat, flush valve, under the toilet

Standard Cleaning Procedures

rim and inside of toilet bowl in a circular motion. Rinse outside of toilet bowl to ensure removal of excess cleanser.

- Use cloth to dry toilet seat and flush valve. Spray toilet seat and flush valve with approved disinfectant and allow to air dry.
- Clean Urinals Assemble supplies to include bowl mop, bowl mop bucket or container, bowl cleanser, clean cloth, and disinfectant. Flush urinals. Use saturated bowl mop to clean inside and outside of urinals, as well as flush valves. Flush urinals again as a means of rinsing to remove excess cleanser. Use cloth to dry flush valve. Spray urinal and flush valve with approved disinfectant and allow to air dry.
- Clean Walls and Partitions – Assemble cloth, 2.5-gallon bucket and all-purpose cleanser. Pour cleanser into 2.5-gallon bucket and fill with water. Dampen cloth into mop bucket with approved cleanser content and wipe partitions starting from top to bottom, behind toilets and around urinals. Restock Supplies – Refill soap dispenser, paper towels, and toilet paper as needed.
- Mop Floor – Place wet floor sign at entrance area. Flush floor drains with clean water. Mop floor from furthest corner and continue until reaching the entrance area. Allow floor to air dry.
- Final Inspection – Verify that all areas have been properly cleaned and sanitized. Turn off lights.



Standard Cleaning Procedures

Cafeteria

Supplies and Equipment:

- Dedicated mop and mop bucket
- Straw broom and dustpan
- Putty knife
- 24" and 48" pretreated dust mops
- Trash barrel
- Cloth
- All-purpose cleaner, approved disinfectant, stainless steel cleaner
- Wet floor sign

Cleaning Procedures:

- Initial Inspection – Check for marks, spills, and other safety hazards.
- Raise Tables/Stack Chairs – Hold lever and lift bench tables until fully raised. Non-bench tables (round) cannot be raised; therefore, all chairs should be stacked.
- Clean Walls – Food objects should be scraped with a putty knife and spray all-purpose cleaner to remove remaining residue.
- Clean Water Fountains – Check fountain to ensure complete dryness. Pour stainless steel cleaner onto cloth and wipe entire fixture. Spray fixture with disinfectant and allow to air dry.
- Dust Mop Floor – Use 24" (under tables and around permanently mounted objects) and minimum 48" dust mops (open floor spaces) to sweep entire floor. All debris should be picked up using a straw broom and dustpan.

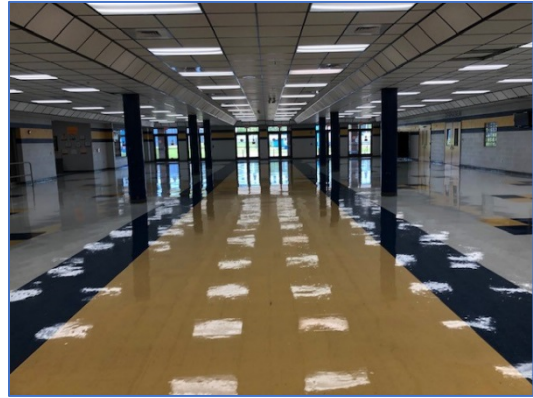


Standard Cleaning Procedures

Hallway

Supplies and Equipment:

- Dedicated mop and mop bucket
- Trash barrel and trash liners
- 48" or 60" pretreated dust mop
- High duster with pretreated mitt
- Straw broom and dustpan
- Putty knife
- Cloth
- Graffiti remover with scrub pad
- Disinfectant, stainless steel cleaner and labeled spray bottle with glass cleaner content
- Wet floor sign



Cleaning Procedures:

- Initial Inspection – Visually inspect floor for spills, lockers for marks, ceiling tiles, light fixtures, walls for marks, open windows, door ledges, and broken fixtures (water fountains and sinks), and all wall mounted objects.
- High Dust – Dust tops of lockers, clocks, vents, windows, light fixtures, pictures, bulletin boards, and all other objects above shoulder level.
- Low Dust – Dust front of lockers, fire extinguishers, and all other objects below shoulder level.
- Dust Mop Floor – Apply dust mop treatment to the floor. Use 48" or 60" pretreated dust mop to sweep floor from one end to the other until all areas are covered. Sweep up debris with a straw broom and dustpan, and empty into a trash barrel.
- Empty Trash – Empty hallway trash can into trash barrel. Replace liner only if wet, torn, or soiled with food. Disinfect and wipe exterior area of trash can with approved disinfectant.
- Clean Glass – Use labeled spray bottle with glass cleaner content and spray all glass surfaces. Wipe glass clean with a paper towel or squeegee. Inspect glass for adequate removal of residue.
- Clean Water Fountains – Inspect fountain for complete dryness. Pour approved stainless-steel cleanser onto cloth and wipe entire fixture. Spray fountain with approved disinfectant and allow to air dry.
- Mop Floor. Place wet floor sign in a visible location. Mop floor (24oz. mop head preferred) in a S-pattern from one end of the floor to the other. Allow floor to dry.
- Final Inspection - Inspect floor, windows, fixtures, vents, and all wall mounted objects for appropriate cleanliness and safety.

Standard Cleaning Procedures

Stairwell

Supplies and Equipment:

- Dedicated mop and mop bucket
- Trash barrel and trash liners
- 24" pretreated dust mop or straw broom and dustpan
- High duster with pretreated mitt
- Putty knife
- Cloth
- Graffiti remover with scrub pad
- Disinfectant and labeled spray bottle with glass cleaner content
- Wet floor sign

Cleaning Procedures:

- Initial Inspection – Check for marks, spills, and other safety hazards.
- High Dust – Dust ledges, window seals, vents, light fixtures, and all other above shoulder level wall mounted objects.
- Sweep Landings and Steps – Sweep steps and landings using either a 24" dust mop or straw broom (depending on floor surface).
- Clean Handrails – Spray rails with approved cleaner and wipe with a cloth. Spray rails with disinfectant and allow to air dry.
- Mop Landings and Steps – Place wet floor sign in a visible location. Mop steps and landing areas in a top to bottom sequence. Allow floor to air dry.
- Clean Door Hardware – Wipe and/or remove marks from doors with an approved cleaner and damp cloth. Spray hardware and door handles and allow to air dry.
- Final Inspection – Visually check floor and step treads for cleanliness.



Standard Cleaning Procedures

Library

Supplies and Equipment:

- Pretreated high and low dusters
- 24" dust mop
- Vacuum cleaner
- Cloth and approved disinfectant
- Straw broom and dustpan
- Trash barrel and trash liners
- Putty knife
- Approved cleanser
- Mop and mop bucket
- Glass cleaner
- Wet floor sign



Cleaning Procedures:

- Initial Inspection – Visually check area for open windows, carpet stains, broken furniture, spills, objects on the floor (books, gum, etc.), marks on wall and floor.
- High Dust – Dust vents, tops of chalkboards, tops of window shades, light fixtures, wall mounted objects, and other above shoulder level objects.
- Low Dust – Dust bookshelves, computers, teacher workstations, HVAC units, and other objects below shoulder level.
- Empty Trash – Empty trash irrespective regardless of level of fullness. Replace liner only if it is torn, wet, or soiled with food.
- Dust Mop/Vacuum Floor – Sweep hard surface floor areas using a 24" dust mop head and vacuum all district approved carpeted areas.
- Clean and Disinfect Furniture – Assemble 2.5-gallon bucket, approved cleanser, and a clean cloth. Wring cloth and wipe desktops, teacher workstations, and tables. Spray furniture with approved disinfectant and allow to air dry.
- Mop Floor Place wet floor sign at location of area to be mopped. Mop floor using an approved cleaner. Allow floor to air dry.
- Final Inspection Visually check all areas for appropriate level of cleanliness, safety, turn off lights, and lock door.

Standard Cleaning Procedures

Auditorium

Supplies and Equipment:

- Trash barrel and trash liners
- Broom and dustpan
- Mop, mop bucket and approved cleaner
- Putty knife
- Cloth
- 48" pretreated dust mop
- Vacuum cleaner, backpack vacuum and blower
- Goggles, gloves, and dust mask
- Labeled spray bottle, disinfectant, all-purpose cleaner, and graffiti remover

Cleaning Procedures:

- Initial Inspection – Visually inspect carpet, seats, aisles, walls, stage, dressing room, restrooms, and curtains.
- Raise Seats – Turn all seats in an upward position.
- Blow Debris – Blow debris from top of auditorium to front entrance using an approved blowing device.
- Sweep Floor – Sweep using a straw broom, pick up with a dustpan, and empty into a trash barrel.
- Dust Mop Stage Floor – Use a 48" pretreated dust mop to sweep floor (spot mop as needed).
- Final Inspection – Check seats, floor, carpet, curtains, dressing rooms, and restrooms for cleanliness, and turn off lights.



Standard Cleaning Procedures

Gymnasium

Supplies and Equipment:

- Trash barrel and trash liners
- Straw broom and dustpan
- Dedicated mop, mop bucket and approved cleaner
- Putty knife
- Cloth
- High duster and mitt
- 24" and 60" pretreated dust mop
- Goggles and gloves
- Scrub pad with graffiti remover
- Wet floor sign

Cleaning Procedures:

- Initial Inspection – Visually check for spills and marks, windows, and bleachers.
- Sweep Bleachers – Use 24" pretreated dust mop to sweep seats and steps.
- Sweep Underneath Bleachers – Sweep floor area located directly underneath bleachers.
- Dust Mop Gym Floor – Use 60" pretreated dust mop to sweep entire floor in a vertical (north-south) direction. Spot mop as needed (place wet floor sign in visible area).
- Empty Trash – Empty trash regardless of level of fullness; replace liner only if torn, wet, or soiled by food.
- Spot Mop Gym Floor – Mop floor in specific areas as needed (spills, spots, or sticky objects).
- Final Inspection – Check floor and bleachers for cleanliness, turn off lights, and lock doors.



Standard Cleaning Procedures

Dressing/ Locker Room

Supplies and Equipment:

- Straw broom and dustpan
- Trash barrel and trash liners
- High duster and low duster
- Mop, mop bucket and approved cleaner
- Disinfectant
- Putty knife
- 24" or 48" pretreated dust mop
- Cloth
- Graffiti remover
- Wet floor sign

Cleaning Procedures:

- Initial Inspection– Visually check for spills and marks on floor, walls, and lockers. Inspect lights, and other safety matters.
- High Dust – Dust tops of lockers, tops of partitions, light fixtures, and vents.
- Clean Lockers – Remove all objects from inside of lockers.
- Sweep Floor – Depending on surface, use either a 24" or 48" pretreated dust mop, or straw broom, to sweep entire hard surface area.
- Clean Water Fountain – See water fountain cleaning process.
- Empty Trash – Empty trash regardless of level of fullness and replace liner only if torn, wet, or soiled with food.
- Mop Floor – Place wet floor sign in visible area and mop entire area with approved solution and allow to air dry.
- Final Inspection – Check floor, lockers, lights, other safety matters, turn off lights and lock doors if present.



Standard Cleaning Procedures

Office

Supplies and Equipment:

- Trash barrel and trash liners
- Straw broom and dustpan
- 2.5-gallon bucket
- Mop and mop bucket
- Putty knife
- Cloth
- 24" dust mop
- Vacuum cleaner
- High duster and mitt
- Goggles, gloves, and dust mask
- Labeled spray bottle, disinfectant, and all-purpose cleaner
- Wet floor sign



Cleaning Procedures:

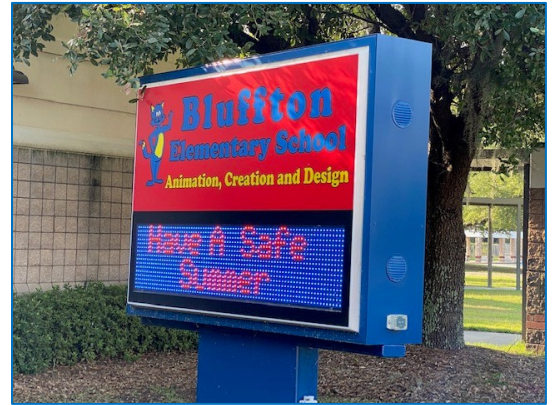
- Initial Inspection – Check area for spills, spills, carpet stains, windows, and other safety hazards.
- Empty Trash – Empty trash into barrel regardless of level of fullness. Replace liner if torn, wet, or soiled with food.
- High Dust –Dust light fixtures, clocks, blinds, and other above shoulder level objects.
- Low Dust – Dust computers, desks, tables, bookshelves, cabinets, copiers, countertops, window ledges, and other below shoulder level objects.
- Clean and Disinfect Furniture – Spray clean cloth with an approved disinfectant, wipe furniture (countertops, desks, and telephones) and allow to air dry.
- Dust Mop and/or Vacuum Floor – Use 24" dust mop to sweep hard surface areas, and a vacuum cleaner to sweep district approved carpeted areas.
- Mop Floor – Place wet floor sign in appropriate area of visibility. Use approved solution to mop hard surface floor area with a 24oz. mop head and allow to air dry.
- Final Inspection – Inspect furniture, floor, and carpet for cleanliness, turn off lights, check windows, and lock doors.

Standard Cleaning Procedures

Basic Carpet Care (Damp Mop)

Supplies and Equipment:

- General purpose spot cleaner
- Clean white cloth
- Properly labeled spray bottle
- Soft brush or sponge
- Aerosol chewing gum remover
- Bristled brush
- Vacuum cleaner
- 2.5-gallon bucket
- Personal protective equipment (goggles, gloves, and overshoes)



Cleaning Procedures:

- Initial Inspection – Check carpet for stains, spills, and gum.
- Vacuum Carpet – Run vacuum cleaner over entire carpeted area to remove dirt and/or dust.
- Chewing Gum Removal – Spray aerosol chewing gum remover on gum to freeze it; use a putty knife to shatter gum; and pick up pieces for disposal.
- Pretreat Carpet Stains – Spray stained area with a spot remover and allow penetrating the carpet fibers for a minimum of 30 seconds.
- Remove Stain – Blot the treated area with a damp clean cloth, sponge or bristled brush (only use sponge or bristled brush for the most serious or aggressive stains) as a means for removing or loosening stain and repeat steps until spot fades or vanishes (some spots may require additional treatment before satisfactorily removed).
- Final Inspection – Check carpet for appropriate level of cleanliness.

Standard Cleaning Procedures

Floor Finish Application

Supplies and Equipment:

- Dedicated mop and mop bucket with wringer
- Wet floor sign
- Floor finish
- Trash liners
- Clean cloth



Cleaning Procedures:

- Initial Inspection – Check floor for complete removal of stripper, wax, overall cleanliness, and place wet floor signs.
- Clean Mop – Soak mop in an approved cleaning solution with hot water for 1015 minutes to ensure mop is cleaned and all loose strings are removed.
- Prepare Finish – Place trash liner into mop bucket; estimate amount of floor finish, required for one thin coat, and pour this amount into clean mop bucket.
- Pretreat Mop – Place mop into finish and allow soaking for 35 minutes; wring out mop just enough to keep mop from dripping (mop should be slightly damp).
- Apply Floor Finish – Begin applying finish in the farthest corner from the door all the way to the baseboard in sections of approximately 68 feet deep with two parallel lines, and mop between these lines using a figure eight stroke (keep turning mop over for more even distribution of floor finish).
- Drying Floor – Typically, the amount of time to allow floor finish to air dry is approximately one hour; however, due to varying conditions, additional time may be required.
- Reapply Floor Finish – Apply second coat of finish at least one hour after the first coat was applied by working in the opposite direction (referred to as the interlocking method).
- Drying Floor – More than two coats of finish may be required; nevertheless, allow the last coat of floor finish applied to dry overnight.
- Final Inspection – Check floor for proper max coverage, mop streaks and debris.

Standard Cleaning Procedures

Floor Finish Removal

Supplies and Equipment:

- 20" low speed rotary machine with approved stripping pad
- Approved scrubbing pad and holder
- Dust mop
- Wet floor signs
- Trash barrel
- Straw broom and dustpan
- Baseboard stripper
- Putty knife
- Three mop buckets with wringer and three mops
- Wet dry vacuum
- Approved stripper
- Personal protective equipment (goggles, gloves, and overshoes)



Cleaning Procedures:

- Initial Inspection – Use putty knife to scrape up gum deposits stuck to the floor.
- Remove Furniture – Move furniture entire from area to be stripped.
- Dust Mop Floor – Use appropriate size dust mop to sweep floor of all dirt, dust, and debris.
- Clean Baseboards – Spray approved baseboard cleaner on baseboards at least three
- Inches from the wall and allow to sit for 23 minutes; use scrubbing pad to scrub baseboards, corners, and along walls; wet mop baseboards and corners to remove all residue.
- Apply Stripping Solution – Apply approved stripping solution to an area approximately 100 sq. ft. and allow dwelling for 1015 minutes
- Strip Floor – Start stripping at the door entrance and towards the corners (in a clockwise motion) using a 20" low speed rotary machine with approved stripping pad to remove all floor finish and avoid getting solution on walls and baseboards.
- Remove Stripping Solution – Use a wet and dry vacuum to pick up dirty stripping solution; use mop and clean water (cold temperature preferred) to rinse floor 3 times in succession.
- Mop Floor – Mop floor area where stripping solution has been applied, rinse a total of three (3) times in succession, and allow to air dry.
- Final Inspection – Check baseboards, corners, and walls for no visibility of stripping solution and floor area for proper removal.

Standard Cleaning Procedures

Carpet Extraction

Supplies and Equipment:

- Clean white cloth
- Vacuum cleaner
- Extractor
- Wet floor sign
- Approved extraction solution
- Airless sprayer
- 20" low speed rotary machine
- Personal protective equipment (goggles, gloves, and overshoes)

Cleaning Procedures:

- Initial Inspection – Check carpet for stains, spills, or gum
- Remove Furniture – furniture out of room into the hallway or other safe area if possible; if not, then move to other side of room and place plastic film underneath to prevent staining.
- Vacuum Carpet – Run vacuum cleaner over entire carpeted area to remove dirt and/or dust.
- Pretreat Carpet Stains – Use airless sprayer to spray high traffic areas with an approved extraction solution and allow to penetrate carpet for a minimum of 5 minutes.
- Remove Soil Deposits – Use a 20inch low speed rotary machine attached with a carpet brush to release soil trapped in carpet.
- Extract Carpet – Fill extractor with hot water, release water into carpet, and then extract moisture from carpet using at least 3 dry passes for each wet pass.
- Dry Carpet– Use blower or fans to ensure proper airflow to dry carpet; otherwise, allow to air dry.
- Final Inspection – Check carpet to ensure complete dryness.
- Reset Furniture – Return furniture to original location.



Standard Cleaning Procedures

Bonnet Carpet Care

Supplies and Equipment:

- 20" low speed rotary machine
- Carpet bonnet
- Wet floor sign
- Vacuum cleaner
- 2.5-gallon bucket
- Approved cleaning solution
- Two mop buckets with wringer
- Personal protective equipment (goggles, gloves, and overshoes)



Cleaning Procedures:

- Initial Inspection – Check carpet for stains, spills, or gum
- Remove Furniture – Move furniture out of room into the hallway or other safe area if possible; if not, then move to other side of room and place plastic film underneath to prevent staining.
- Vacuum Carpet – Run vacuum cleaner over entire carpeted area to remove dirt and/or dust.
- Pretreat Carpet Stains – Spray stained area with an approved soil lifting solution and allow penetrating the carpet fibers for no more than 56 minutes and place wet floor signs.
- Mix Cleaning Solution – Mix approved carpet cleaning solution in both a mop bucket with wringer and a 2.5-gallon bucket.
- Moisten Bonnet – Moisten in clean water (hot preferred), wring out, and submerge into cleaning solution located in mop bucket, and gently wring out again.
- Install Bonnet – Place pretreated pad onto the bottom of the 20" low speed rotary machine.
- Fill Solution Tank – Fill solution tank on the 20" low speed rotary machine with premixed carpet cleaning solution and then open supply valve.
- Shampoo Carpet – Begin shampooing in a side to side motion while dispensing solution; flip bonnet every 100sqft. Of space cleaned; rinse bonnet in clean water once both sides become soiled and wring out; reapply carpet cleaning solution to bonnet, wring out again, and continue cleaning until all carpeted areas are covered.
- Dry Carpet - Use blower to dry carpet or otherwise allow carpet to air dry.
- Final Inspection - Check carpet to ensure complete dryness.
- Reset Furniture – Return furniture back to original location.

Standard Cleaning Procedures

Shower Scrubbing

Supplies and Equipment:

- 20" low speed rotary machine with approved pad
- Approved scrubbing pad and holder
- Dust mop
- Wet floor signs
- Trash barrel
- Straw broom and dustpan
- Baseboard stripper
- Putty knife
- Three mop buckets with wringer and three mops
- Wet dry vacuum
- Approved shower scrubbing chemical
- Personal protective equipment (goggles, gloves, and overshoes)



Cleaning Procedures:

- Initial Inspection – Use putty knife to scrape up gum deposits stuck to the floor.
- Remove Furniture – Move furniture entire from area to be shower scrubbed.
- Dust Mop Floor – Use appropriate size dust mop to sweep floor of all dirt, dust, and debris.
- Clean Baseboards – Spray approved baseboard cleaner on baseboards at least 3 inches from the wall and allow to sit for 23 minutes; use scrubbing pad to scrub baseboards, corners, and along walls; wet mop baseboards and corners to remove all residue.
- Apply Shower Scrub Solution – Apply approved solution to an area approximately 100 sq. ft. and allow dwelling for 1015 minutes.
- Shower Scrub Floor – Start shower scrubbing at the door entrance and towards the corners (in a clockwise motion) using a 20" low speed rotary machine with red or green pad to remove one layer of floor finish and avoid getting solution on walls and baseboards.
- Remove Shower Scrubbing Solution – Use a wet and dry vacuum to pick up dirty solution; use mop and clean water (cold temperature preferred) to rinse floor 3 times in succession.
- Final Inspection – Check baseboards, corners, and walls for non-visibility of solution and floor area for proper removal

Post Pandemic Cleaning Procedures

HES will partner with BCSD to prepare your schools for reopening after COVID-19 closures. Account managers will train custodial employees on routine environmental cleaning and disinfection of your schools per Centers for Disease Control (CDC) recommendations. Enhanced cleaning procedures and frequencies outside of the scope of work in the RFP are available upon request. Account managers have been certified in the Spartan Chemical Post Pandemic Cleanup and Disinfection training program.

According to the Centers for Disease Control (CDC):

- **Cleaning:** refers to the removal of dirt and impurities, including germs from surfaces. Cleaning alone does not kill the germs. But by removing the germs it decreases their number and therefore any risk of spreading infection.
- **Disinfecting:** works by using chemicals, for example EPA-registered disinfectants, to kill germs on surfaces. This process does not necessarily clean dirty surfaces or remove germs. But killing germs remaining on a surface after cleaning further reduces any risk of spreading infection.

In most community facilities, unless there has been a known or suspected outbreak in the building during the past 7 days, the primary focus should be on cleaning the surfaces. In facilities with known or suspected contamination in the past 7 days, frequently touched surfaces need to be cleaned and then disinfected. Prior to entering the building allow 24 hours after last contamination or follow the CDC guidelines for air exchanges to ensure airborne droplets are out of the air thus not creating a potential recontamination issue.

POST PANDEMIC

In most community facilities, unless there has been a known or suspected outbreak in the building during the past 7 days, the primary focus should be on cleaning the surfaces. In facilities with known or suspected contamination in the past 7 days, frequently touched surfaces need to be cleaned and then disinfected. Prior to entering the building allow 24 hours after last contamination or follow the CDC guidelines for air exchanges to ensure airborne droplets are out of the air thus not creating a potential recontamination issue.

Post Pandemic Cleanup and Disinfection Steps

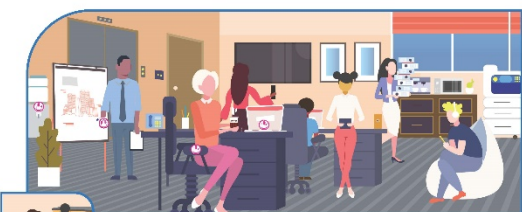
OVERVIEW OF REQUIRED STEPS	REQUIRED PRODUCTS
1. Identify all frequently touched surfaces	
2. Apply personal protective equipment (PPE)	2 Disinfectant/Sanitizer
3. Gather supplies and prepare cleaning solutions	3 All Purpose Cleaner
4. Clean all soiled surfaces	6 Degreaser
5. Apply appropriate Spartan disinfectant	9 Specialty Cleaner
6. Wipe or rinse surfaces	
7. Inspect work	
8. Clean and return supplies	
9. Remove PPE	
10. Thoroughly wash hands	

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Certified


DISINFECTION SPECIALIST

Pandemic Prevention




Keeping You Safe and Healthy

We are disinfecting high touch surfaces regularly to keep employees and visitors safe!



Please help us prevent infection. **WASH YOUR HANDS** and wipe down equipment after use!



We Pledge to Stay Safe

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Custodial Supplies Qualification

4.0.1.11 CUSTODIAL SUPPLIES QUALIFICATION:

Does your company have a formal process for qualifying custodial supplies?

_____ Yes ☒ No

If yes, describe the process your company uses to qualify all custodial supplies, including, but not limited to cleaning, disinfecting, waxing, and polishing supplies. Enclose a copy with this RFP. If you do not have a formal process, describe the process on a separate page(s) titled "Custodial Supplies Qualification Process" and include it with this RFP. In the event that the BCSD determines that it is in the best interest of the BCSD to specify the supplies to be used, is your company willing to use the supplies specified by the BCSD?

☒ Yes _____ No

HES is committed to providing the BCSD with a best in class program. To achieve and maintain the highest levels of cleanliness in each facility, HES will utilize cutting edge equipment as well as cleaning materials with exceptional industry ratings and performance. A description of proposed equipment and list of proposed products can be reviewed in the information provided.

Supply Distribution Partnership

As a partner with BCSD and the surrounding community, HES desires to utilize qualified and capable suppliers and will make an effort to work with MWBE suppliers when possible.



HES intends to utilize American Paper and Twine as its primary source of janitorial and sanitary products for the partnership. HES is indeed committed to contributing to the well-being of local area businesses, so in addition to the American Paper and Twine partnership, we will pursue one or more additional local distributors to serve as a secondary provider of products for the operation. HES, together with Spartan Chemical and American Paper and Twine, will offer on the job training and continuing education sessions, which will cover industry topics and techniques that can be implemented into the daily service provided in each school.

American Paper & Twine Co.®

Custodial Supplies Qualification

Proposed Cleaning Products

Manufacturer	Name and Description
Spartan Chemical	Tropical Airlift 13
Spartan Chemical	Clean by Peroxy
Spartan Chemical	Damp Mop 8
Spartan Chemical	X-Effect Non-Alkaline Disinfectant Cleaner
Spartan Chemical	GS Neutral Disinfectant Cleaner
Spartan Chemical	NABC Concentrate 1
Spartan Chemical	Multi Surface Cleaner 4
Spartan Chemical	TriBase Multi-Purpose Cleaner
Spartan Chemical	Xcelente Multi-Purpose
Spartan Chemical	Deep Luster Stainless Steel Cleaner
Spartan Chemical	Cranberry Ice Foam Soap
Spartan Chemical	EnduraStrip
Spartan Chemical	iShine Floor Finish
Spartan Chemical	Shineline Emulsifier Plus
Spartan Chemical	The Fixx Premium Floor Finish



Custodial Supplies Procurement

HES will provide all paper supplies, custodial supplies, and plastic liners. All such supplies must be approved, in advance of use, by the CASO or designated representative. Where a change in dispenser is required to accommodate the contractor's provided supplies. HES will be responsible for providing the dispenser and the contractor shall repair areas occupied by previous device so that area has a uniform finish to match existing wall.



Key Control Policy



HES will be required to adhere to the BCSD Key Control Policy. Individuals will be personally responsible for assigned keys. Any lost keys will require reporting and penalties as described in the BCSD Key Control Policy. Supervisor level and above shall be given master keys to the building. Any lost keys will require reporting and penalties as described in the key control policy. All non-supervisor level employees will be given interior door master keys and an access control card to enter the exterior of the building. Supervisors will be responsible for providing access to portions of the building not accessible by non-supervisory level employees when needed.



Exceptions to the RFP



HES is taking an exception to the P-Card payment method as allowed by the addendum 2 item 76. HES prefers ACH payment as first option and will accept checks by mail as the second option for payment.



Equipment List by Cluster – Attachment D



Equipment Purchase

HES plans to invest \$456,470 in all new equipment for the Beaufort County schools as well as approximately \$134,000 in company vehicles. HES has strong, established relationships with industry-leading supply, chemical and raw material manufacturers that share our commitment to excellence. This affords us cost control advantages and provides you with several distinct advantages:

- Best quality products available at the best possible prices
- Cost control due to our ability to negotiate with our suppliers
- Access to new products and concepts that save time while increasing productivity
- Personal attention when it comes to problem solving for you and managers
- Increased safety because our employees are thoroughly trained and familiar with the equipment, as covered under Tab 8: Training
- Reduced training time and expense because we limit the types of equipment used
- Most equipment that we will utilize on your sites can be repaired within 24 hours by our trained managers or area manufacturers' representatives

See following pages for a proposed equipment listed by cluster and itemized by school in each cluster.

Equipment List by Cluster – Attachment D



EXHIBIT D – EQUIPMENT LIST (Hilton Head Cluster) Contractor must supply a list of the equipment (initial cost of \$500 or more) to be utilized full- time at the District to adequately perform all cleaning tasks outlined in Section 3 – Scope of Work. Cluster: <u>Hilton Head</u>				
Item	Model	Make	Type	Replacement Value
Floor Scrubber	BD 80/100 32"	Karcher	Walk Behind	\$ 8,151.00
Floor Scrubber	8023-VP 28"	Renown (Nilfisk)	Walk Behind	\$ 5,433.00
Floor Scrubber	BD 50/50 20"	karcher	Walk Behind	\$ 2,707.00
Burnisher	070-21-LR 21"	Aztec	Propane	\$ 2,979.00
Burnisher	070-24-LR 24"	Aztec	Propane	\$ 3,038.00
Burnisher	8006-VP 20"	Renown (Nilfisk)	Electric	\$ 860.00
Low Speed Floor Machine	8002-VP 20"	Renown (Nilfisk)	Electric	\$ 548.00
Wet Vac w/front squeegee	8012-VP 18 gallon	Renown (Nilfisk)	Wet Dry vac	\$ 596.00
Stripping Machine	01024-603	Aztec	Propane	\$ 5,704.00
Carpet Extractor	8031-VP 16"	Renown (Nilfisk)	self-contained	\$ 1,571.00
Pressure Washer	2496537 4000 PSI	Briggs and Stratton	Elite gasoline	\$ 1,082.00
Trash Cart	1 cubic yard	Rubbermaid	trash cart	\$ 577.00
Restroom Cleaner	All-Cleaner XP #56381594	Nilfisk	no touch electric	\$ 2,805.00

Equipment List by Cluster – Attachment D

School: <u>Hilton Head Island Elem for Arts</u>		
Item	Model	Total
Floor Scrubber	BD 80/100 32"	
Floor Scrubber	8023-VP 28"	1
Floor Scrubber	BD 50/50 20"	
Burnisher	070-21-LR 21"	1
Burnisher	070-24-LR 24"	
Burnisher	8006-VP 20"	
Low Speed Floor Machine	8002-VP 20"	1
Wet Vac w/front squeegee	8012-VP 18 gallon	1
Stripping Machine	01024-603	1 shared
Carpet Extractor	8031-VP 16"	2 shared
Pressure Washer	2496537 4000 PSI	2 shared
Trash Cart	1 cubic yard	
Restroom Cleaner	All-Cleaner XP #56381594	2 shared

School: <u>Hilton Head High</u>		
Item	Model	Total
Floor Scrubber	BD 80/100 32"	1
Floor Scrubber	8023-VP 28"	
Floor Scrubber	BD 50/50 20"	
Burnisher	070-21-LR 21"	
Burnisher	070-24-LR 24"	1
Burnisher	8006-VP 20"	
Low Speed Floor Machine	8002-VP 20"	1
Wet Vac w/front squeegee	8012-VP 18 gallon	1
Stripping Machine	01024-603	1 shared
Carpet Extractor	8031-VP 16"	2 shared
Pressure Washer	2496537 4000 PSI	2 shared
Trash Cart	1 cubic yard	1
Restroom Cleaner	All-Cleaner XP #56381594	2 shared

School: <u>Hilton Head Island Early Childhood</u>		
Item	Model	Total
Floor Scrubber	BD 80/100 32"	
Floor Scrubber	8023-VP 28"	
Floor Scrubber	BD 50/50 20"	1
Burnisher	070-21-LR 21"	1
Burnisher	070-24-LR 24"	
Burnisher	8006-VP 20"	
Low Speed Floor Machine	8002-VP 20"	1
Wet Vac w/front squeegee	8012-VP 18 gallon	1
Stripping Machine	01024-603	1 shared
Carpet Extractor	8031-VP 16"	2 shared
Pressure Washer	2496537 4000 PSI	2 shared
Trash Cart	1 cubic yard	
Restroom Cleaner	All-Cleaner XP #56381594	2 shared

Equipment List by Cluster – Attachment D

School: <u>Hilton Head Elementary</u>		
Item	Model	Total
Floor Scrubber	BD 80/100 32"	
Floor Scrubber	8023-VP 28"	1
Floor Scrubber	BD 50/50 20"	
Burnisher	070-21-LR 21"	1
Burnisher	070-24-LR 24"	
Burnisher	8006-VP 20"	
Low Speed Floor Machine	8002-VP 20"	1
Wet Vac w/front squeegee	8012-VP 18 gallon	1
Stripping Machine	01024-603	1 shared
Carpet Extractor	8031-VP 16"	2 shared
Pressure Washer	2496537 4000 PSI	2 shared
Trash Cart	1 cubic yard	1
Restroom Cleaner	All-Cleaner XP #56381594	2 shared

School: <u>Daufuskie Elem</u>		
Item	Model	Total
Floor Scrubber	BD 80/100 32"	
Floor Scrubber	8023-VP 28"	
Floor Scrubber	BD 50/50 20"	
Burnisher	070-21-LR 21"	
Burnisher	070-24-LR 24"	
Burnisher	8006-VP 20"	1
Low Speed Floor Machine	8002-VP 20"	1
Wet Vac w/front squeegee	8012-VP 18 gallon	1
Stripping Machine	01024-603	1 shared
Carpet Extractor	8031-VP 16"	2 shared
Pressure Washer	2496537 4000 PSI	2 shared
Trash Cart	1 cubic yard	
Restroom Cleaner	All-Cleaner XP #56381594	2 shared

School: <u>Hilton Head Middle</u>		
Item	Model	Total
Floor Scrubber	BD 80/100 32"	
Floor Scrubber	8023-VP 28"	1
Floor Scrubber	BD 50/50 20"	
Burnisher	070-21-LR 21"	1
Burnisher	070-24-LR 24"	
Burnisher	8006-VP 20"	
Low Speed Floor Machine	8002-VP 20"	1
Wet Vac w/front squeegee	8012-VP 18 gallon	1
Stripping Machine	01024-603	1 shared
Carpet Extractor	8031-VP 16"	2 shared
Pressure Washer	2496537 4000 PSI	2 shared
Trash Cart	1 cubic yard	
Restroom Cleaner	All-Cleaner XP #56381594	2 shared



Equipment List by Cluster – Attachment D

EXHIBIT D – EQUIPMENT LIST (Bluffton Cluster)				
Contractor must supply a list of the equipment (initial cost of \$500 or more) to be utilized full- time at the District to adequately perform all cleaning tasks outlined in Section 3 – Scope of Work.				
Cluster:	Bluffton			
Item	Model	Make	Type	Replacement Value
Floor Scrubber	BD 80/100 32"	Karcher	Walk Behind	\$ 8,151.00
Floor Scrubber	8023-VP 28"	Renown (Nilfisk)	Walk Behind	\$ 5,433.00
Floor Scrubber	BD 50/50 20"	Karcher	Walk Behind	\$ 2,707.00
Burnisher	070-21-LR 21"	Aztec	Propane	\$ 2,979.00
Burnisher	070-24-LR 24"	Aztec	Propane	\$ 3,038.00
Low Speed Floor Machine	8002-VP 20"	Renown (Nilfisk)	Electric	\$ 548.00
Wet Vac w/front squeegee	8012-VP 18 gallon	Renown (Nilfisk)	Wet Dry vac	\$ 596.00
Stripping Machine	01024-603	Aztec	Propane	\$ 5,704.00
Carpet Extractor	8031-VP 16"	Renown (Nilfisk)	self-contained	\$ 1,571.00
Pressure Washer	2496537 4000 PSI	Briggs and Stratton	Elite gasoline	\$ 1,082.00
Trash Cart	1 cubic yard	Rubbermaid	trash cart	\$ 577.00
Restroom Cleaner	All-Cleaner XP #56381594	Nilfisk	no touch electric	\$ 2,805.00

Equipment List by Cluster – Attachment D

School:	Bluffton Early Childhood	
Item	Model	Total
Floor Scrubber	BD 80/100 32"	
Floor Scrubber	8023-VP 28"	
Floor Scrubber	BD 50/50 20"	1
Burnisher	070-21-LR 21"	1
Burnisher	070-24-LR 24"	
Low Speed Floor Machine	8002-VP 20"	1
Wet Vac w/front squeegee	8012-VP 18 gallon	1
Stripping Machine	01024-603	1 shared
Carpet Extractor	8031-VP 16"	3 shared
Pressure Washer	2496537 4000 PSI	2 shared
Trash Cart	1 cubic yard	
Restroom Cleaner	All-Cleaner XP #56381594	2 shared

School:	Bluffton Elementary	
Item	Model	Total
Floor Scrubber	BD 80/100 32"	
Floor Scrubber	8023-VP 28"	
Floor Scrubber	BD 50/50 20"	1
Burnisher	070-21-LR 21"	1
Burnisher	070-24-LR 24"	
Low Speed Floor Machine	8002-VP 20"	1
Wet Vac w/front squeegee	8012-VP 18 gallon	1
Stripping Machine	01024-603	1 shared
Carpet Extractor	8031-VP 16"	3 shared
Pressure Washer	2496537 4000 PSI	2 shared
Trash Cart	1 cubic yard	
Restroom Cleaner	All-Cleaner XP #56381594	2 shared

School:	Bluffton Middle	
Item	Model	Total
Floor Scrubber	BD 80/100 32"	
Floor Scrubber	8023-VP 28"	1
Floor Scrubber	BD 50/50 20"	
Burnisher	070-21-LR 21"	1
Burnisher	070-24-LR 24"	
Low Speed Floor Machine	8002-VP 20"	1
Wet Vac w/front squeegee	8012-VP 18 gallon	1
Stripping Machine	01024-603	1 shared
Carpet Extractor	8031-VP 16"	3 shared
Pressure Washer	2496537 4000 PSI	2 shared
Trash Cart	1 cubic yard	1
Restroom Cleaner	All-Cleaner XP #56381594	2 shared

School:	Bluffton High	
Item	Model	Total
Floor Scrubber	BD 80/100 32"	1
Floor Scrubber	8023-VP 28"	
Floor Scrubber	BD 50/50 20"	
Burnisher	070-21-LR 21"	
Burnisher	070-24-LR 24"	1
Low Speed Floor Machine	8002-VP 20"	1
Wet Vac w/front squeegee	8012-VP 18 gallon	1
Stripping Machine	01024-603	1 shared
Carpet Extractor	8031-VP 16"	3 shared
Pressure Washer	2496537 4000 PSI	2 shared
Trash Cart	1 cubic yard	1
Restroom Cleaner	All-Cleaner XP #56381594	2 shared

Equipment List by Cluster – Attachment D

School:	McCracken Middle	
Item	Model	Total
Floor Scrubber	BD 80/100 32"	
Floor Scrubber	8023-VP 28"	1
Floor Scrubber	BD 50/50 20"	
Burnisher	070-21-LR 21"	1
Burnisher	070-24-LR 24"	
Low Speed Floor Machine	8002-VP 20"	1
Wet Vac w/front squeegee	8012-VP 18 gallon	1
Stripping Machine	01024-603	1 shared
Carpet Extractor	8031-VP 16"	3 shared
Pressure Washer	2496537 4000 PSI	2 shared
Trash Cart	1 cubic yard	1
Restroom Cleaner	All-Cleaner XP #56381594	2 shared

School:	May River High	
Item	Model	Total
Floor Scrubber	BD 80/100 32"	1
Floor Scrubber	8023-VP 28"	
Floor Scrubber	BD 50/50 20"	
Burnisher	070-21-LR 21"	
Burnisher	070-24-LR 24"	1
Low Speed Floor Machine	8002-VP 20"	1
Wet Vac w/front squeegee	8012-VP 18 gallon	1
Stripping Machine	01024-603	1 shared
Carpet Extractor	8031-VP 16"	3 shared
Pressure Washer	2496537 4000 PSI	2 shared
Trash Cart	1 cubic yard	1
Restroom Cleaner	All-Cleaner XP #56381594	2 shared

School:	MC Riley Elementary	
Item	Model	Total
Floor Scrubber	BD 80/100 32"	
Floor Scrubber	8023-VP 28"	
Floor Scrubber	BD 50/50 20"	1
Burnisher	070-21-LR 21"	1
Burnisher	070-24-LR 24"	
Low Speed Floor Machine	8002-VP 20"	1
Wet Vac w/front squeegee	8012-VP 18 gallon	1
Stripping Machine	01024-603	1 shared
Carpet Extractor	8031-VP 16"	3 shared
Pressure Washer	2496537 4000 PSI	2 shared
Trash Cart	1 cubic yard	
Restroom Cleaner	All-Cleaner XP #56381594	2 shared

Equipment List by Cluster – Attachment D

School:	MC Riley Early Childhood	
Item	Model	Total
Floor Scrubber	BD 80/100 32"	
Floor Scrubber	8023-VP 28"	
Floor Scrubber	BD 50/50 20"	1
Burnisher	070-21-LR 21"	1
Burnisher	070-24-LR 24"	
Low Speed Floor Machine	8002-VP 20"	1
Wet Vac w/front squeegee	8012-VP 18 gallon	1
Stripping Machine	01024-603	1 shared
Carpet Extractor	8031-VP 16"	3 shared
Pressure Washer	2496537 4000 PSI	2 shared
Trash Cart	1 cubic yard	
Restroom Cleaner	All-Cleaner XP #56381594	2 shared

School:	Okatie Elementary	
Item	Model	Total
Floor Scrubber	BD 80/100 32"	
Floor Scrubber	8023-VP 28"	
Floor Scrubber	BD 50/50 20"	1
Burnisher	070-21-LR 21"	1
Burnisher	070-24-LR 24"	
Low Speed Floor Machine	8002-VP 20"	1
Wet Vac w/front squeegee	8012-VP 18 gallon	1
Stripping Machine	01024-603	1 shared
Carpet Extractor	8031-VP 16"	3 shared
Pressure Washer	2496537 4000 PSI	2 shared
Trash Cart	1 cubic yard	
Restroom Cleaner	All-Cleaner XP #56381594	2 shared

School:	Pritchardville Elementary	
Item	Model	Total
Floor Scrubber	BD 80/100 32"	
Floor Scrubber	8023-VP 28"	
Floor Scrubber	BD 50/50 20"	1
Burnisher	070-21-LR 21"	1
Burnisher	070-24-LR 24"	
Low Speed Floor Machine	8002-VP 20"	1
Wet Vac w/front squeegee	8012-VP 18 gallon	1
Stripping Machine	01024-603	1 shared
Carpet Extractor	8031-VP 16"	3 shared
Pressure Washer	2496537 4000 PSI	2 shared
Trash Cart	1 cubic yard	
Restroom Cleaner	All-Cleaner XP #56381594	2 shared



Equipment List by Cluster – Attachment D

School:	River Ridge Academy	
Item	Model	Total
Floor Scrubber	BD 80/100 32"	
Floor Scrubber	8023-VP 28"	1
Floor Scrubber	BD 50/50 20"	
Burnisher	070-21-LR 21"	
Burnisher	070-24-LR 24"	1
Low Speed Floor Machine	8002-VP 20"	1
Wet Vac w/front squeegee	8012-VP 18 gallon	1
Stripping Machine	01024-603	1 shared
Carpet Extractor	8031-VP 16"	3 shared
Pressure Washer	2496537 4000 PSI	2 shared
Trash Cart	1 cubic yard	1
Restroom Cleaner	All-Cleaner XP #56381594	2 shared

School:	Maintenance Annex	
Item	Model	Total
Floor Scrubber	BD 80/100 32"	
Floor Scrubber	8023-VP 28"	
Floor Scrubber	BD 50/50 20"	
Burnisher	070-21-LR 21"	
Burnisher	070-24-LR 24"	
Low Speed Floor Machine	8002-VP 20"	
Wet Vac w/front squeegee	8012-VP 18 gallon	
Stripping Machine	01024-603	1 shared
Carpet Extractor	8031-VP 16"	3 shared
Pressure Washer	2496537 4000 PSI	2 shared
Trash Cart	1 cubic yard	
Restroom Cleaner	All-Cleaner XP #56381594	2 shared

School:	Red Cedar Elementary	
Item	Model	Total
Floor Scrubber	BD 80/100 32"	
Floor Scrubber	8023-VP 28"	
Floor Scrubber	BD 50/50 20"	1
Burnisher	070-21-LR 21"	1
Burnisher	070-24-LR 24"	
Low Speed Floor Machine	8002-VP 20"	1
Wet Vac w/front squeegee	8012-VP 18 gallon	1
Stripping Machine	01024-603	1 shared
Carpet Extractor	8031-VP 16"	3 shared
Pressure Washer	2496537 4000 PSI	2 shared
Trash Cart	1 cubic yard	
Restroom Cleaner	All-Cleaner XP #56381594	2 shared



Equipment List by Cluster – Attachment D

EXHIBIT D – EQUIPMENT LIST (Beaufort Cluster)				
Contractor must supply a list of the equipment (initial cost of \$500 or more) to be utilized full- time at the District to adequately perform all cleaning tasks outlined in Section 3 – Scope of Work.				
Cluster:	Beaufort			
Item	Model	Make	Type	Replacement Value
Floor Scrubber	BD 80/100 32"	Karcher	Walk Behind	\$ 8,151.00
Floor Scrubber	8023-VP 28"	Renown (Nilfisk)	Walk Behind	\$ 5,433.00
Floor Scrubber	BD 50/50 20"	Karcher	Walk Behind	\$ 2,707.00
Burnisher	070-21-LR 21"	Aztec	Propane	\$ 2,979.00
Burnisher	070-24-LR 24"	Aztec	Propane	\$ 3,038.00
Low Speed Floor Machine	8002-VP 20"	Renown (Nilfisk)	Electric	\$ 548.00
Wet Vac w/front squeegee	8012-VP 18 gallon	Renown (Nilfisk)	Wet Dry vac	\$ 596.00
Stripping Machine	01024-603	Aztec	Propane	\$ 5,704.00
Carpet Extractor	8031-VP 16"	Renown (Nilfisk)	self-contained	\$ 1,571.00
Pressure Washer	2496537 4000 PSI	Briggs and Stratton	Elite gasoline	\$ 1,082.00
Trash Cart	1 cubic yard	Rubbermaid	trash cart	\$ 577.00
Restroom Cleaner	All-Cleaner XP #56381594	Nilfisk	no touch electric	\$ 2,805.00

Equipment List by Cluster – Attachment D

School:	Beaufort High School	
Item	Model	Total
Floor Scrubber	BD 80/100 32"	1
Floor Scrubber	8023-VP 28"	
Floor Scrubber	BD 50/50 20"	
Burnisher	070-21-LR 21"	
Burnisher	070-24-LR 24"	1
Burnisher	8006-VP 20"	
Low Speed Floor Machine	8002-VP 20"	1
Wet Vac w/front squeegee	8012-VP 18 gallon	1
Stripping Machine	01024-603	1 shared
Carpet Extractor	8031-VP 16"	2 shared
Pressure Washer	2496537 4000 PSI	2 shared
Trash Cart	1 cubic yard	1
Restroom Cleaner	All-Cleaner XP #56381594	2 shared

School:	Beaufort Middle School	
Item	Model	Total
Floor Scrubber	BD 80/100 32"	
Floor Scrubber	8023-VP 28"	1
Floor Scrubber	BD 50/50 20"	
Burnisher	070-21-LR 21"	1
Burnisher	070-24-LR 24"	
Burnisher	8006-VP 20"	
Low Speed Floor Machine	8002-VP 20"	1
Wet Vac w/front squeegee	8012-VP 18 gallon	1
Stripping Machine	01024-603	1 shared
Carpet Extractor	8031-VP 16"	2 shared
Pressure Washer	2496537 4000 PSI	2 shared
Trash Cart	1 cubic yard	1
Restroom Cleaner	All-Cleaner XP #56381594	2 shared

School:	Beaufort Elementary School	
Item	Model	Total
Floor Scrubber	BD 80/100 32"	
Floor Scrubber	8023-VP 28"	
Floor Scrubber	BD 50/50 20"	1
Burnisher	070-21-LR 21"	1
Burnisher	070-24-LR 24"	
Burnisher	8006-VP 20"	
Low Speed Floor Machine	8002-VP 20"	1
Wet Vac w/front squeegee	8012-VP 18 gallon	1
Stripping Machine	01024-603	1 shared
Carpet Extractor	8031-VP 16"	2 shared
Pressure Washer	2496537 4000 PSI	2 shared
Trash Cart	1 cubic yard	
Restroom Cleaner	All-Cleaner XP #56381594	2 shared



Equipment List by Cluster – Attachment D

School:	Coosa Elementary	
Item	Model	Total
Floor Scrubber	BD 80/100 32"	
Floor Scrubber	8023-VP 28"	
Floor Scrubber	BD 50/50 20"	1
Burnisher	070-21-LR 21"	1
Burnisher	070-24-LR 24"	
Burnisher	8006-VP 20"	
Low Speed Floor Machine	8002-VP 20"	1
Wet Vac w/front squeegee	8012-VP 18 gallon	1
Stripping Machine	01024-603	1 shared
Carpet Extractor	8031-VP 16"	2 shared
Pressure Washer	2496537 4000 PSI	2 shared
Trash Cart	1 cubic yard	
Restroom Cleaner	All-Cleaner XP #56381594	2 shared



School:	Lady's Island Elementary	
Item	Model	Total
Floor Scrubber	BD 80/100 32"	
Floor Scrubber	8023-VP 28"	1
Floor Scrubber	BD 50/50 20"	
Burnisher	070-21-LR 21"	1
Burnisher	070-24-LR 24"	
Burnisher	8006-VP 20"	
Low Speed Floor Machine	8002-VP 20"	1
Wet Vac w/front squeegee	8012-VP 18 gallon	1
Stripping Machine	01024-603	1 shared
Carpet Extractor	8031-VP 16"	2 shared
Pressure Washer	2496537 4000 PSI	2 shared
Trash Cart	1 cubic yard	
Restroom Cleaner	All-Cleaner XP #56381594	2 shared

Equipment List by Cluster – Attachment D

School:	Pink House	
Item	Model	Total
Floor Scrubber	BD 80/100 32"	
Floor Scrubber	8023-VP 28"	
Floor Scrubber	BD 50/50 20"	
Burnisher	070-21-LR 21"	
Burnisher	070-24-LR 24"	
Burnisher	8006-VP 20"	
Low Speed Floor Machine	8002-VP 20"	1 shared
Wet Vac w/front squeegee	8012-VP 18 gallon	1 shared
Stripping Machine	01024-603	1 shared
Carpet Extractor	8031-VP 16"	2 shared
Pressure Washer	2496537 4000 PSI	2 shared
Trash Cart	1 cubic yard	
Restroom Cleaner	All-Cleaner XP #56381594	2 shared

School:	Lady's Island Middle	
Item	Model	Total
Floor Scrubber	BD 80/100 32"	1
Floor Scrubber	8023-VP 28"	
Floor Scrubber	BD 50/50 20"	
Burnisher	070-21-LR 21"	
Burnisher	070-24-LR 24"	1
Burnisher	8006-VP 20"	
Low Speed Floor Machine	8002-VP 20"	1
Wet Vac w/front squeegee	8012-VP 18 gallon	1
Stripping Machine	01024-603	1 shared
Carpet Extractor	8031-VP 16"	2 shared
Pressure Washer	2496537 4000 PSI	2 shared
Trash Cart	1 cubic yard	
Restroom Cleaner	All-Cleaner XP #56381594	2 shared

School:	Mossy Oaks Elementary	
Item	Model	Total
Floor Scrubber	BD 80/100 32"	
Floor Scrubber	8023-VP 28"	
Floor Scrubber	BD 50/50 20"	1
Burnisher	070-21-LR 21"	
Burnisher	070-24-LR 24"	
Burnisher	8006-VP 20"	1
Low Speed Floor Machine	8002-VP 20"	1
Wet Vac w/front squeegee	8012-VP 18 gallon	1
Stripping Machine	01024-603	1 shared
Carpet Extractor	8031-VP 16"	2 shared
Pressure Washer	2496537 4000 PSI	2 shared
Trash Cart	1 cubic yard	
Restroom Cleaner	All-Cleaner XP #56381594	2 shared

Equipment List by Cluster – Attachment D

School:	Port Royal Elementary	
Item	Model	Total
Floor Scrubber	BD 80/100 32"	
Floor Scrubber	8023-VP 28"	
Floor Scrubber	BD 50/50 20"	1
Burnisher	070-21-LR 21"	
Burnisher	070-24-LR 24"	
Burnisher	8006-VP 20"	1
Low Speed Floor Machine	8002-VP 20"	1
Wet Vac w/front squeegee	8012-VP 18 gallon	1
Stripping Machine	01024-603	1 shared
Carpet Extractor	8031-VP 16"	2 shared
Pressure Washer	2496537 4000 PSI	2 shared
Trash Cart	1 cubic yard	
Restroom Cleaner	All-Cleaner XP #56381594	2 shared

School:	St. Helena Elementary	
Item	Model	Total
Floor Scrubber	BD 80/100 32"	
Floor Scrubber	8023-VP 28"	1
Floor Scrubber	BD 50/50 20"	
Burnisher	070-21-LR 21"	1
Burnisher	070-24-LR 24"	
Burnisher	8006-VP 20"	
Low Speed Floor Machine	8002-VP 20"	1
Wet Vac w/front squeegee	8012-VP 18 gallon	1
Stripping Machine	01024-603	1 shared
Carpet Extractor	8031-VP 16"	2 shared
Pressure Washer	2496537 4000 PSI	2 shared
Trash Cart	1 cubic yard	
Restroom Cleaner	All-Cleaner XP #56381594	2 shared

School:	Beaufort Adult Ed.	
Item	Model	Total
Floor Scrubber	BD 80/100 32"	
Floor Scrubber	8023-VP 28"	
Floor Scrubber	BD 50/50 20"	
Burnisher	070-21-LR 21"	
Burnisher	070-24-LR 24"	
Burnisher	8006-VP 20"	
Low Speed Floor Machine	8002-VP 20"	1 shared
Wet Vac w/front squeegee	8012-VP 18 gallon	1 shared
Stripping Machine	01024-603	1 shared
Carpet Extractor	8031-VP 16"	2 shared
Pressure Washer	2496537 4000 PSI	2 shared
Trash Cart	1 cubic yard	
Restroom Cleaner	All-Cleaner XP #56381594	2 shared



Equipment List by Cluster – Attachment D

EXHIBIT D – EQUIPMENT LIST (Battery Creek Cluster)				
Contractor must supply a list of the equipment (initial cost of \$500 or more) to be utilized full- time at the District to adequately perform all cleaning tasks outlined in Section 3 – Scope of Work.				
Cluster:	Battery Creek			
Item	Model	Make	Type	Replacement Value
Floor Scrubber	BD 80/100 32"	Karcher	Walk Behind	\$ 8,151.00
Floor Scrubber	8023-VP 28"	Renown (Nilfisk)	Walk Behind	\$ 5,433.00
Floor Scrubber	BD 50/50 20"	Karcher	Walk Behind	\$ 2,707.00
Burnisher	070-21-LR 21"	Aztec	Propane	\$ 2,979.00
Burnisher	070-24-LR 24"	Aztec	Propane	\$ 3,038.00
Low Speed Floor Machine	8002-VP 20"	Renown (Nilfisk)	Electric	\$ 548.00
Wet Vac w/front squeegee	8012-VP 18 gallon	Renown (Nilfisk)	Wet Dry vac	\$ 596.00
Stripping Machine	01024-603	Aztec	Propane	\$ 5,704.00
Carpet Extractor	8031-VP 16"	Renown (Nilfisk)	self-contained	\$ 1,571.00
Pressure Washer	2496537 4000 PSI	Briggs and Stratton	Elite gasoline	\$ 1,082.00
Trash Cart	1 cubic yard	Rubbermaid	trash cart	\$ 577.00
Restroom Cleaner	All-Cleaner XP #56381594	Nilfisk	no touch electric	\$ 2,805.00

Equipment List by Cluster – Attachment D

School:	Battery Creek High	
Item	Model	Total
Floor Scrubber	BD 80/100 32"	1
Floor Scrubber	8023-VP 28"	
Floor Scrubber	BD 50/50 20"	
Burnisher	070-21-LR 21"	
Burnisher	070-24-LR 24"	1
Low Speed Floor Machine	8002-VP 20"	1
Wet Vac w/front squeegee	8012-VP 18 gallon	1
Stripping Machine	01024-603	1 shared
Carpet Extractor	8031-VP 16"	2 shared
Pressure Washer	2496537 4000 PSI	2 shared
Trash Cart	1 cubic yard	1
Restroom Cleaner	All-Cleaner XP #56381594	2 shared

School:	Broad River Elementary	
Item	Model	Total
Floor Scrubber	BD 80/100 32"	
Floor Scrubber	8023-VP 28"	
Floor Scrubber	BD 50/50 20"	1
Burnisher	070-21-LR 21"	1
Burnisher	070-24-LR 24"	
Low Speed Floor Machine	8002-VP 20"	1
Wet Vac w/front squeegee	8012-VP 18 gallon	1
Stripping Machine	01024-603	1 shared
Carpet Extractor	8031-VP 16"	2 shared
Pressure Washer	2496537 4000 PSI	2 shared
Trash Cart	1 cubic yard	
Restroom Cleaner	All-Cleaner XP #56381594	2 shared

School:	JS Shanklin Elementary	
Item	Model	Total
Floor Scrubber	BD 80/100 32"	
Floor Scrubber	8023-VP 28"	
Floor Scrubber	BD 50/50 20"	1
Burnisher	070-21-LR 21"	1
Burnisher	070-24-LR 24"	
Low Speed Floor Machine	8002-VP 20"	1
Wet Vac w/front squeegee	8012-VP 18 gallon	1
Stripping Machine	01024-603	1 shared
Carpet Extractor	8031-VP 16"	2 shared
Pressure Washer	2496537 4000 PSI	2 shared
Trash Cart	1 cubic yard	
Restroom Cleaner	All-Cleaner XP #56381594	2 shared



Equipment List by Cluster – Attachment D

School:	Robert Smalls Academy	
Item	Model	Total
Floor Scrubber	BD 80/100 32"	
Floor Scrubber	8023-VP 28"	1
Floor Scrubber	BD 50/50 20"	
Burnisher	070-21-LR 21"	
Burnisher	070-24-LR 24"	1
Low Speed Floor Machine	8002-VP 20"	1
Wet Vac w/front squeegee	8012-VP 18 gallon	1
Stripping Machine	01024-603	1 shared
Carpet Extractor	8031-VP 16"	2 shared
Pressure Washer	2496537 4000 PSI	2 shared
Trash Cart	1 cubic yard	1
Restroom Cleaner	All-Cleaner XP #56381594	2 shared

School:	Beaufort Co District Office	
Item	Model	Total
Floor Scrubber	BD 80/100 32"	
Floor Scrubber	8023-VP 28"	
Floor Scrubber	BD 50/50 20"	1
Burnisher	070-21-LR 21"	1
Burnisher	070-24-LR 24"	
Low Speed Floor Machine	8002-VP 20"	1
Wet Vac w/front squeegee	8012-VP 18 gallon	1
Stripping Machine	01024-603	1 shared
Carpet Extractor	8031-VP 16"	2 shared
Pressure Washer	2496537 4000 PSI	2 shared
Trash Cart	1 cubic yard	
Restroom Cleaner	All-Cleaner XP #56381594	2 shared

School:	Beaufort Co School Maintenance	
Item	Model	Total
Floor Scrubber	BD 80/100 32"	
Floor Scrubber	8023-VP 28"	
Floor Scrubber	BD 50/50 20"	
Burnisher	070-21-LR 21"	
Burnisher	070-24-LR 24"	
Low Speed Floor Machine	8002-VP 20"	1
Wet Vac w/front squeegee	8012-VP 18 gallon	
Stripping Machine	01024-603	1 shared
Carpet Extractor	8031-VP 16"	3 shared
Pressure Washer	2496537 4000 PSI	2 shared
Trash Cart	1 cubic yard	1
Restroom Cleaner	All-Cleaner XP #56381594	2 shared



Equipment List by Cluster – Attachment D

EXHIBIT D – EQUIPMENT LIST (Whale Branch Cluster)				
Contractor must supply a list of the equipment (initial cost of \$500 or more) to be utilized full- time at the District to adequately perform all cleaning tasks outlined in Section 3 – Scope of Work.				
Cluster:	Whale Branch			
Item	Model	Make	Type	Replacement Value
Floor Scrubber	8023-VP 28"	Renown (Nilfisk)	Walk Behind	\$ 5,433.00
Floor Scrubber	BD 50/50 20"	Karcher	Walk Behind	\$ 2,707.00
Burnisher	070-21-LR 21"	Aztec	Propane	\$ 2,979.00
Burnisher	070-24-LR 24"	Aztec	Propane	\$ 3,038.00
Low Speed Floor Machine	8002-VP 20"	Renown (Nilfisk)	Electric	\$ 548.00
Wet Vac w/front squeegee	8012-VP 18 gallon	Renown (Nilfisk)	Wet Dry vac	\$ 596.00
Stripping Machine	01024-603	Aztec	Propane	\$ 5,704.00
Carpet Extractor	8031-VP 16"	Renown (Nilfisk)	self-contained	\$ 1,571.00
Pressure Washer	2496537 4000 PSI	Briggs and Stratton	Elite gasoline	\$ 1,082.00
Trash Cart	1 cubic yard	Rubbermaid	trash cart	\$ 577.00
Restroom Cleaner	All-Cleaner XP #56381594	Nilfisk	no touch electric	\$ 2,805.00

Equipment List by Cluster – Attachment D

School:	James J Davis ECC	
Item	Model	Total
Floor Scrubber	BD 80/100 32"	
Floor Scrubber	8023-VP 28"	
Floor Scrubber	BD 50/50 20"	1
Burnisher	070-21-LR 21"	1
Burnisher	070-24-LR 24"	
Burnisher	8006-VP 20"	
Low Speed Floor Machine	8002-VP 20"	1
Wet Vac w/front squeegee	8012-VP 18 gallon	1
Stripping Machine	01024-603	1 shared
Carpet Extractor	8031-VP 16"	1 shared
Pressure Washer	2496537 4000 PSI	1 shared
Trash Cart	1 cubic yard	
Restroom Cleaner	All-Cleaner XP #56381594	1 shared



School:	Whale Branch Elementary	
Item	Model	Total
Floor Scrubber	BD 80/100 32"	
Floor Scrubber	8023-VP 28"	
Floor Scrubber	BD 50/50 20"	1
Burnisher	070-21-LR 21"	
Burnisher	070-24-LR 24"	
Burnisher	8006-VP 20"	1
Low Speed Floor Machine	8002-VP 20"	1
Wet Vac w/front squeegee	8012-VP 18 gallon	1
Stripping Machine	01024-603	1 shared
Carpet Extractor	8031-VP 16"	1 shared
Pressure Washer	2496537 4000 PSI	1 shared
Trash Cart	1 cubic yard	
Restroom Cleaner	All-Cleaner XP #56381594	1 shared

Equipment List by Cluster – Attachment D

School:	Whale Branch Middle	
Item	Model	Total
Floor Scrubber	BD 80/100 32"	
Floor Scrubber	8023-VP 28"	1
Floor Scrubber	BD 50/50 20"	
Burnisher	070-21-LR 21"	1
Burnisher	070-24-LR 24"	
Burnisher	8006-VP 20"	
Low Speed Floor Machine	8002-VP 20"	1
Wet Vac w/front squeegee	8012-VP 18 gallon	1
Stripping Machine	01024-603	1 shared
Carpet Extractor	8031-VP 16"	1 shared
Pressure Washer	2496537 4000 PSI	1 shared
Trash Cart	1 cubic yard	
Restroom Cleaner	All-Cleaner XP #56381594	1 shared

School:	Whale Branch Early College High	
Item	Model	Total
Floor Scrubber	BD 80/100 32"	
Floor Scrubber	8023-VP 28"	1
Floor Scrubber	BD 50/50 20"	
Burnisher	070-21-LR 21"	1
Burnisher	070-24-LR 24"	
Burnisher	8006-VP 20"	
Low Speed Floor Machine	8002-VP 20"	1
Wet Vac w/front squeegee	8012-VP 18 gallon	1
Stripping Machine	01024-603	1 shared
Carpet Extractor	8031-VP 16"	1 shared
Pressure Washer	2496537 4000 PSI	1 shared
Trash Cart	1 cubic yard	
Restroom Cleaner	All-Cleaner XP #56381594	1 shared

Alternate #1		
School:	Beaufort Jasper Academy	
Item	Model	Total
Floor Scrubber	BD 80/100 32"	
Floor Scrubber	8023-VP 28"	
Floor Scrubber	BD 50/50 20"	1
Burnisher	070-21-LR 21"	1
Burnisher	070-24-LR 24"	
Low Speed Floor Machine	8002-VP 20"	1
Wet Vac w/front squeegee	8012-VP 18 gallon	1
Stripping Machine	01024-603	1 shared
Carpet Extractor	8031-VP 16"	2 shared
Pressure Washer	2496537 4000 PSI	2 shared
Trash Cart	1 cubic yard	
Restroom Cleaner	All-Cleaner XP #56381594	2 shared

Business Enterprise Utilization Report



HES is A Diverse Team Who Supports M/WBE Partnerships

We have already begun to develop important M/WBE partnerships from Tennessee, to Florida, to South Carolina, and we will continue to develop strategic relationships nationwide as we expand in our effort to become the most respected facilities maintenance provider in the nation. We expect significant, but responsible growth over the next several years, but rest assured, you will always feel like our only partner. Count on it!

While HES is new to South Carolina, our leadership team is not; we have decades of experience working in the state and supporting education, including BCSD. The School District of Newberry County (SDNC), a valued SC partner, will confirm our commitment to promises made, promises kept. Please call Jim Suber, Superintendent, to confirm our commitment to keeping our word – it is all about integrity.

HES currently has southeastern M/WBE partners who can supply materials and services to HES for the Beaufort County School District Custodial Services program, and we have already made many attempts to add South Carolina vendors via social media, direct email, phone calls, state M/WBE posted participant lists, and through other vendor referrals. **The M/WBE partner for the current custodial services provider will be considered, as well as others, and those are listed in the Business Enterprise Utilization Report, included in this section.** We will thoroughly vet, evaluate and background check the considered M/WBE Mentors/Protégés and present the candidates to BCSD for review and final selection. HES wants to make this important selection in collaboration with BCSD.

HES will work diligently as a valued partner to complement BCSD in their efforts to achieve their M/WBE utilization goals. Upon award, HES will submit its subcontractor plan along with our custodial services contract. Our team has experience building nationally recognized programs and will achieve this again.

Our ultimate goal is to continue to be a very diverse, talented, and capable partner for BCSD while, mentoring W/MBE partners throughout the state, region and country, eventually being recognized as a leader in diversity participation for BCSD and throughout our services footprint.

Please review the Business Utilization Report and Statement of Intent that follow. Those highlighted below, are current candidates; we require their approval as well as HES and BCSD prior to partnership.

Business Enterprise Utilization Report



Business Enterprise Utilization Report

List all vendors/subcontractors to be used on this project. All MBEs or WBEs proposed for utilization on this project must be certified by the Small and Minority Business Assistance Office through the State of South Carolina according to the criteria of the Beaufort County School District's Minority Business Enterprise Plan prior to utilization on this project.

In column 2 below, please specify ethnic/racial/gender group as follows:

- AABE – African-American Business Enterprise
- HBE – Hispanic Business Enterprise
- ABE – Asian-American Business Enterprise
- WBE – Woman Business Enterprise

<u>Sub-Contractor Name</u>	<u>Gender Group</u>	<u>Address</u>	<u>Phone #</u>	<u>Other</u>	<u>Email</u>
Jax Embroidery	MBE	8100 Cypress Plaza Dr. Jacksonville, FL 32256	904.367.4335	N/A	art@jaxembroidery.com
Clean-Sweep Solutions	MBE	424 Church St suite 2000 Nashville, TN 37219	615.753.1290	N/A	lerue@clean-sweep.com
Alpha Janitorial Services, Inc.	WBE	2728 Depot Rd. Beaufort, SC 29902	843.525.0201	N/A	dabneyalpha@centurylink.net
Quality Touch Janitorial Services, Inc.	MBE	7252 Investment Dr. N. Charleston, SC 29418	843.552.7303	N/A	jbrown@qtjservice.com

Statement of Intent

We, the undersigned have prepared and submitted all the documents required for this project. We have prepared these documents with a full understanding of the Beaufort County School District's goal to ensure equal opportunities in the proposed work to be undertaken in performance of this project. Specifically, the BCSD seeks to encourage and promote on an inclusionary basis contracting opportunities without regard to the race, gender, national origin or ethnicity of the ownership or management of any business and that it is an equal opportunity employer and contracting entity. We certify that the representations contained in the Minority/Woman Business Enterprise (M/WBE) Utilization Report, which we have submitted with this solicitation, are true and correct as of this date. We commit to undertake this contract with the Minority/Woman Business Utilization Report we have submitted, and to comply with all non-discrimination provisions of the Minority/Woman Business Enterprise Program in the performance of this contract.



Signature

09/02/2020

Date

Name: Charlie Spencer

Title: President and CEO, HES Facilities LLC

Project: RFP 21-005, Custodial Services