



Custodial Contract Proposal

Presented To: Clinton Public School District
Attn: Libby Callegan, Director of Finance
201 Easthaven Drive
Clinton, MS 39056
www.centralbidding.com
225.810.4814
July 6, 2020 at 2:00 PM CST

Presented By: Southern Management Services
an HES Facilities Company
Adam Miles, VP Business Development
9202 S. Northshore Drive, Suite 202
Knoxville, TN 37922
615.768.0808
adam.miles@smsfacilities.com

**ELECTRONIC
COPY**

July 6, 2020

Clinton Public School District
Attn: Libby Callegan, Director of Finance
201 Easthaven Drive
Clinton, MS 39056
www.centralbidding.com



Regarding: RFP Custodial Contract

Dear Evaluation Committee,

Thank you for considering Southern Management Services (SMS) an HES Facilities Company, for the provision of janitorial services to the Clinton Public School District. We understand and applaud the desire CPSD has for well maintained and properly managed facilities across the district, and we are honored for the opportunity to compete for your partnership.

By partnering with SMS, a dedicated local account manager will be in the district daily, with additional regional and senior management in the schools frequently to further support the operation. We understand education facilities and their specific needs and customize our program to your requirements. CPSD has our unwavering commitment to provide clean, safe, well maintained facilities across the school system. From community involvement to daily deep cleaning, you can always count on us to put CPSD first. We will work collaboratively to address any challenges from the recent COVID-19 health concerns and will implement our pandemic and post-pandemic module training plans to assist with any lingering or future events.

SMS will ensure a well-managed, smooth transition, allowing the district to focus on other critical needs. By working closely with the CPSD facilities leadership, SMS will provide a best-in-class janitorial program; one that is unmatched by other providers. Our hope is that after reviewing our proposal, and speaking with our current clients, you will agree that SMS is indeed the company most qualified and capable of 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, appearing to read "Adam Miles", is positioned above the printed name.


Adam Miles
Vice President Business Development

We/I have examined the conditions/specifications outlined in the Request for Proposals. My company agrees to furnish and deliver items and provide services according to your conditions/specifications and instructions at the indicated prices. We/I, the undersigned, understand and accept the instructions and conditions under which this proposal is being submitted.

We/I understand that a company officer's signature is required on each form and unless this has been done, our proposal may be considered incomplete and therefore rejected. Also included is a list of commercial references and other information required.

We/I understand that the proposals will be evaluated based on the price, equipment, capacity, and references. The District reserves the right to award locations to different Contractors or all locations to one Contractor.

Southern Management Services an
FIRM: HES Company

BY:  Charlie Spencer
(Signature)

ADDRESS: 9202 S. Northshore Dr. STE 202

TITLE: President and CEO

STATE: Knoxville, TN 37922

TELEPHONE: 865-263-1905

DATE: 07/03/20

CELL PHONE: 865-258-9290

EMAIL ADDRESS: cspencer@hesfacilities.com

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Executive Summary

Southern Management Services, (SMS), an HES Facilities LLC company, has received the Request for Proposal for Janitorial Services for Clinton Public School District (CPSD). Adam Miles, Vice President of Business Development, personally attended the pre-bid conference, and toured CPSD school facilities to better ascertain the resources required to provide CPSD a best-in-class program. His evaluation, combined with the information shared during the site visits, has allowed us to design a proposal that we believe will not only meet, but exceed your expectations.

Unlike providers who are involved with many different products and service solutions, and within multiple market sectors, SMS only provides facilities management services, and we only do it for K-12 and higher education clients. We are not distracted by large corporate clients, and we fully understand the unique challenges of providing critical services to schools charged with the safety, education, and well-being of their students. We believe our list of satisfied education clients will be difficult to match for any other provider, and we have never lost a client due to performance. We believe 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 to work with each education partner, focusing on one common goal - to provide a safe, clean, appealing learning environment for students and staff.

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

Please note, SMS's annual contract price is based on our understanding of the RFP requirements. If we missed important considerations, or if CPSD after the selection, or even during the selection process, chooses to make changes to project scope and, or scale, SMS is willing to negotiate price and other considerations based on those adjustments. When negotiations are completed, we want the result to be a better experience for your staff, and especially for your students. It is all about them.

Executive Summary

The SMS Difference

SMS is no stranger to the facility management industry. We are confident that our comprehension of education facility cleaning will meet and exceed Clinton Public School District's expectations. From daily school cleaning procedures and extracurricular event cleaning, to pandemic sickness outbreaks, SMS is prepared to meet and execute each required procedure and process for any, and all circumstances.

While the facility management services industry trends towards large corporations growing even larger through merger or acquisition, SMS 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. SMS 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. With the single focus steered toward education facilities, SMS has experienced significant success and praise from existing education clients, whom we encourage you and your committee to contact. Please contact our references and [Hear the SMS difference for yourself.](#)



Company Background

Company History - About SMS

SMS, an HES Facilities, LLC company, is a privately held business, headquartered in Knoxville, Tennessee with additional regional locations and partnerships across the Southeast. SMS was founded in 2007 and acquired in 2016 by industry leaders, Josh Helton, Dean Helton, and Adam Miles, who have 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. Most recently, SMS joined HES Facilities, LLC to further strengthen 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 throughout our 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 an effective, efficient custodial services management program.

The SMS 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..

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 system is **its students**. We get it.



Company Background

SMS is no stranger to the facility management industry. We are confident that our comprehension of education facility cleaning will meet and exceed CPSD's expectations. From daily school and extracurricular event cleaning procedures, to complex pandemic outbreaks, SMS is prepared to meet and exceed each required procedure and process for any, and all circumstances.

SMS 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 mission is to provide a learning environment that not only looks inviting, but first and foremost, it is clean, and it is safe.

It has been the best relationship we have had with any custodial company. We are very fortunate to have SMS providing custodial services to our school district. I highly recommend SMS and trust they would do a great job for you, as they have for our school district.

**Mickey Hall,
Wilson County Schools**



Company Background

Who We Are.


Why is SMS successful when others fail?

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 SMS apart is the management structure and commitment to our employees and to our client. Each SMS 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 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 national contracting corporations who provide many ancillary services such as food, uniforms, and mats, in addition to custodial service, lose their focus on customers. SMS only serves education.



SMS has provided quality services for our district and is very good to work with. They are flexible and have responded well to meeting our custodial needs.

**Stan Breeden,
Maury County Schools**

Why choose SMS over the publicly traded providers?

SMS 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 and offers sub-par performance.** We provide a very fair price, a successful program, a great value and satisfied customers.

When will you notice a difference between SMS and your current program?

Hopefully, you already noticed a difference from our proposal. From the beginning, we will be honest and ethical, and we will conduct our business practices in the same manner. We will work diligently to bring uniformity across the district, and we will identify and correct areas of concern, such as missed trash or restroom odors. Identifying little things immediately will prevent deficiencies from becoming habitual and detracting from your facility appearance. You can count on SMS and our dedicated team to be responsive, committed to your success, flexible, and reasonable. You will never hear us say, "that's not our job". We will work with you to meet every need.

Company Background

How is SMS different?

We are different in many ways. Our core business model is to provide students and staff with a safe, clean, learning environment. We genuinely care about your school district and are counting on rave reviews of our services for other prospective partners to hear.

Custodial Experience

Ask Our Clients

SMS has an unbending commitment to client satisfaction. Please speak with some of our K-12 clients who will explain the SMS difference since switching from their previous provider to SMS.

- Hardin County Schools, TN – Custodial Services
- Lauderdale County Schools, TN – Custodial Services
- Jackson-Madison County Schools, TN – Custodial Services
- Paulding County Schools, GA – Custodial Services
- Sevier County Schools, TN – Custodial Services
- Weakley County Schools, TN – Custodial Services
- Maury County Schools, TN – Custodial Services
- Loudon County Schools, TN – Custodial Services
- Cleveland City Schools, TN – Custodial Services
- Cheatham County Schools, TN - Custodial Services
- Dickson County Schools, TN - Custodial Services
- Wilson County Schools, TN - Custodial Services
- Williamson County Schools, TN - Custodial Services
- Dekalb County School District, TN - Custodial Services
- Newberry County Schools, SC – Custodial Services
- Metropolitan Nashville Public Schools, TN – Custodial Services



References - CONFIDENTIAL

Paulding County Schools

3236 Atlanta Highway
Dallas, GA 30132
Contact: Mr. Don Breedlove, Director of Facilities
Phone: 770-443-8000
Email: dbreedlove@paulding.k12.ga.us
Length of Contract: September 2019
Square footage cleaned: 3.5 mil Sq. Ft., 35 school facilities



Williamson County Schools

1320 West Main St.
Franklin, TN 37064
Kirk Elliot, Finance Director of Purchasing
Phone: 615-566-2184
Email: kirke@wcs.edu
Length of Contract: Since 2015
Square Footage Cleaned: 3.3 mil, 25 school facilities and administrative buildings.



Wilson County Schools

415 Harding Drive
Lebanon, TN 37087
Mickey Hall, Deputy Superintendent
Phone: 615-405-1659
Email: hallm@wcschools.com
Length of Contract: Since 2017
Square Footage Cleaned: 3.5 mil, 30 school facilities and administrative buildings



Cheatham County Schools

102 Elizabeth St,
Ashland City, TN 37015
Dr. Tara Watson, Chief Academic Officer
Phone: 615-792-5664
Email: tara.watson@ccstn.org
Length of Contract: Since 2016, Rebid in 2019 and retained
Square Footage Cleaned: 1.2 mil, 14 school facilities



References - CONFIDENTIAL

Hardin County Schools

155 Guinn St.
Savannah, TN 38372
Contact: Mr. Michael Davis, Director of Schools
Phone: 731-925-3943
Email: michael.davis@hctnschools.com
Length of Contract: July 1, 2019
Square footage cleaned: 750,000 Sq. Ft., 8 school facilities



Maury County Schools

501 West 8th Street
Columbia, TN 38401
Contact: Dave Hall, Director of Facilities
Phone: 931-388-8403
Email: dhall@mauryk12.org
Length of Contract: Awarded April 2018
Square Footage Cleaned: 1.2 mil, 10 school facilities and administrative buildings



Dickson County Schools

817 N. Charlotte Street
Dickson, TN 37055
Contact: Dr. Danny Weeks, Director of Schools
Phone: 615-446-7571
Email: dweeks@dcbe.org
Length of Contract: June 1, 2018
Square Footage Cleaned: 1.5 mil, 16 schools and administrative buildings



Weakley County Schools

8319 Highway 22 Suite. A
Dresden, TN 38225
Contact: Mr. Randy Frazier, School Superintendent
Phone: 731-364-2247
Email: randy.frazier@wcsk12tn.net
Length of Contract: August 1, 2018
Square Footage Cleaned: 800,000, 10 school facilities and administrative buildings



WEAKLEY COUNTY SCHOOLS
"Lighting the way to a brighter future"

References - CONFIDENTIAL

Cleveland City Schools

4300 Mouse Creek Road NW

Cleveland, TN 37312

Contact: Hal Taylor, Director of Facilities

Phone: 423-472-9571

Email: htaylor@clevelandschools.org

Length of Contract: June 1, 2018

Square Footage Cleaned: 1.1 mil, 10 school facilities



Loudon County Schools

100 River Road

Loudon, TN 37774

Contact: Mr. Brian Brown, Director of Facilities

Phone: 865-458-5411

Email: brownb@loudoncounty.org

Length of Contract: December 2018

Square footage cleaned: 1 Million Sq Ft, 10 school facilities and administrative buildings

Contract amount: \$1 mil



Lauderdale County Schools

321 Armory Avenue

Ripley, TN 38063

Contact: Mr. Shawn Kimble, Director of Schools

Phone: 731-635-2941

Email: skimble@mail.lced.net

Length of Contract: July 1, 2019

Square footage cleaned: 700,000, 7 school facilities



Jackson-Madison County School System

310 North Pkwy

Jackson, TN 38305

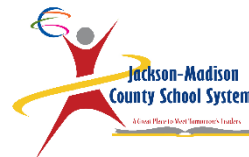
Contact: Mr. Allen Powell, Interim Director of Facilities

Phone: 731-664-2500

Email: kapowell@jmcass.org

Length of Contract: July 1, 2019

Square footage cleaned: 2.0 mil, 25 school facilities



References - CONFIDENTIAL

Dekalb County School District

110 South Public Square
Smithville, Tennessee 37166
Contact: Patrick Cripps, Director of Schools
Phone: 615-597-4084
Email: patrickcripps@dekalbschools.net
Length of Contract: July 1, 2019
Square footage cleaned: 400,000 sq. ft.



Sevier County School District

226 Cedar Street
Sevierville, TN 37862
Contact: Lary McCroskey, Director of Facilities
Phone: 865-453-4671
Email: larymccroskey@sevier.org
Length of Contract: September 2019
Square footage cleaned: 700,000 sq. ft. 10 school facilities



Metropolitan Nashville Public Schools

2601 Bransford Avenue
Nashville, TN 37204
Chris Henson, Chief Operation Officer
Phone: 615-259-4636
Email: Chris.Henson@mnps.org
Length of Contract: Recent startup, June 2020
Square Footage Cleaned: 8 mil sq. ft., 80 schools



The School District of Newberry County

3419 Main Street
Newberry, SC 29108
Bryan Gresham, Procurement Coordinator
Phone: (803) 321-2600
Email: bgresham@newberry.k12.sc.us
Length of Contract: Recent startup, May 2020
Square Footage Cleaned: 1.2 mil sq. ft., 12 schools, 7 administrative buildings



Letters of Recommendation



The Paulding County School District officially began its partnership with SMS in September of 2019. Any service transition is challenging, especially one during the school year. SMS has been responsive to concerns and have worked to meet our expectations. We both continue to work collaboratively to make this a successful partnership.

Don Breedlove
Executive Director of Safety & Operations
Paulding County School District
7-AAAA Executive Comm. Rep/Secretary

Letters of Recommendation

1320 West Main Street, Suite 202
Franklin, TN 37064-3700
(615) 472-4000
fax (615) 472-4190



October 23, 2019

To whom it may concern,

This brief statement is simply to share with you our experience with Southern Management Services (SMS). Williamson County Schools is a public K – 12 school system located about 25 miles south of Nashville. We employ about 6,000 staff and serve approximately 42,000 students. We serve a growing mix of urban and rural communities with 49 schools spread out over a 500 square mile area. Williamson County's demographics incorporate a largely affluent and educated cross-section. We have been working with SMS since June of 2015 for comprehensive, outsourced custodial services. The contract term is a five-year award. This is a turnkey outsourced program – that requires the awarded vendor to provide turnkey, 100% all necessary custodial products, materials, supplies, equipment, labor, supervisory management and background checks.

I am delighted to report that SMS has consistently provided turnkey, quality, cost effective results. WCS most certainly values our partnership with SMS. Not only do they provide efficient, quality service but in order to receive the award, SMS was vetted thru a very rigorous & competitive RFP process. Their pricing is fair, effective and competitive. Our RFP award was actually split between two custodial providers and SMS is awarded 24 schools in the north zone of WCS comprising Franklin, Cool Springs, Nolensville and Brentwood. I can say without reservation that SMS and their management team – consistently meet or exceed our demands and expectations. Their program has resulted in streamlined quality and savings thru responsible, fixed pricing. I have been involved with contracting outsourced custodial service for over 20 years. It has been our experience (and misfortune at times) that some custodial vendors only render the bare, minimum basics in order to get by. We prefer and tend to champion – experienced providers who possess a deeper understanding of value-added service and commitment to quality - combined with industry and relationship wisdom. The daily work that SMS performs is integrally woven into the fabric of our operations. So, it is not lightly that I say SMS' relationship with WCS has evolved from vendor to that of a trusted and dependable partner! We have a base of over 400 vendors and this is a compelling plateau for a vendor to achieve this level of success with WCS. I believe that SMS is driven and competent to perform well throughout the remainder of the contract. I highly recommend SMS for your school system's outsourced custodial needs. I trust you will be just as pleased.

Best Regards,

A handwritten signature in blue ink that reads "Kirk Elliott".

Kirk Elliott
WCS Purchasing Mgr.
615-472-4011
kirke@wcs.edu

Letters of Recommendation

WILSON COUNTY SCHOOLS
Mickey Hall
Deputy Director of Schools



415 Harding Drive, Lebanon TN 37087
Tel : (615)444-3282
Fax : (615) 449-3858

October 25, 2019

To Whom It May Concern:

The Wilson County Board of Education has contracted with Southern Management Services (SMS) to provide cleaning services to all of our facilities. SMS has been diligently working to provide a high level of quality and streamlined services to ensure our facilities are to the standard of cleanliness we expect. We have found the staff of SMS to be very reliable and thorough in their duties, as well as cooperative and flexible when meeting our needs and schedule.

In addition, SMS has been able to hire/retain all former in-house employees that were recommended by school administration. Our school administrators have been afforded more time to dedicate to other areas of business rather than custodial issues. SMS replaced GCA/ABM when we terminated GCA/ABM contract due to performance issues.

In conclusion, Wilson County Schools is very pleased with the progress SMS has provided and would recommend SMS to anyone needing to contract with an outside vendor for the services they offer.

Sincerely,

Mickey Hall
Deputy Director of Schools

"Excellence in all we do!"

Letters of Recommendation



CHEATHAM COUNTY SCHOOL DISTRICT *Achieving Excellence Together*

Director of Schools - Cathy Beck, Ed.D

102 Elizabeth Street • Ashland City, TN 37015 • Phone: 615.792.5664 • Fax: 615.792.2551

Communication • Consistency • Relationships • Service

October 21, 2019

Re: SMS Letter of Recommendation

To Whom It May Concern,

This letter is to express our satisfaction with Southern Management Services (SMS), and highly recommend them as a facility management service provider for your school system.

The Cheatham County School System is located in the Middle Tennessee area, and borders Nashville / Davidson County to the West.

For the past few years I have worked hand in hand with SMS, and can say in confidence, they are by far the easiest to work with and most capable services provider we have ever had. We recently went through a rebid process for our janitorial services, and SMS was easily the best choice for our district again, even over some of the larger more commonly known companies. In fact, head to head, their management team and proposed approach to our janitorial service needs blew the competition away.

Throughout our working relationship, SMS has consistently provided a full service program that has not only saved our school district money, but has also improved the overall cleanliness of each facility. Our previous vendor often cut corners and waited to be instructed to perform tasks; however, SMS has really grasped the fact that school cleaning is far different and more detailed than traditional cleaning. From student sicknesses to event cleanups, they are there as our partner whom we trust and we don't say that lightly.

I am happy to recommend SMS and would like you to consider them for janitorial services in your school district as well.

Sincerely,

Tara Watson, Ed. D
Chief Operations Officer
Cheatham County School District
(615) 792-5664

• www.CheathamCountySchools.net • www.CheathamAchieves.com • Twitter: @CCBOE •

Cheatham County School District does not discriminate on the basis of age, sex, race, color, creed, religion, national origin or handicap in the operation of its educational programs and activities including employment practices.

Letters of Recommendation

Michael Davis
Director of Schools
Ron Ashe
Chairman



155 Guinn Street
Savannah, TN 38372
Ph (731) 925-3943
Fax (731) 925-7313

March 6, 2020

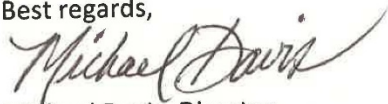
To Whom It May Concern,

The Hardin County School System proudly joined with Southern Management Services as of July 1, 2019 for all of our custodial services. Our school system has a total of seven schools, one Alternative school, and the Board of education office. As we approach the end of our first school year with SMS, I can say that overall we have been very pleased with their work, professionalism, and immediate attention to any concerns that we've had at a school.

We had outsourced our custodial services for over five years and we were a little apprehensive about making a change and concerned how the transition process would work. SMS did a wonderful job planning prior to their official takeover date and began work as scheduled on their first official day of July. SMS understands the importance of relationships, not only with the school system that hires them but also with the employees they hire.

It is without any reservation that I offer this letter of recommendation for SMS and feel free to call me anytime if you were to have any questions.

Best regards,



Michael Davis, Director
Hardin County Schools

Where tomorrow's success...begins today!

Letters of Recommendation

Dr. Christopher J. Marczak
Superintendent



Maury County Public Schools
501 West 8th Street, Columbia, TN 38401
(931) 388-8403

Dr. Ronald L. Woodard
Assistant Superintendent of Instruction

Eric J. Perryman
Assistant Superintendent of Operations

MEMORANDUM

TO: Mark Ryerson of SMS Custodial Services

FROM: Dave Hall
Director of Facilities and Construction

DATE: Tuesday, January 28, 2020

I am writing this letter of recommendation for SMS because I believe they provide the Maury County Public School system excellent custodial service. They provide service to 12 of our schools.

We have developed a "score card" in which the principals and one other staff member grade them each month. They have always remained above an 85% approval rating. In a very strong and growing business climate in middle Tennessee, the job market is very competitive and fluid. They are always able to maintain trained personnel in our schools. They handle themselves professionally and are always prompt in reaction to our needs. We frequently have situations that command additional cleaning due to "student mishaps" and they are always able to get things in order for class to take place.

We have been using SMS for approximately 2 years. In August of 2019, we opened 2 new schools. They assisted the construction contractor in the final cleaning prior to school opening. They were also required to provide proper equipment and add staff to support these 2 schools.

We are very pleased with Southern Management Services (SMS).

If you have any questions, please feel free to call me at 931-922-8179.

Dave Hall
Director of Facilities and Construction

Educating every child for LIFE!



JACKSON-MADISON COUNTY BOARD OF EDUCATION

Thomas Ray Washington, Superintendent

*James "Pete" Johnson, Chairman • Wayne Arnold, Vice-Chairman
Kevin Alexander • Dorothy Black • Jim Campbell • Janice Hampton • A J Massey • Morris Merriweather • Shannon Stewart*

To Who It May Concern:

Jackson/Madison County Schools contracted with Southern Management Services for custodial service beginning in July of 2019. They are currently providing custodial service for our district. SMS has provided quality services for our district and is very good to work with. They are flexible and have responded well to meeting our custodial needs.

The transition we made to SMS from another vendor went very smooth even though they took control of the custodial services on July 1 and inherited the summer work mid-summer. They retained most all existing employees who were recommended to them. Our school district did not miss a beat with summer cleaning during the changeover.

Based on their performance, we recommend SMS for your custodial service needs.

Allen Powell

Director of Maintenance JMCSS

310 North Parkway • Jackson, Tennessee 38305-2712 • (731) 664-2500



Sevier County School System

Dr. Jack A. Parton, Director of Schools

226 Cedar Street
Sevierville, Tennessee 37862

Phone: (865) 453-4671
Fax: (865) 453-2395

January 24, 2020

Dear Facilities Manager,

I am writing this letter to recommend the services of the Southern Management Services. I have been using SMS for more than 6 months and they consistently do a great job in my ten buildings. Nine of the Ten principals are extremely pleased, and they are doing everything possible to meet the needs of the tenth school.

Their employees are professional, punctual and thorough. In addition, SMS has a great range of options that allowed me to select only the services that I needed. When asked for additional services, their staff members take all the extra cleaning in stride, keeping our schools pleasant and fresh every single day. If there is a problem, SMS management is always willing to listen and work on ways to improve their services.

Our situation was unique. We put out the bid late, which gave SMS only two weeks prior to the first day of school to be up and running. The SMS team was able to get most of their equipment, supplies, and hiring done and keep our facilities in order during this transition.

Sincerely,

Lary McCroskey
Sevier County Schools

Letters of Recommendation

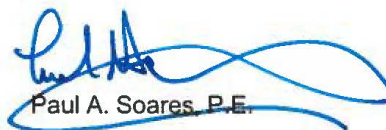
December 1, 2016

To Whom It May Concern,

I am writing on this letter on behalf of Buddy Helton and Charlie Spencer. As the previous Chief of Operations of the 20th largest school district in America; I was fortunate to hire their company in July 2007 to provide facility services with a contract value in excess of \$20 million annually which directly impacted student learning in 160 plus schools. Their firm continued in the district through my departure in April 2016. Through their leadership, they were able to put in place and support an extremely strong local management team which directly managed in excess of 800 employees. With Buddy's leadership as the Education Division President and Charlie's leadership as the Education Division Senior Vice President of that national firm; I felt truly valued as a customer. They surrounded themselves with quality personnel and were always willing to go the extra mile to assure customer satisfaction. They met with me and my team regularly and they willingly worked with me and the district when we were forced to reduce costs due to budgetary contractions. Their management development and support enabled the local management team to grow personally and professionally within the company which kept the management focused and motivated, which ultimately delivered a consistent high level of service.

My experience with Buddy and Charlie was that their success was due to clear team objectives and a drive to exceed expectations. Their ability to support a school district with contracted services, strong ownership of the entire effort, and subsequent improved efficiencies allows a district to focus on their core mission of education. As a result, their company had tremendous growth over many years. They are truly team leaders and I would highly recommend them and their team.

Sincerely,



Paul A. Soares, P.E.

Letters of Recommendation

March 21, 2017

To Whom It May Concern

I am writing on behalf of Charlie Spencer. As the former Chief Finance and Operations Officer for one of the largest and fastest growing school districts in South Carolina, I had the opportunity to work with Mr. Spencer for nearly 10 years. His firm was awarded the Custodial contract for our school district in 2006 and then in 2009 was awarded the Facilities Operations and Maintenance contract. These were multi-million dollar contracts with a large local workforce. I routinely met with Mr. Spencer and his team for quarterly meetings throughout our partnership. The service quality and customer service throughout the district almost always drew excellent ratings from the Principals. Through his leadership, the team was consistent in the delivery of services even through local management transitions - often to promotions within their growing organization. I felt much of the success of his team was because of his intense desire to please the customer and grow his business. Frequently, I was asked to share my experience with other school districts that were considering outsourcing these services and I was always a strong proponent because of my positive experience.

As a Senior Manager in a large national facilities firm focused primarily on the k-12 market, Mr. Spencer was always accessible and responsive and he surrounded himself with similar management. I believe that Mr. Spencer will bring those same qualities to his next leadership role. If you are considering outsourcing services in your district, I highly recommend that you consider Mr. Spencer and his team.

Sincerely,



Phyllis White
Beaufort, SC

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): E-MAIL ADDRESS:		FAX (A/C, No):	
INSURED 1477605 HES Facilities, LLC 9202 S Northshore Drive, Suite 202 Knoxville TN 37922		INSURER(S) AFFORDING COVERAGE		NAIC #	
		INSURER A: Travelers Indemnity Company of America		25666	
		INSURER B: Travelers Property Casualty Co of America		25674	
		INSURER C:			
		INSURER D:			
		INSURER E:			
		INSURER F:			

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 INSD	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 <input type="checkbox"/> 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 checked="" type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <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 \$
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/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

Organization and Personnel Qualifications

Management Development

SMS 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 SMS 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. SMS 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.

We recently went through a rebid process for our janitorial services, and SMS was easily the best choice for our district again, even over some of the larger more commonly known companies. In fact, head to head, their management team and proposed approach to our janitorial service needs blew the competition away.

Tara Watson, Cheatham County Schools

Supervisor Qualifications

SMS is dedicated to hiring and training qualified Supervisors for each individual school. SMS will consider current staff endorsed by CPSD, 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. SMS 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 CPSD 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.

Organization and Personnel Qualifications

MEET THE TEAM

HES Facilities, LLC d/b/a/ SMS, 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.

“
Their (Buddy and Charlie’s) ability to support a school district with contracted services, strong ownership of the entire effort, and subsequent improved efficiencies allows a district to focus on their core mission of education.

Paul Soares,
Duval County Schools



Charlie Spencer

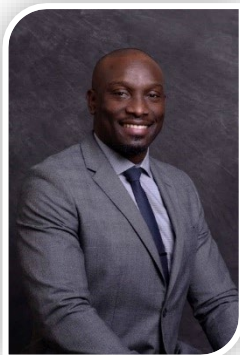
President and CEO – Mr. Spencer has over 35 years of management experience serving school districts and the higher education market. Prior leadership positions include 12 years of executive level management with a large national facilities services firm where he led various aspects of sales and operations 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.

Organization and Personnel Qualifications



Josh Helton

Senior Vice President, South Central Region - Mr. Helton brings years of leadership and experience to our clients, as a second-generation facility management service provider. In 2016, Josh, along with a collaborative group of partners, established SMS Facilities, which grew exponentially over the course of 4 years. This success led to the acquisition by HES Facilities, LLC. Josh attended Trevecca Nazarene University where he earned a B.S. and was a standout student athlete on the basketball team.



Collins Onyando

Regional 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. Currently, Collins serves SMS as Regional Operations and Diversity Manager.



Jerrold McRae

Transition Manager - Mr. Jerrold McRae, Sr. has more than thirty-five years of administrative experience in development, implementation, and management of facilities and facility operations in the private and public sectors with direct responsibility for planning, coordinating, and directing all daily activities of custodial, janitorial, lawn care, beautification and grounds maintenance, and overseeing capital construction projects. He has more than 20 years of progressively responsible management experience in Higher Education in facilities and residence halls management that included responsibilities for providing a physical environment conducive of living, teaching, and learning. Additionally, Jerrold has extensive experience in athletics and as a professional athlete with the NFL.

Organization and Personnel Qualifications



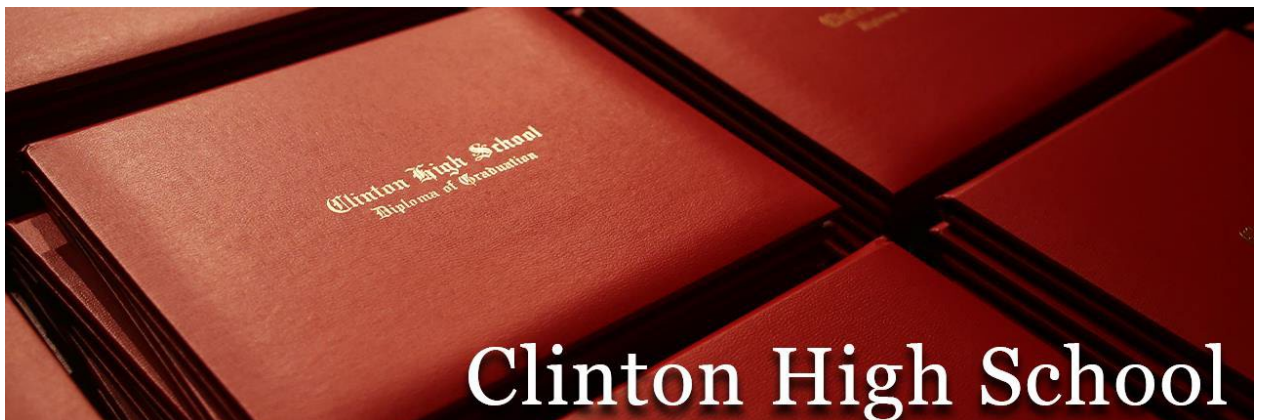
Philip Gilbert

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.



Adam Miles

Vice President Business Development - Mr. Miles has more than 12 years of facilities management experience and has served in leadership roles within the operational and business development side of the industry. Adam was a managing partner of SMS Facilities and played an integral role in the success and rapid growth of the organization, which led to the recent acquisition by HES Facilities, LLC. Adam attended The University of Tennessee where he earned a B.A. and was also a student athlete.



Clinton High School

Recruiting, Hiring and Documentation

SMS will utilize its human resources startup 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 SMS management team. Habitual tardiness, and callouts are not tolerated. In the event of an unexpected outage, call-out, or planned time off, SMS 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 SMS employees register to be an on-call employee. The applicant pool for new team members will be managed offsite from the operation, at the SMS 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, SMS 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 SMS office.

SMS did a wonderful job planning prior to their official takeover date and began work as scheduled on their first official day. SMS 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

- All applicants will be screened, hired, and orientated by onboarding specialists and management personnel.
- Each employee is eligible to participate in the SMS employee recommendation program. Current SMS 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.
- SMS will recruit from current employees, social media, recruitment centers, goodwill industries, veteran's services, references from customers, newspaper ads, magazine ads, and company reputation.
- SMS pays higher wage rates than the industry average to attract and retain quality personnel. This is proven by our minimal turnover rate of 10%.



HIRING EVENT

**General Cleaners/Custodians Needed for
METRO NASHVILLE PUBLIC SCHOOLS**

**Friday, May 29th
9:00 AM — 11:30 AM & 1:00 PM — 3:00 PM**

**Glenclyff High School Cafeteria
160 Antioch Pike, Nashville**

**Proper ID required to verify employment eligibility to work in the US.
(please refer to list of acceptable documents found at <http://www.uscis.gov/e-verify>)**

Former contractor employees bring a copy of recent paycheck stub.

SMS, an HES Facilities Company is an Equal Opportunity Employer (EEO). Qualified applicants are encouraged to inquire about accommodations for disabilities. SMS is an Equal Opportunity Employer (EEO). Qualified applicants are encouraged to inquire about accommodations for disabilities. SMS is an Equal Opportunity Employer (EEO). Qualified applicants are encouraged to inquire about accommodations for disabilities.

Sample Hiring Event Flyer

Recruiting, Hiring and Documentation

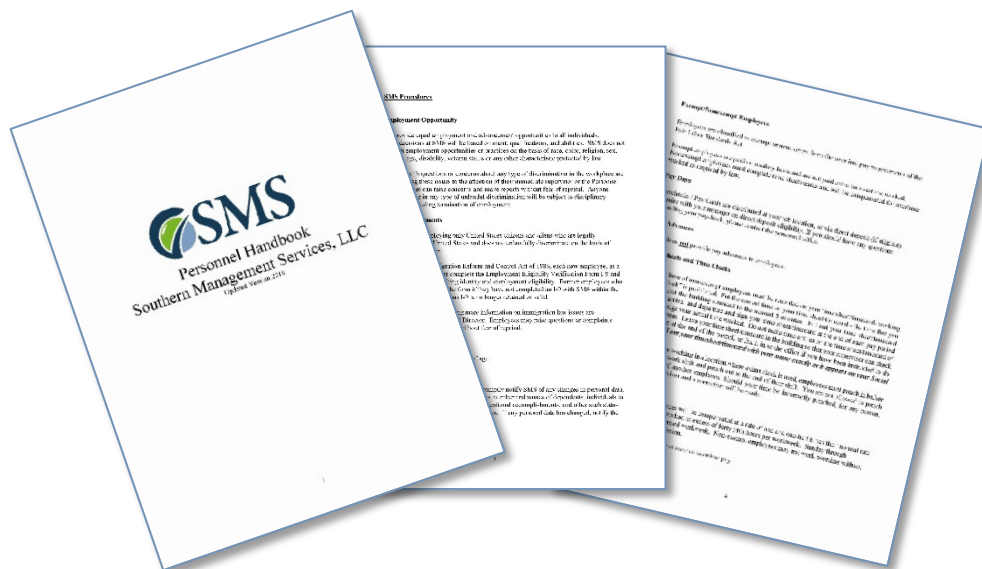
DRUG FREE WORKPLACE

SMS 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, **SMS** strictly prohibits the consumption, selling, possession, or purchase of any alcoholic beverage or controlled or illegal substance on the premises of 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 **SMS** 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 Southern Management Services.



Recruiting, Hiring and Documentation

UNIFORMS AND IDENTIFICATION BADGES

SMS 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 should always wear the company smock or shirt on the job site. Employees should 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 must be worn at all times while on school premises.

SMS offers employees:

Incentives: Referrals Bonuses, Gift Cards, Appreciation Events

Benefits Available 30+ Hours:

- Health
- Vision
- Dental

Communication: Manager/Corporate Support

Training & Recognition

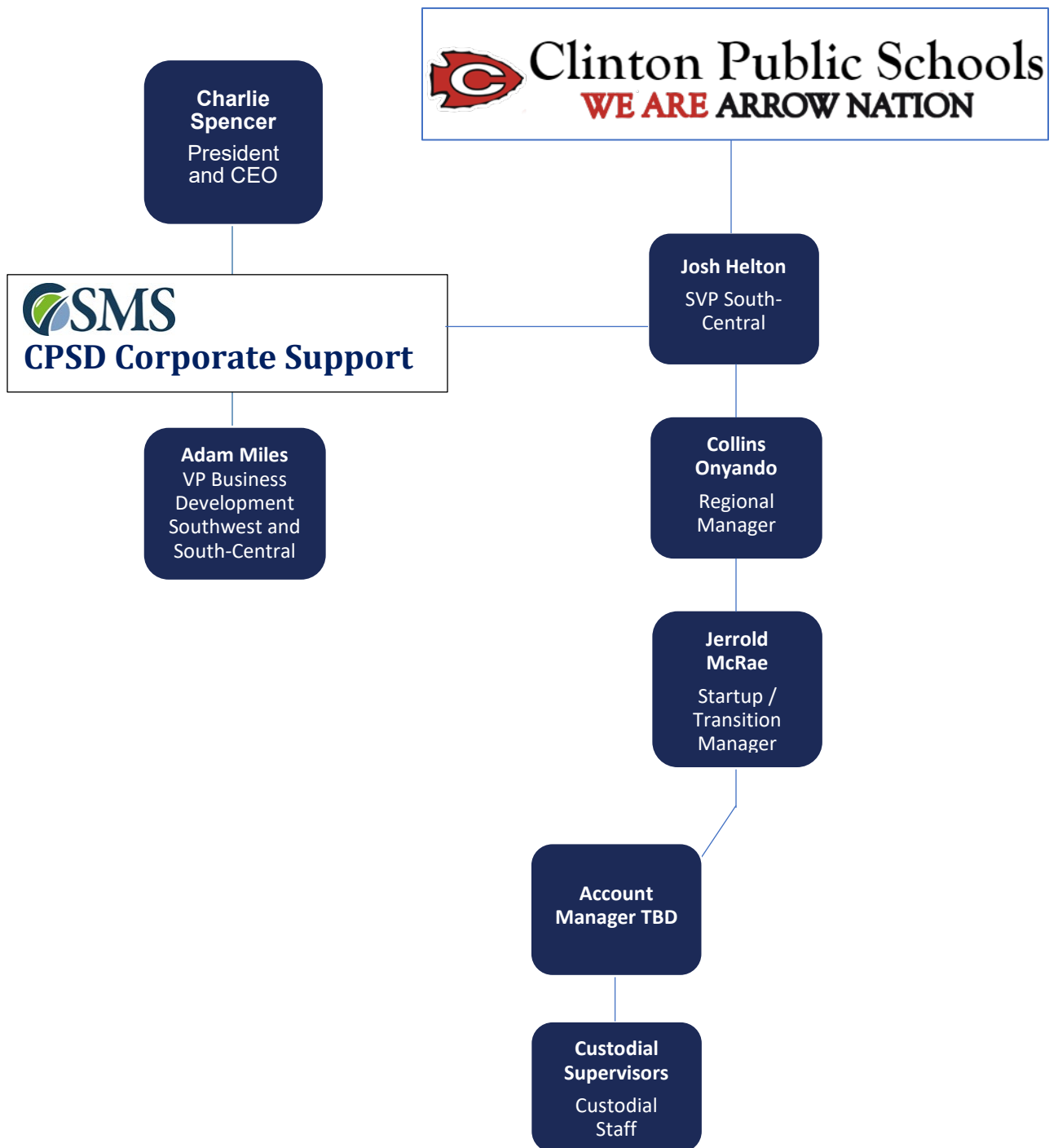
Employee of the Month / Year

Eligible employees may participate in the following:

- Healthcare Savings Account
- Free Checking
- 401K



Proposed Project Organization and Project Staffing



Proposed Project Organization and Project Staffing

STAFFING SUMMARY

SMS will provide turnkey custodial services and full staffing to each facility from the time the shift begins until each facility is locked and secured for the evening. SMS 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. With this understanding, our operation will provide gap free coverage between the day and night shift personnel.

SMS will provide employees for each facility who are qualified and capable of performing numerous tasks. Our goal is to identify current and future employees who are the best fit for each position. Cross-training of specific duties will be part of the monthly training practices, so that the entire SMS 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.

SMS 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 SMS partnerships, our staffing can be modified 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. SMS understand the unique nature of school facility cleaning. For this reason, the account managers and regional manager will be available and on call 24/7/365 to react, respond, and facilitate necessary cleaning, emergency responses, and community event coverages. Together with the support of the Regional Manager, Operations Director and Corporate Team, the dedicated SMS Account Manager will serve as the direct point of contact for each building administrator, district leadership, and the custodial team.

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

Proposed Project Organization and Project Staffing

PROPOSED STAFFING BY LOCATION

Location Name	Day Custodian	General Cleaner	Working Supervisor	Daily Hours
Clinton Park Elementary	8.00	12.00	8.00	28.00
Northside / Eastside Elementary	16.00	34.00	8.00	58.00
Lovett Elementary	8.00	6.00	6.00	20.00
Clinton Junior High	16.00	34.00	8.00	58.00
Sumner Hill Junior High	8.00	20.00	8.00	36.00
Clinton High / Career Complex	16.00	40.00	8.00	68.00
Central Office / Alternative	8.00	8.00	8.00	24.00
Maintenance Department	0.00	1.00	0.00	1.00
Transportation Department	0.00	1.00	0.00	1.00
SMS Floater Employees	As Needed	As Needed	As Needed	
				294.00

*Staffing is for proposal purposes and shift times may be adjusted to meet the need of school & contract specs.

EMPLOYEE TITLE DESCRIPTION AND PROPOSED WAGES

Job Title	Time of Shift	Duties	Wage Range
Day Porter / Midshift	a.m.	Provides routine daily coverage during school hours	\$9.00 - \$10.00
General Cleaner	p.m.	Provides detailed cleaning services to assigned areas	\$8.50 - \$9.50
Working Supervisor	p.m.	Point of contact for evening cleaning in each facility	\$10.00 - \$11.00

SMS Sr. VP Operations	Salary
SMS Compliance and QC	Salary
SMS Transition / Regional	Salary
SMS Account Manager	Salary
HR Manager	Salary
Administrative Assistant	Salary

Proposed Project Organization and Project Staffing

ABSENTEEISM

SMS 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.

SMS always overstaffs 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, SMS recognizes the importance of employee recruitment and retention. SMS 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.

In respect to the staffing by facility, SMS has followed the information provided in the RFP, and has proposed a level of staffing which meets the required staffing levels, with the addition of daily floating employees, who will be used to fill any gaps due to sickness, family matters, termination, resignation, etc.



Transition Plan

SMS has already begun the process of planning the anticipated award and transition approach for the partnership with Clinton Public School District (CPSD). Josh Helton will lead the pre-transition, startup, and daily operation for SMS in CPSD as the Senior VP over Operations. Mr. Helton is a K-12 facility industry veteran, with over a decade of experience and specific knowledge of large-scale startup operations and onboarding of K-12 school districts across the country. Mr. Helton has held numerous leadership titles in the industry and will serve CPSD as a Senior SMS point of contact for the custodial operation. Mr. Helton will also be working with Collins Onynado as the Regional Manager and Jerrold McRae as the Transition Manager and the assigned Account Manager to transition the program.

Upon award notification, these leaders, along with additional members of the SMS 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 SMS so that they will have confidence and comfort knowing their career is stable. Based on experience, we anticipate retaining nearly all of the current staff members who are recommended for employment by the principal. Any positions vacated or added to the operation will be filled from local area candidates.

SMS will hold a series of career fair / walk-in job interviews throughout the county 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 SMS vetting process takes 36-48 hours, so the turnaround time will be thorough, but efficient. 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, SMS will train all team members on the expected protocols and processes to ensure a consistent operation across the district. We are confident CPSD will see a noticeable improvement in communication, staffing, quality control, and ultimately job performance by switching to SMS. While no transition is 100% seamless, SMS will work directly with and for the CPSD points of contact to communicate daily and weekly reports and will update the transition chart as required steps are accomplished.

Our Transition 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:

- Pre-Start Activities
- Start Up
- Office Organization
- Human Resources
- Operations Management
- Safety and Regulatory Compliance

The transition we made to SMS from another vendor went very smooth even though they took control of the custodial services on July 1 and inherited summer work mid-summer. They retained most all existing employees who were recommended to them and our school district did not miss a beat with summer cleaning during the changeover.

**Allen Powell,
Jackson-Madison County Schools**



Transition Plan

Tasks and Assignments	Projected Initiation Date
Pre-Start Activities	
Contract Negotiation	Week 1
Prepare Cell Phone Order	Week 1
Prepare Computer Order	Week 1
Prepare Vehicle Order (Lease or Purchase)	Week 1
Prepare Initial Paperwork Order (apps/health ins./etc)	Week 1
Research Temporary Housing	Week 1
Interview Manager(s)	Week 1
Start word of Mouth recruiting	Week 1
Run Initial Hiring Ad	Week 1
Set up sites for Job Fair (TBA)	Week 1
Distribute Applications to ALL schools	Week 1
Distribute Open Application Flyer to ALL Schools	Week 1
Meet w/ Principals and discuss employment referrals	Week 1
Compile paperwork from open Interviews	Week 1
Assign Startup Team	Week 1
Conduct pre-start meeting with transition team: assignments	Week 1
Approve/Process computer hardware & software order	Week 1
Approve/Process vehicle order	Week 2
Approve/Process cell phone order	Week 2
Purchase hardware & Software & install	Week 1
Introduce transition team to key customers	Week 1
Select management team	Week 2
Full management team on-site for orientation	Week 2/ On-going
Meet with School System HR & Liaison to discuss any labor issues	As needed
Review training schedules for transition team & new staff	Week 2
Begin interview process with existing staff	Week 2
Vetting, background checks and drug testing as required	Week 2/ On-going
New staff orientation (mgmt.)	Week 2
New staff paperwork, benefits, etc.	Week 2/ On-going
Review reporting requirements to liaison	Week 2
Organize keys and key reporting structure	Week 2
Gather key client listing and phone directory for schools	Week 2
Gather health department, fire code information, etc.	Week 2
Access equipment and supply inventory	Week 2

Transition Plan

Start Up	
Meet with staff to discuss transition	Week 1
Schedule weekly briefings with District liaison	Week 1
Prepare weekly review for District Liaison & Administration	Week 1/ On-going
Conduct room inventory of each building	Week 1
Identify uniform requirements & order uniforms	Week 2
Establish lists of acceptable vendors	Week 1
Set dates for Monthly Meetings and Periodic Business Review Meetings	Week 1/ On-going
Establish Area Mgr.'s area of responsibility	Week 2/ On-going

Office Organization	
Establish and secure location of office	Week 1
SMS Forms and Manuals/Set Up Filing System	Week 1

Human Resources	
Discuss Open Job Descriptions	Week 1
Job Fair for applicants/Screening/Background checks/Fingerprinting	Week 1
Introduce and Train Workers on Daily Time Keeping Procedures	Week 2/ On-going
Employee Records Reviewed	Week 2
Job Descriptions Reviewed/Presented to Staff	Week 2
Thoroughly review any outstanding labor issues and agreements	Week 2
Establish individual staff training records	Week 2
Complete Orientation Checklist	Week 2
Implement Training Program	Week 2
Establish employee recognition program	Week 3
Order Uniforms	Week 2

Operations Management	
Receive equipment/supplies distribution.	Week 1
Obtain current school year calendar	Week 1
Initiate monthly reporting to administration.	Week 2/ On-going
Review SDS sheets.	Week 1/ On-going
Implement log books	Week 2/ On-going
Implement Employee Training Schedule	Week 2/ On-going
Baseline QC Survey to client	Week 2/ On-going
Commence random QC inspections	Week 2/ On-going
QC scores reviewed with staff	Week 2/ On-going

Transition Plan

Implement Safety / Regulatory Compliance	
Have SDS Sheets available for Staff and Nurse	Week 1/ On-going
Safety rules reviewed with and issued to employees.	Week 2/ On-going
Assure staff has PPE	Week 1/ On-going
Locate and have available HazMat communications for staff	Week 1/ On-going
Locate and have available spill management program and procedures.	Week 1/ On-going

Financial Management	
Review proposal and contract	Week 1/ On-going
Create budget and tracking system.	Week 2/ On-going
Meet with transition team to review budget	Week 2/ On-going
Adopt payroll procedures	Week 2/ On-going
Approval of invoices	Week 3/ On-going
Develop invoice routing process	Week 3/ On-going
Implement Purchase Order Tracking System	Week 2/ On-going
Start weekly and monthly labor and variance reporting.	Week 2/ On-going
Meet with all vendors.	Week 1/ On-going

Continuous Quality Improvement	
Initiate monthly reporting structure	Week 2/ On-going
Initiate monthly activity report for Client using software and survey forms.	Week 2/ On-going
QA scores reviewed and corrected with staff members.	Week 2/ On-going
Initiate customer satisfaction program	Week 2/ On-going
Begin running work order status and action taken by account summary.	Week 3/ On-going



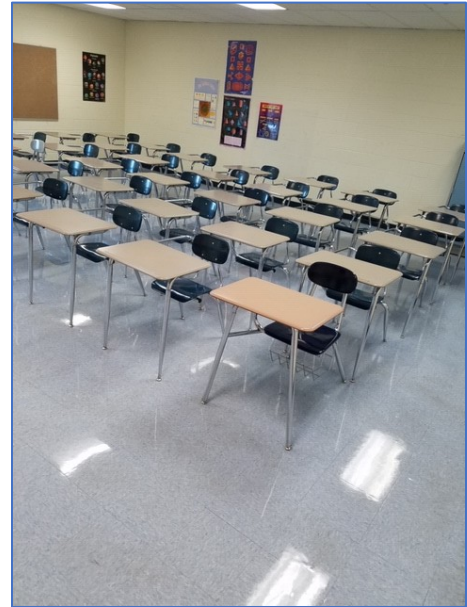
Standards for Cleaning Procedures Based on Level of Cleaning

SMS will meet the required cleaning criteria, as set forth in the RFP. An example of the traditional SMS scope of work is provided for review. As you will see, many of the tasks routinely performed, currently meet, or even exceed those of the district's scope of work. Any tasks which are specific to the operation in the RFP will be implemented into the monthly training program for janitorial services employees, and these duties will be performed to the specification of the contract. As a note, these cleaning tasks will serve as a minimum cleaning service model. As your partner, we understand that school facilities require a tremendous level of supervision and attention. Our goal as your janitorial partner is to provide a level of service which exceeds expectations.

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
- Cloth
- 24" pretreated 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 – 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.

Standards for Cleaning Procedures Based on Level of Cleaning

- 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.

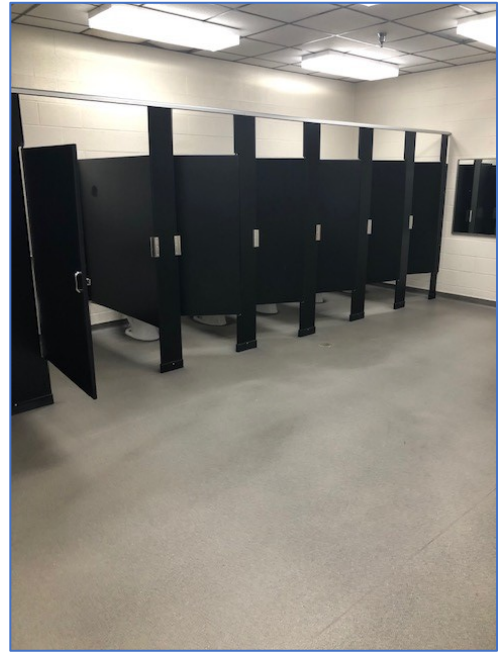


Standards for Cleaning Procedures Based on Level of Cleaning

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

Standards for Cleaning Procedures Based on Level of Cleaning

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.



Standards for Cleaning Procedures Based on Level of Cleaning

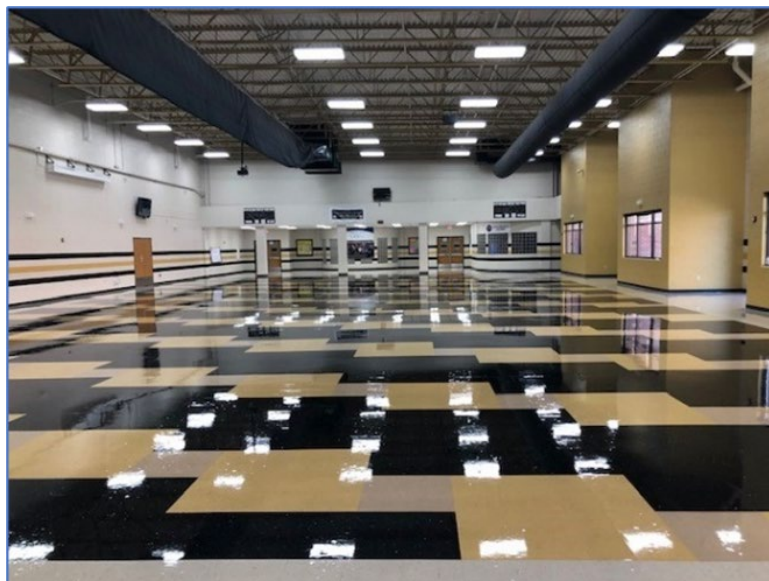
CAFETERIA

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.



Standards for Cleaning Procedures Based on Level of Cleaning

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.

Standards for Cleaning Procedures Based on Level of Cleaning

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.



Standards for Cleaning Procedures Based on Level of Cleaning

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.

Standards for Cleaning Procedures Based on Level of Cleaning

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.



Standards for Cleaning Procedures Based on Level of Cleaning

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.



Standards for Cleaning Procedures Based on Level of Cleaning

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.

Standards for Cleaning Procedures Based on Level of Cleaning

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.

Standards for Cleaning Procedures Based on Level of Cleaning

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.



Standards for Cleaning Procedures Based on Level of Cleaning

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.

Standards for Cleaning Procedures Based on Level of Cleaning

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.

Standards for Cleaning Procedures Based on Level of Cleaning

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.

Standards for Cleaning Procedures Based on Level of Cleaning

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.

Standards for Cleaning Procedures Based on Level of Cleaning

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

SMS will partner with CPSD 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 will be certified in the Spartan Chemical Post Pandemic Cleanup and Disinfection training program.

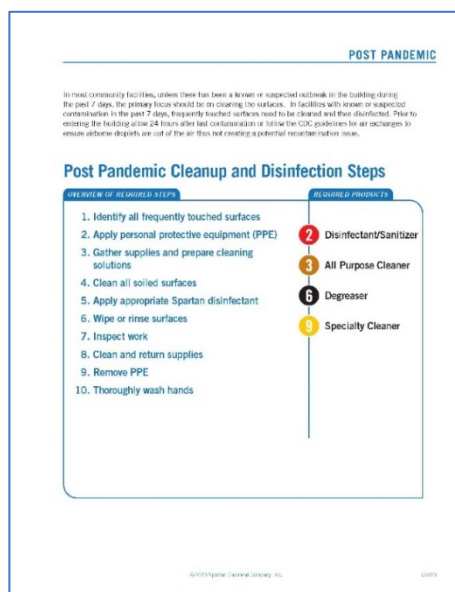
According to the Centers for Disease Control (CDC):

- **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.

SMS staffing has not stopped working through this time (COVID-19) and should be commended on the job they are doing to clean, disinfect, and begin to prepare school for summer deep cleans.

Don Breedlove, Paulding Co. Schools

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.



Training Programs

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

SMS is committed to developing our existing and future 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.

These should be the skills that contribute to:

- Ensuring the organization is effective and successful by taking on responsibility for the implementation of an appropriate strategy that the organization can adapt to
- 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

Training Programs

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 SMS' 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 Programs

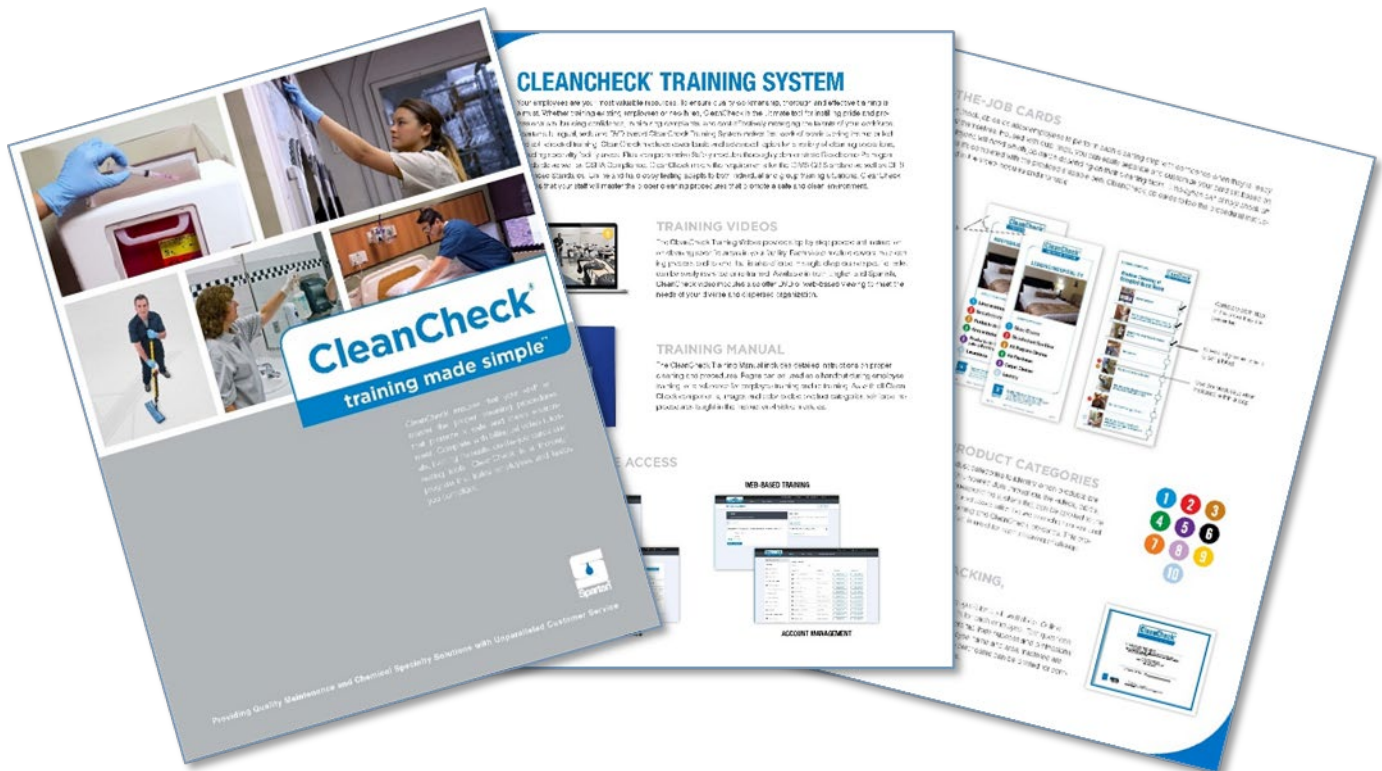
EMPLOYEE TRAINING SCHEDULE (ETS)

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



Training Programs

SMS 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 available upon request.



CleanCheck
 TRAINING SYSTEM

Admin ▾
 Course Catalog
 Transcript & Certificates

COURSE CATALOG

Acute Health Care <input type="radio"/> VIEW COURSE	Bloodborne Pathogen Standard <input type="radio"/> VIEW COURSE	Carpet Care <input type="radio"/> VIEW COURSE	Classroom Cleaning <input type="radio"/> VIEW COURSE
Fitness Facilities <input type="radio"/> VIEW COURSE	GHS HAZCOM <input type="radio"/> VIEW COURSE	Hard Floor Care <input type="radio"/> VIEW COURSE	Hotel/Resort Cleaning <input type="radio"/> VIEW COURSE
Kitchen Sanitation <input type="radio"/> VIEW COURSE	Long Term Health Care <input type="radio"/> VIEW COURSE	Office Cleaning <input type="radio"/> VIEW COURSE	

Training Programs

SAMPLE TRAINING CERTIFICATIONS:

CleanCheck®
TRAINING SYSTEM

Collins Onyando

has completed the CleanCheck module for Classroom Cleaning ;

has proven dedicated to professionalism in his/her work;

has demonstrated outstanding product knowledge and safety precautions;

and has mastered the details of Classroom Cleaning .

Be it hereby known that

SPARTAN CHEMICAL COMPANY, INC.

proudly certifies

Collins Onyando

as a CleanCheck Professional of Classroom Cleaning .



11/5/2018
Date

CleanCheck®
TRAINING SYSTEM

Collins Onyando

has completed the CleanCheck module for Pandemic Disinfection ;

has proven dedicated to professionalism in his/her work;

has demonstrated outstanding product knowledge and safety precautions;

and has mastered the details of Pandemic Disinfection .

Be it hereby known that

SPARTAN CHEMICAL COMPANY, INC.

proudly certifies

Collins Onyando

as a CleanCheck Professional of Pandemic Disinfection .



5/13/2020
Date

Training Programs

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 Programs

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.

Training Programs

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 a solution of 5.25% sodium hypochlorite (household bleach / Clorox) diluted between 1:10 and 1:100 with water. The standard recommendation is to use at least a quarter cup of bleach per one gallon of water.
- 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 bleach 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 bleach 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.



Training Programs

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. SMS 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 SMS companies operate
 - all employees and subcontractors of SMS 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 SMS'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



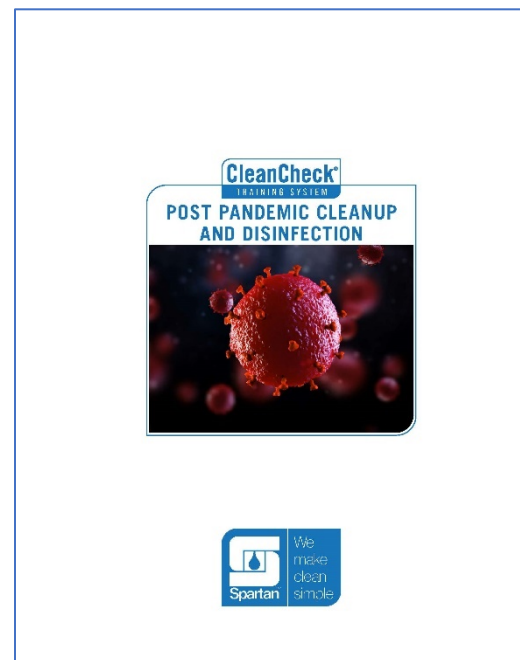
Training Programs

- identification of signage and warning barriers
- 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.



Quality Assurance Program

SMS 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 SMS 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, SMS will generate detailed reports, graphs, pictures, notes, and quality trends for the previous quarter and provide this information to CPSD's point of contact during the Periodic Operational Review Meetings. 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.



SMS 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.

Quality Assurance Program

CUSTOMER SATISFACTION MEASUREMENT METHODS

SMS 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 SMS 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 SMS 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. SMS will hold our employees accountable for their required job responsibilities. Employees' quality will be monitored by Supervisors, Account Managers, and Regional Managers on a daily and nightly basis.



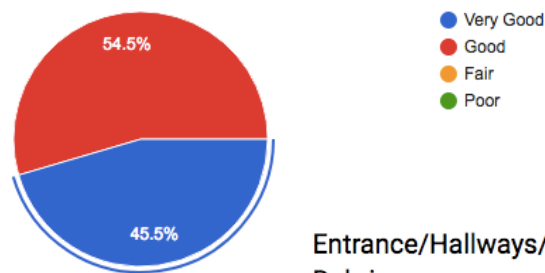
Quality Assurance Program

ADMINISTRATOR FEEDBACK

SMS 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, SMS 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 pie graphs and quality scores, such as the examples provided, which are from another K-12 system currently participating in the online tracking surveys. Also included is a completed survey, returned by an Elementary School Principal.

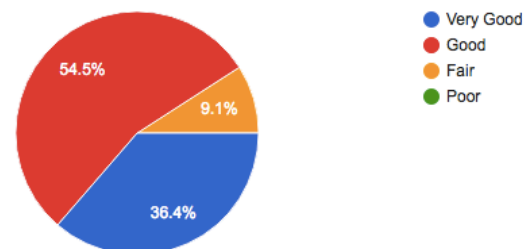
Entrance/Hallways/Cafeteria - Floors Buffed/Burnished

11 responses



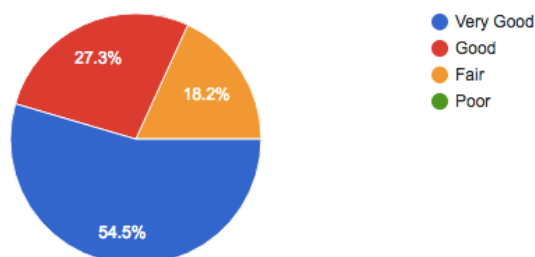
Entrance/Hallways/Cafeteria - Floors, Hallways, Stairs Clean and Free of Debris

11 responses



Day Crew - Overall Rating

11 responses



Quality Assurance Program

Survey Location	Average
Entrance/Hallways/Cafeteria - Floors, Hallways, Stairs Clean and Free of Debris	93.29
Entrance/Hallways/Cafeteria - Floors Buffed/Burnished	94.32
Entrance/Hallways/Cafeteria - Baseboards, Corners and Edges Free of Debris	92
Entrance/Hallways/Cafeteria - Carpets/Tile Clean and Free of Removable Spots/Gum	92.25
Entrance/Hallways/Cafeteria - Windows/Ledges Clean and Dust	93.55
Entrance/Hallways/Cafeteria - Walls Clean and Graffiti Free	94.44
Entrance/Hallways/Cafeteria - Ceiling Line, Corners, Locker Tops and Outsides Clean and Dust	93.55
Entrance/Hallways/Cafeteria - Ledges, Shelves, Wall Objects Dust	93.33
Entrance/Hallways/Cafeteria - Radiators/Convectors/Vents Cleaned or Dust	92.66
Entrance/Hallways/Cafeteria - Exit and Fire Doors Clean and Free from janitorial obstructions (equipment, etc.)	94.22
Entrance/Hallways/Cafeteria - Drinking Fountains Clean	92.66
Classrooms/Office Areas - Floors Clean and Debris Free	92.44
Classrooms/Office Areas - TVs, Carts and Computer Hardware Dust	92
Classrooms/Office Areas - Baseboards, Corners, Edges Soil Free	91.55
Classrooms/Office Areas - Carpets/Tile Clean and Free of Removable Spots/Gum	92
Classrooms/Office Areas - Walls Clean/Wall Objects Dust/Graffiti Free	92.88
Classrooms/Office Areas - Counter Tops, Shelves, Sinks/Fixtures Clean	91.77
Classrooms/Office Areas - Chalkboards, Trays and Vents Clean	91.55
Classrooms/Office Areas - Furniture/Light Fixtures Clean and Dust	92.22
Classrooms/Office Areas - Windows/Ledges Clean and Dust	92.44
Classrooms/Office Areas - Soap Available/Dispensers Working	92.44
Classrooms/Office Areas - Paper Towels and Toilet Paper Available / Dispensers Working	92
Library - Dusting/Vacuuming/Sweeping	92.22
Library - Walls Clean of Removable Dirt	93.55
Library - Baseboards, Corners, Edges Soil Free	92.44
Bathrooms/Locker Rooms - Floors/Drains Clean/Toilets Clean	89.77
Bathrooms/Locker Rooms - Walls/Stall Partitions Clean and Graffiti Free	89.55
Bathrooms/Locker Rooms - Toilets, Urinals, Fixtures Clean Inside/Outside	90.22
Bathrooms/Locker Rooms - Showers/Fixtures Clean and Disinfected	90.66
Bathrooms/Locker Rooms - Soap Available/Dispensers/Receptacles Working	91.11
Bathrooms/Locker Rooms - Paper Towels and Toilet Paper Available/Dispensers Working	91.11
Bathrooms/Locker Rooms - Vents Dust/Clean and Odor Free	90
Gym Area - Gym Floors Clean and Dust	91.55
Gym Area - Bleachers Clean, Spot Mopped, Trash Emptied	91.11
Gym Area - Gym Walls and Reachable Vents Clean/Graffiti Free	92.88
Custodial Storage - Equipment Operational and Batteries Checked	93.33
Custodial Storage - Closets Clean/Supplies Neatly Stored (if adequate storage space is available)	91.77
Custodial Storage - Required Wall Postings and SDS Books in View	92.66
Custodial Storage - Custodial Schedules Posted/Provided, Chemicals Labeled	92.88
Day Crew - Overall Rating	94.66
Night Crew - Overall Rating	90
Manager Rating - Overall Rating (Communication, Follow Ups, etc.)	92.88
Overall Summary - Southern Management Services (SMS) Job Performance	92.22
Overall Average - November and December Survey Scores	92.23

36 Surveys Submitted For Months Of November and December 2018

Very Good = 100 Good = 92 Fair = 84 Poor = 76

Proposed Listing of Supplies and Equipment

SMS is committed to providing the CPSD with a best in class program. To achieve and maintain the highest levels of cleanliness in each facility, SMS 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 and quantities can be reviewed in the information provided.

SUPPLY DISTRIBUTION PARTNERSHIP

As a partner with CPSD and the surrounding community, SMS desires to utilize qualified and capable suppliers and will make an effort to work with local suppliers when possible.



SMS intends to utilize American Paper and Twine as its primary source of janitorial and sanitary products for the partnership. SMS 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. SMS, 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.®

PROPOSED CLEANING PRODUCTS

Manufacturer	Name and Description
Spartan Chemical	Clean by Peroxy (1 month supply on hand at all times)
Spartan Chemical	Damp Mop 8 (1 month supply on hand at all times)
Spartan Chemical	NABC Concentrate 1 (used in mounted dilution system – 1 month supply at all times)
Spartan Chemical	Xcelente Multi-Purpose Cleaner (used in mounted dilution system – 1 supply at all times)
Spartan Chemical	Deep Luster Stainless Steel Cleaner (1 month supply on hand at all times)
Spartan Chemical	EnduraStrip (on hand seasonally for floor resurfacing projects)
Spartan Chemical	White Sun Floor Finish (on hand seasonally for floor resurfacing projects)
Spartan Chemical	Shineline Emulsifier Plus (on hand seasonally for floor resurfacing projects)



Proposed Listing of Supplies and Equipment

Manufacturer / Description	Proposed Quantity
44 Gallon Brute Barrel & Dolly	25
Advance 2400D Air Mover Floor Fan	10
Utility Tilt Truck 1 CU.YD	10
Mop Bucket/Wringer Combo	40
Brute Maids Caddy	25
Rubbermaid Wet Floor Sign	40
Carlisle Janitor's Cart	10
Sanitaire Upright Commercial Vacuum	30
Agility Backpack Vacuum	5
ET610 Carpet Spot Cleaner	5
Advance VL500 Wet/Dry Vac	10
Advance Pacesetter Low Speed 20" 175 rpm	10
StoneKor Eagle Propane Strip Machine	1
Advance PBU 27" Propane Burnisher	10
Advance SC900 Auto Scrubber 28" / 32"	5
Advance PBU 21" Propane Burnisher	8
ES400 Carpet Extractor	2
Advance SC500 Auto Scrubber 20"	5
Advance High Speed Electric Burnisher 20"	1



28" Auto scrubber- Able to clean large areas efficiently and properly. This scrubber is equipped with (2) 14" pads to enable increased floor coverage. Used in larger schools with significant interior hallways and common areas.

20" Auto scrubber- Able to clean large areas efficiently and properly. This scrubber is equipped with (1) 20" pad to enable increased floor coverage. Used in small to average sized schools.

Carpet Extractor- Able to clean and extractor dirt, stains, and spots from carpets.

20" Low Speed Scrubber- Used for stripping or scrubbing floors. Standard pad holder included as well as grit brush for scrubbing restrooms.

Carpet Spotter- Used to extract and spot clean day to day carpet stains.

21" and 27" Propane Burnisher- Pads rotate at 1200, 1600, or 2000 rpms in working position for better gloss performance. Used routinely to maintain integrity and gloss of vct and terrazzo flooring.

Propane Strip Machine- Used to strip and remove wax from large areas.

Wet/Dry Vacuum- Used to remove large amount of water from hard surfaces. Can have either a wand or front mounted squeegee.

Proposed Pricing from RFP

PROPOSAL SUMMARY SHEET Beginning August 1, 2020 and Ending July 31, 2022

CUSTODIAL SERVICE PRICE PER FACILITY IF AWARDED INDIVIDUALLY:

	<u>TOTAL 24 MONTH AMOUNT</u>	<u>MONTHLY AMOUNT</u>
CLINTON PARK ELEMENTARY square footage (70,000)	<u>\$156,307.98</u>	<u>\$6,512.83</u>
NORTHSIDE / EASTSIDE ELEMENTARY square footage (150,000)	<u>\$334,945.66</u>	<u>\$13,956.07</u>
LOVETT ELEMENTARY square footage (50,000)	<u>\$111,648.55</u>	<u>\$4,652.02</u>
CLINTON JUNIOR HIGH square foot (165,000 with field house)	<u>\$368,440.23</u>	<u>\$15,351.68</u>
SUMNER HILL JUNIOR square footage (105,000)	<u>\$234,461.96</u>	<u>\$9,769.25</u>
CLINTON HIGH / CAREER COMPLEX square footage (220,000)	<u>\$491,253.64</u>	<u>\$20,468.90</u>
CENTRAL OFFICE / ALTERNATIVE square footage (70,000)	<u>\$156,307.98</u>	<u>\$6,512.83</u>
MAINTENANCE DEPARTMENT square footage (1,500)	<u>\$3,349.46</u>	<u>\$139.56</u>
TRANSPORTATION DEPARTMENT square footage (1,500)	<u>\$3,349.46</u>	<u>\$139.56</u>

CUSTODIAL SERVICE PRICE IF AWARDED ALL FACILITIES:

ALL FACILITIES LISTED ABOVE	<u>\$1,860,064.92</u>	<u>\$77,502.70</u>
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EXTRA SERVICE (if needed):

Extra labor and equipment use must be specifically authorized by the Conservator or School Business Administrator at the costs listed below:

Extra Labor: \$ 20.00 per hour
Equipment Use: \$ 20.00 per hour

Proposal Summary

SMS has proposed a comprehensive turnkey plan for janitorial services to the Clinton Public School District. A bulleted summary of proposal highlights is provided.

- Annual Price for Turnkey Janitorial Services for all facilities - **\$\$1,860,064.92**
- Open and transparent lines of communication with all principals, administrators, and district points of contact
- Dedicated management support staff and organizational structure
- Salaried account manager dedicated exclusively to operations in Clinton Public Schools. This manager will not be shared with any other client and will be available 24/7 to meet the needs of CPSD
- Daily site visits and inspections to ensure quality standards are being maintained at all times
- Monthly surveys to each principal to pinpoint any areas of need
- Operational Review Meetings (ORM) with key district personnel to discuss principal surveys, upcoming projects, and any other topics that the district and SMS deem fit
- Weekly safety training for all current and new employees
- Employee incentive programs, such as employee of the month and facility of the month
- Defined scope of work for day and night shift employees
- Fair market wages and career advancement opportunities for all custodial employees

In summary, SMS has proposed a program which will provide CPSD with less employee turnover, a more thorough cleaning, an improved and dedicated district-based management team, and a more responsive operational and administrative support group.

SMS is ready and eager to become your services provider. We believe that our fully transparent and ethical approach to janitorial services, combined with testimonials from current K-12 school districts, makes us the ideal fit for your system.

While we believe we have proposed a program which delivers the necessary levels of service to Clinton Public Schools according to the scope of work, we also understand that each school system must operate within its fiscal means. **SMS is willing to discuss and negotiate specifics of the proposed program to help CPSD work within its financial means, while also not compromising the efficiency and cleanliness within the school system. Our desire is to be your partner now and for many years to come.**

Thank you for the opportunity to compete for your partnership and business.