



ABBCO

Service Corporation

Providing Commercial Cleaning and Facility Services Since 1955

www.abbcoserv.com

ABBCO SERVICE CORPORATION

“providing a clean, safe and healthy work environment”

ABBCO

Service Corporation

**TOTAL
MAINTENANCE
CONTRACTOR**

*Janitorial
Carpet Cleaning
Floor Sealing
Floor Waxing
Pressure Washing*

July 1, 2020

Ms. Libby Callegan
Clinton Public School District
201 Easthaven Dr.
Clinton, MS 39060

Dear Ms. Callegan:

Thank you for this opportunity to submit a proposal for the cleaning of your district. As you know, ABBCO Service Corporation has been serving the Midwest and Midsouth for over 65 years with contract cleaning and many other environmental services. Presently, ABBCO Service Corporation is providing cleaning and maintenance for over 30 million square feet each day.

During this time, ABBCO has built a reputation as a high-quality, affordable building service contractor. We have proven that if we provide consistent quality service, our clients and those familiar with our firm, will not hesitate to place their credibility on the line by recommending us. Over 75% of our business is generated by client referrals. This is the reputation we have earned and proven time and again.

As you can see by our **Capabilities Sheet**, ABBCO is virtually a one-stop, **Total Environmental Service Contractor**. This is due in part to the requests of our clients over these 65 years and attests to the fact that when they speak, we listen to their needs.

Any building service program can only be as good as the personnel performing the work, the supervision and training afforded the employees, and the Quality Assurance provided. The key words here are **TRAINING, SUPERVISION and QUALITY ASSURANCE**. With proper training of employees and a sound system of Quality Assurance, a proposal becomes a working document, an operational plan. You the customer must be assured that the outside contractor is capable of performing the contracted work. In so far as possible, all doubt must be eliminated.



Corporate Headquarters: 2125 Gravois Avenue, St. Louis, MO 63104
314-771-3221 • FAX 314-771-4477 • 1-800-246-3221



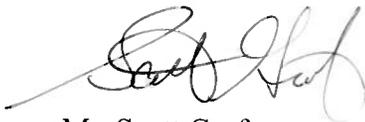
Our proposal answers these questions which are in your mind: *Is the firm capable of performing the proposed work? How will the firm implement the operational program? What are the qualifications of the management team? How are the assigned custodians and supervisors trained? What systems are implemented to assure quality of service is monitored and remains in compliance with the contract?* You will find the answers to these questions in our proposal. It clearly defines what is to be done, how it will be accomplished, on what frequency, in what area, and how it will be managed.

We at **ABBCO Service Corporation** are very proud of our quality of maintenance and our system of operation. This pride has carried through since our firm's inception. We promise a sound systematical approach to cleaning, with trained employees and a multi-leveled system of inspection and quality assurance. Our ability to serve you with almost all of your environmental services gives you the advantage of having to deal with only one source to meet your needs. This saves you money and provides you with considerable leverage. The most important benefit however, is **more time** for you to spend doing **your job**.

We urge you to check our references and hope we will be able to work with you on this project. We know your expectations and are confident in our ability to produce the quality of service you desire.

Again, our thanks for this opportunity to provide you with information about **ABBCO Service Corporation** and we look forward to serving your organization for many years to come. If any questions arise, please do not hesitate to call.

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Scott Graf", with a long horizontal line extending to the left.

Mr. Scott Graf
Director of Operations

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TAB 1

Personnel

At ABBCO we understand that our team members are the backbone of the company. For this reason we go to great lengths to create a pleasant work environment for our team members. Since 1955, we have found many ways to attract, reward and motivate great employees. Our processes, and techniques, are outlined below.

Online Applicant Tracking System

ABBCO's hiring program is state of the art. The applicant tracking system that we use is integrated with our website. Position postings are on our website by state, city and positions available. The position postings are linked to hiring websites to give us maximum exposure to quality applicants. Applicants go through a rigorous screening process which includes the following: Criminal Background Check, Work History Verification, E-Verify & Work Capabilities Survey. ABBCO recruiters are trained to identify quality candidates who will be a good fit for the ABBCO family and our customers.

Substance Abuse Policy

All employees are subject to our Substance Abuse Policy which gives ABBCO the right to test employees for alcohol and drug use.

Employee Orientation & Training

New employees are instructed on the policies and procedures that have made ABBCO so successful. Initial orientation and training is web based through our Clean Check Training System. The Clean Check System allows our employees to become familiar with the expectations and techniques prior to entering your facility. Employees are taught how they should conduct themselves around our customers, staff, students and guests, as well as product usage, safety, policies and procedures. Topics covered: Company History, ABBCO Mission Statement, Automated Timekeeping Procedures, Attendance Policy, Tell a Friend Recruitment Bonus Program, Anti-Discrimination & Harassment Policy, Dress Code, Safety Policies, SDS Information, Substance Abuse Policy, Insurance and Benefits.

All new employees are given 3 days of hands on training. Once the initial training is completed the employee is asked to work independently and checked on periodically by their supervisor to ensure they are comfortable with their duties, expectations and ABBCO's quality standards. Once the new employee has shown the ability to work independently they are put on a routine contact rotation where their supervisor focuses on the quality of their workmanship.



Uniforms

All custodians are provided with uniform shirts, which they are required to keep clean and wear with the tail tucked in. Each custodian is provided a picture identification badge that they are required to wear at all times. One of the items evaluated at monthly reviews is appearance the team member. Customers trust us to provide employees that are neat, clean, reliable, well-rounded adults, and we expect them to look that way too. ABBCO is firm when it comes to appearance.

Compensation

Another form of motivation for any employee is compensation. The starting wages paid by ABBCO are very competitive within our industry. Our focus is not to find the cheapest labor. Our focus is always to pay a little more than required so we attract the best employees, who will deliver a superior end result for our customers.

Motivation

Motivation is one of the key components that ABBCO employees enjoy. Our managers spend much of their time getting to know their employees. The motivation that ABBCO team members receive helps to boost their confidence, and to instill pride in a job well done.

Equipment

Something that makes our team members feel capable of doing an outstanding job is having great equipment. ABBCO provides our staff with the best equipment and cleaning products available. We are consistently testing new equipment to assure our staff members have the best tools to do the job. Our team members appreciate the way we respond quickly to their needs when their equipment needs maintenance or replacement. All major equipment is put on a preventative maintenance program to insure that equipment operates properly and has a long life expectancy.



Service Corporation

"Providing a clean, safe, and healthy environment"

ABBCO's Staffing Plan for Clinton Public School District

ABBCO's Suggested Staffing

Managers have no cleaning tasks.

Title	Pay	Hours	Hours of Operation Shift
Contract Manager	Salaried		8 6:45 am to 3:15pm
Night Supervisor	Salaried		8 3:00 pm to 11:30 pm
Full Time Fill - in Days	\$9.00		8 Varies Depending on Need
Full Time Fill-in Nights	\$9.00		8 Varies Depending on Need

Northside/ Eastside Elementary

Title	Pay	Hours	Shift
Day Custodian	\$10.00	8	Days - 5:30 am to 2:00pm
Day Custodian	\$10.00	8	Days - 5:30 am to 2:00pm
Evening Custodian	\$9.50	8	3:00 pm to 11:30 pm
Evening Custodian	\$9.50	6	3:00 pm to 11:30 pm
Evening Custodian	\$9.50	6	3:00 pm to 11:30 pm
Evening Custodian	\$9.50	5	3:00 pm to 11:30 pm
Evening Custodian	\$9.50	5	3:00 pm to 11:30 pm

Total Daily Hours 46

Sumner Hill

Title	Pay	Hours	Shift
Day Custodian	\$10.00	8	Days - 6:00 am to 2:30 pm
Evening Custodian	\$9.50	6	3:00 pm to 11:00 pm
Evening Custodian	\$9.50	5	3:00 pm to 11:00 pm
Evening Custodian	\$9.50	5	3:00 pm to 11:00 pm
Evening Custodian	\$9.50	5	3:00 pm to 11:00 pm

Total Hours 29

Clinton Park Elementary

Title	Pay	Hours	Shift
Day Custodian	\$10.00	8	Days - 6:00 am to 2:30 pm
Evening Custodian	\$9.50	5	3:00 pm to 11:00 pm
Evening Custodian	\$9.50	5	3:00 pm to 11:00 pm
Evening Custodian	\$9.50	4	3:00 pm to 11:00 pm

Total Hours 22

Lovett Elementary

Title	Pay	Hours	Shift
Day Custodian	\$10.00	8	Days - 6:00 am to 2:30 pm
Evening Custodian	\$9.50	5	3:00 pm to 11:00 pm
Evening Custodian	\$9.50	5	3:00 pm to 11:00 pm
Total Hours		18	

Clinton Jr High

Title	Pay	Hours	Shift
Day Custodian	\$10.00	8	Days - 5:30 am to 2:00pm
Day Custodian	\$10.00	8	Days - 5:30 am to 2:00pm
Evening Custodian	\$9.50	8	3:00 pm to 11:30 pm
Evening Custodian	\$9.50	6	3:00 pm to 11:30 pm
Evening Custodian	\$9.50	6	3:00 pm to 11:30 pm
Evening Custodian	\$9.50	6	3:00 pm to 11:30 pm
Evening Custodian	\$9.50	6	3:00 pm to 11:30 pm
Total Daily Hours		48	

Clinton High School

Title	Pay	Hours	Shift
Day Custodian	\$10.00	8	Days - 6:00 am to 2:30 pm
Day Custodian	\$10.00	8	Days - 6:00 am to 2:30 pm
Evening Custodian	\$9.50	8	3:00 pm to 11:00 pm
Evening Custodian	\$9.50	8	3:00 pm to 11:00 pm
Evening Custodian	\$9.50	6	3:00 pm to 11:00 pm
Evening Custodian	\$9.50	6	3:00 pm to 11:00 pm
Evening Custodian	\$9.50	6	3:00 pm to 11:00 pm
Evening Custodian	\$9.50	6	3:00 pm to 11:00 pm
Total Hours		56	

Central Office

Title	Pay	Hours	Shift
Evening Custodian	\$9.50	8	3:00 pm to 11:00 pm
Evening Custodian	\$9.50	6	3:00 pm to 11:00 pm
Total Hours		14	

Maintenance

Title	Pay	Hours	Shift
Evening Custodian	\$9.50	0.5	3:00 pm to 11:00 pm
Total Hours		0.5	

Transportation

Title	Pay	Hours	Shift
Evening Custodian	\$9.50	0.5	3:00 pm to 11:00 pm
Total Hours		0.5	

ABBCO would wish to retain current staff

Total Custodial Hours		234
Total FTE		29.2
With Mgmt FTE's		2
Total FTE's		31.2

ABBCO Service Corporation's Organizational Chart for Clinton Public School District



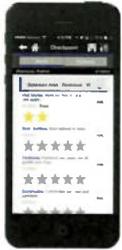
TAB 2

Quality Control Plans & Procedures

ABBCO's Quality Assurance Plan

We have put into place a series of checks and balances to ensure that the buildings we maintain will consistently meet the highest standards. All of our tools and techniques are designed to provide the customer with the exceptional level of service that they deserve. These tools and techniques include:

Web Based: Inspection Program



Through E-Hub Mobile our managers are able to complete inspections on their hand held devices. The inspection program allows real time results. Managers are able to take pictures of areas and have the pictures saved to the billings file. The ability to take and save pictures helps with training and retraining employees. Inspections are then able to be emailed to proper management personnel and even the customer.

Training

ABBCO spends a great deal of time with new hires to insure that they will be successful when the initial training period is over. The cleaners are visited regularly by management to ensure that they are keeping on track and that they have all the training/tools needed to perform their job.

Training Verification

The ABBCO Operations Training is verified by our HR Department to assure that each important aspect of an employee's training is completed. As these items are completed; HR is notified electronically through our system. This not only ensures that the employee is fully trained but, also, that an employee knows that he/she can not state that they were not trained in a specific area if he/she fails to follow procedures as trained.

Damage Report

ABBCO cleaning personnel are trained to report any damage, breakage, plumbing problems, or other maintenance needs directly to their supervisor. If this occurs the supervisor will report the issue to either the site contact or their manager.



Site Visit Report (SVR)

The SVR (a copy follows) is a form that is completed, at least monthly, by the client and the manager. As the client and the manager go through the building together the client fills out the SVR, giving the manager the opportunity to recognize areas where there is room for improvement.

Various cleaning tasks performed in entries, restrooms, classrooms and eating areas are evaluated with a score of 2 (Needs Significant Improvement, 3 (Most Items Meet Standards) or 4 (All Items Meet Standard). The goal is for a score of 3.67 in each area and for all areas collectively. Even when an item is given a 4, we still look for ways we can exceed the standard.

We find this method of evaluation a highly productive manner to assure that the quality promised is being delivered.

Quarterly Customer Satisfaction Survey

Each quarter ABBCO delivers a customer satisfaction survey to all customers. The customer receives the survey via email and responds electronically. All results are tabulated and sent to the appropriate management team. This allows our customers the opportunity to rate our services and tell us if anything needs improvement. It also allows for customers to make special requests that are not part of the general cleaning requirements.

Emergency Hotline

ABBCO provides 24 hour emergency service so that you can receive prompt response in your time of need. There is always a corporate Manager on call who will facilitate addressing your needs. We will, also, always have trained on-call staff based in your area.

Bio-Hazard Clean-Up

Every facility will be stocked with a Blood and Bodily Fluid Clean-up Kit. Our entire staff will be trained how to safely clean up, disinfect and decontaminate these kind of spills. They are also trained to report the incident to the proper designated school administrator or official, and to their manager.

TAB 3

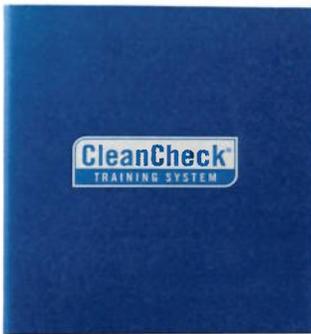
CLEANCHECK® Training System

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



Training Videos

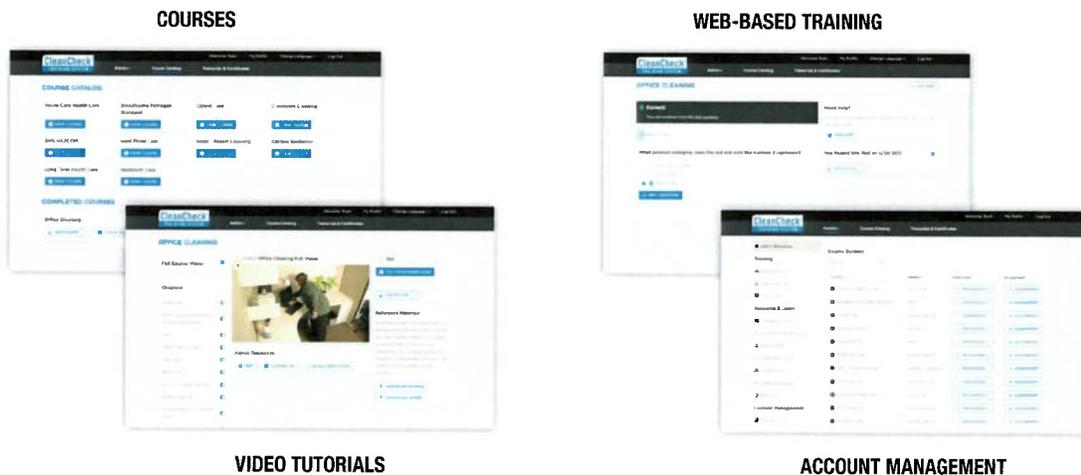
The CleanCheck Training Videos provide step-by-step procedural instruction on cleaning specific areas in your facility. Each video module covers the cleaning process end-to-end, but is also offered in single chapters so specific tasks can be easily revisited or re-trained. Available in both English and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



Training Manual

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

Simple Online Access



On-The-Job Cards

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



Color-Coded Product Categories

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



Online Testing, Tracking, And Certification

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



ABBCO Employee Training

We believe that empowering our cleaners and managers with knowledge is one of the best ways to help them to succeed at ABBCO.

ABBCO EMPLOYEE TRAINING

From the time that a candidate fills out an application online to their first day on the job, he/she has been through a long process already.

Pre-Employment

- Evaluated by our administrative staff
- Completes an application and authorizes a background check
- Offered an interview

Interview

- A thorough interview ensures that the applicant can effectively communicate and is qualified for his/her desired position.
- Recruiters determine the best 'job fit' for each candidate.
- Immediately following the interview, the applicant's work history is verified, a police check is conducted, and his/her social security number is verified.
- Offered a position
- All employees must be able to represent ABBCO and the facilities that they serve very well.

Orientation

- Each employee attends our orientation prior to beginning work. This session is used to cover the following topics: Our Company History; Our Dedication to Customers; Explanation of Our Mission Statement; Explanation of Timekeeping Procedures; Policy for Reporting Absences, Scheduling Time-Off, and Our Referral Bonus Program.
- Employee orientation sets the stage for our in-depth and detailed training that our employees receive before beginning work.



Training

- Employee training starts in-house with information about the equipment and the chemicals that are used.
- On-site, our employees work side-by-side with a trainer for at least one week.

Areas of competency include:

- Trash and Recycling
- Restroom Cleaning
- Office Cleaning
- Café and Break Area Cleaning
- Vacuuming, Sweeping, and Mopping
- Spot Cleaning for Windows and Carpets
- Customer Relations



ON-SITE EMPLOYEE TRAINING WITH ABBCO CLEANCHECK® PROGRAM

For the first week, each new employee will be accompanied by a trainer. This trainer will cover the following topics in detail:

- Trash and Recycling
- Restroom Cleaning
- Office Cleaning
- Café and Break Area Cleaning
- Vacuuming, Sweeping, and Mopping
- Spot Cleaning for Windows and Carpets
- Customer Relations

Before the week is over, each new employee will be trained and certified to consistently complete these tasks at our highest quality standard.

Day One

- Tour the facility
- Introduce equipment and chemicals
- Clean the facility. The trainer performs work while the trainee observes.

Day Two

- The trainer will address information in the Tell, Show, Do, Review manner
- Tell – Verbally review procedures
- Show – Visually review procedures
- Do – Perform the procedures
- Review – Trainer and trainee role-play in opposite roles
- Clean the facility. The trainer and trainee perform the work together.

Day Three

- Review of Day Two
- Clean the facility. The trainer and trainee perform the work together.
- Explain “Detail Cleaning” for the facility

Day Four

- Review of Day Three
- Perform Detail Cleaning
- Clean the facility. Today the trainee will perform the bulk of the work.



Day Five

- Certification on all tasks and procedures
- Clean the facility

Additional topics covered during employee training:

- Sanitation and Disinfection
- Chemical and Equipment Usage
- Bloodborne Pathogens
- Personal Safety and Security

ABBCO SAFETY TRAINING

ABBCO is dedicated to ensuring a safe working environment for our employees. Prevention, of hazards that may cause harm or injury, is our number one safety priority. Through our comprehensive safety training, we are certain that our employees will perform their work in a manner that is safe for himself/herself and for anyone that may be around when they are working.

Our Safety Training covers all of the following topics and more!

Protective Equipment

Rubber gloves, safety glasses, and other personal protection equipment must be worn when cleaning the following items: lockers, locker room showers, sinks, countertops, mirrors, walls, doors, toilets, and urinals. Equipment should also be worn when using chemicals to clean and sanitize tables and chairs. To prevent splatters into your eyes, wear safety glasses when emptying the trash.

Attire

ABBCO shirts and name badges must be worn at all times to provide proper identification. To prevent snagging, your shirt is to be tucked in at all times. Pant-legs will not drag on the ground. Shoes are to be closed toe, have rubber or leather soles, and are to be properly secured. No flip-flops or sandals are permitted.

When performing work that carries potential danger to yourself or others, place “Caution” signs in appropriate areas; especially when mopping floors or stairways.

Lift Without Strain “If in doubt, do not lift it alone - get help!”

When lifting objects, be sure to reduce strain by following these principles:

- Bend at the knees to reach the ground
- Get a firm grip on the object with both hands
- Keep the object close to your body as you use your legs to stand up slowly
- Only fill the trash container to where you are able to easily remove the bag
- Always tip the trash container on its side to pull the trash bag out
- Use both hands to lift trash bags into the dumpster
- Do not walk on wet floors or icy grounds when transporting trash

Report Accidents & Unsafe Conditions

Your manager should be called immediately when an accident occurs. There is never a good reason to withhold information about accidents. Promptly notify your manager of any potentially dangerous conditions at your workplace. This includes broken or damaged items as well, especially doors, windows, and locks.

Trash Removal

Take the trash out with another team member. Report burned-out parking lot lights.

Assigned Areas

You are to stay within your assigned area so that you are safe and can be located in case of an emergency. Also, park in the areas designated for ABBCO employees.

Alcohol or Illegal Substances

Possession, intoxication, or use of alcohol or illegal substances immediately preceding or during your job is strictly prohibited.

Safety Data Sheets (SDS)

SDS for all chemicals are on-site and should be kept in the closet where they can easily be found. They are also kept on file at the ABBCO Corporate Office.

Correct Use of Chemicals

Use only properly labeled spray bottles and containers. Never mix chemicals together. Use **ONLY** as designated.

- Glass Cleaner - mirrors, glass, non-wood surfaces, desks, and countertops
- Neutral Cleaner - mopping and surface cleaning
- Bathroom Disinfectant - sinks, walls, toilets, urinals, and partitions



Equipment Maintenance

- Vacuums – Daily inspect the cords and plugs to ensure they're in good condition. When finished vacuuming, empty and wipe down the unit before storing.
- Scrubbers – Use only the proper pad for the machine. After use, promptly empty the recovery tank. Weekly, check the battery's water level.
- Mop Buckets and Wringers – Empty and thoroughly rinse after use and before storage.
- Supply Carts – Tidy up your cart before storing it.

Appropriate Storage of Chemicals and Equipment

Keep carts, chemicals, and equipment within your reach.

When chemicals and equipment are not in use, they must be locked in the storage closet so no one can take them.

Personal Property

Do not bring valuables into the building. You will not be reimbursed in the event of theft.



ABBCO SECURITY TRAINING

ABBCO is aware that security is always a priority. Therefore, we have created a training program for our employees to keep your buildings secure while you are away. Some of the information here also pertains to safety as well as security.

Shift Time

You have a scheduled start time and must be on-site at this time to ensure that the building is attended. If you must leave the job site, contact your supervisor for approval.

Access and Communication Items

Your building access cards and building keys must be left on-site when you end your shift. When you begin work, put your car keys into the lock box when you take out your cards and keys, so that you guarantee returning these items before you leave the site. If you are assigned to take home building access cards or keys, or company telephones, walkie-talkies, or pagers you do not leave these items in the lock box.

Authorized Personnel

Only ABBCO employees or authorized personnel from the facility are allowed at the work site. Do not allow anyone into the building that is not authorized to be there; this includes, students, non-students, your friends, family members, acquaintances, pets, etc

Customer Equipment

As an employee of ABBCO, you are strictly prohibited from use of customer's fax machines, computers, radios, copy machines, coffee makers, televisions, or any other equipment that is property of the customer.

Removing Items

Items that belong to the customer are never to be removed from the job site; this includes, but is not limited to:

- Cleaning or school supplies
- Cleaning equipment or other equipment
- Items found in the trash
- Beverage cans or other returnable/recyclable items
- Magazines or newspapers
- Cash or other valuables

Document Privacy

Closet doors or drawers of desks and filing cabinets are not to be opened at anytime.

Setting the Alarm

When leaving the building, set the burglar alarm. Never share an alarm code with anyone! If someone asks for an alarm code, report it to the customer's management.

Locking Doors, Windows, and Utility Closets

Lock and check all exterior windows and doors. Interior doors are to remain locked when you are not in the room. Custodial closets **MUST** be locked at all times.



INDUSTRY CERTIFICATION OF OUR MANAGEMENT TEAM

An RBSM (Registered Building Service Manager) is a cut above the other managers and is ready to surpass your expectations.

A CBSE (Certified Building Service Executive) is a step above the RBSM and in turn, becomes a LEADER of the industry. We have three people who have attained this prestigious level!
Rest assured that your facility will be kept in top notch condition with an RBSM directly overseeing procedures and two CBSE certified persons at the top of our management team.



On-Going Self Improvement

We believe that on-going training for our management team is just as important as training for a new employee. Even after attaining industry certification, our managers attend several seminars outside of ABBCO to update and refresh their skills. ABBCO also utilizes a video training program that emphasizes managing employees, customer satisfaction, and employee retention program.

Yearly Convention and Trade Show

- Managers see the latest equipment
- Attend seminars on Human Resources, Sales, Quality Management, and more!
- Network with others in our industry

Dale Carnegie Courses

- Course on Developing Self Confidence
- Course on Leadership Skills
- Course on Sales

Vendor Sponsored Seminars (Such as Royal Labs Institute)

- Hard Surface Care
- Chemistry of Cleaning
- Equipment Repair
- Carpet Care
- Gym Floor Refinishing

ABBCO BOUNDRIES TRAINING

Our Boundries Training is specifically designed with the school setting in mind. When a school district is outsourcing their cleaning, a common concern that rightfully arises is the children's safety around these new employees. ABBCO's strict hiring standards and detailed training ensure that all of the students are safe amid our employees, which can put any parent's mind at ease. As we train our employees on boundaries, rest assured that your children will be safe and that we CAN be trusted in the schools, as evidenced by never having an incident where boundaries were crossed.

Importance of Boundary Policies

Our Boundary Policies are in place for a number of different reasons; however, these three reasons are the most important:

- Create and maintain an atmosphere that is apparently safe to and for the children that we encounter while performing our tasks.
- Provide and sustain peace-of-mind for the parents, teachers, administrators, and communities of the schools that we clean.
- Personally protect you from any accusations concerning the boundaries between you and the children that you are in contact with.

Professional Conduct

When interacting with students, parents, school employees, and community members you are expected to handle yourself in an appropriate manner. Keep your verbal language, body language, and gestures positive and controlled. Some examples of professional conduct are listed for you here:



- Smile and be pleasant.
- Keep busy.
- Move through the building with energy in your step.
- Stay in designated areas at all times.
- Take your break in the designated area at the designated time.
- Remain focused on cleaning.
- When asked to do an additional task, answer affirmatively and complete the task.
- If you find yourself engaged in a long conversation, politely excuse yourself by letting the person know that you are busy and need to get back to work.
- Report any uncharacteristic events or happenings to your Area Manager.
- Report threatening writings on walls, paper, or any other surfaces.
- Immediately report threatening talk or perceived verbal threats to the principal.
- Immediately report finding any weapons, drugs, or other inappropriate items.

Physical Contact in the Schools

As an ABBCO team member, you are prohibited from initiating any physical contact with students. Even the most innocent contact may be misinterpreted by on-lookers. If a student initiates physical contact, you may, at most, extend a hand for a high-five or a handshake. However, it is permissible to initiate a hand shake with a school employee or another adult. Professional physical contact between adults is less construed than it is with children. In addition to our policies, please be sure to check and adhere to the policies on physical contact that govern the facility in which you work.

Unprofessional Conduct

ABBCO will not tolerate employees that conduct themselves in a manner that is less than professional. While on the job, you must maintain professional relationships, verbal language, and body language. Examples of prohibited conduct are as follows:

- Being alone with a student.
- Hanging out with one or several students with the room door closed.
- Hugging or touching a student.
- Allowing students in our storage areas, closets, docking areas, mechanical rooms, or other places assigned to custodians.
- Having any purposeful contact outside of the school setting with students; including internet, phone, mail, or e-mail correspondence.
- Following a student home, giving a ride home to a student, going to a student's home, or asking where a student lives.
- Inviting students to your home.
- Facilitating a student's access to sexually explicit material or illegal substances.
- Offering candy, pop, food, tobacco products, aspirin or other pain relievers, or any items that can be eaten to students.
- Positively or negatively commenting on someone's appearance.
- Making jokes or remarks based on race or ethnicity.
- Conversing about sexual acts or using sexual connotations.
- Calling anyone by a nickname or pet name.
- Using profane language or gestures.
- Discussing personal habits or lifestyle, of your own or others, with anyone.
- Sharing personal or detailed information about students or school employees.
- Working in, using, or loitering in a restroom or locker area while it is occupied.
- Watching students in restrooms or changing areas.
- Engaging in a lengthy conversation that keeps you away from your work.
- Breaking up student fights. You are to immediately report it to administration and then help to control the situation without getting between the students.
- Possessing or using video or photography equipment while at the facility.

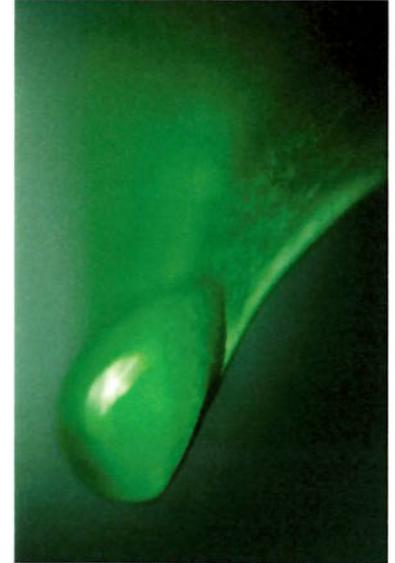
TAB 4

ABBCO's Green Cleaning Program

At ABBCO we implement a "Green Cleaning" program company wide. ABBCO is teaming with SPARTAN® to use products and procedures that provide the customer the healthiest environment possible.

Important components are using:

- "Green Seal" cleaning products where ever possible
- The greenest cleaning product available where there is no "Green Seal" product available
- High filtration vacuum cleaners
- Micro-fiber cleaning cloths rather than treated disposable towels or paper or cotton towels
- Micro-fiber flat mop systems – changing out the micro fiber head when a room is completed
- Micro-fiber dust mop heads
- Procedures that assure proper cleaning techniques and chemical use
- Chemical dispensing systems to assure proper mixture of chemicals



MicroFiber System used by ABBCO



The goal is to:

- Introduce no contaminants into the atmosphere of the facility through the use of chemicals
- Remove contaminants (dust, soil, spillage, etc.) rather than moving them around
- Stop dirt at the doorways using matting systems
- Use products that are environmentally friendly
- To kill infectious organisms without causing risk to occupants by proper chemical – selection and procedures

The technology is here. We recognize that it is our responsibility to offer the best total service available for our customer.

Green cleaning is the natural progression of our efforts to offer world-class service. As a cleaning company, we have the responsibility to use products and procedures that make the world a cleaner and safer place, one building at a time.



Green Cleaning can be used at your facility. Our staff has been trained on the latest methods used to provide a green cleaned building. ABBCO has partnered with Spartan and Tennant to provide the green seal chemicals and green certified equipment to clean our Green Buildings.



ABBCO is a CIMS & CIMS GB (Green Building) certified company with honors. The ISSA has established a standard for companies that wish to provide exceptional service. The standard established covers every aspect of an organization from Management, Operations, HR to Administrative. The GB certification certifies ABBCO as a green certified cleaning company. The ISSA established green cleaning standards and procedures that exceed the LEED standards. ABBCO is audited every two years by an outside auditor to recertify that we are abiding by the standards established.

Environmental Policy

We will conduct business in a manner that conserves resources and constantly reduces our environmental footprint.

We seek continual improvement in our environmental performance by setting, reviewing and updating environmental goals.

We are committed to:

- Managing operations to comply with all applicable laws and regulations and other requirements to which we subscribe, with emphasis on pollution prevention, and minimizing adverse environmental impact;
- Identifying and evaluation potential environmental risk and implementing appropriate measures to eliminate or control those risks;
- Developing and implementing measures to ensure sustainable use of materials, resources and energy;
- Promoting and developing awareness, leadership and accountability with respect to environmental protection among all our employees and persons working for us or on our behalf;
- Communication with our employees, customers, suppliers, the communities in which we operate and public officials to build greater mutual understanding of environmental issues;
- Supporting research aimed at improving process efficiency and environmental protection measures and applying such knowledge to our product stewardship.

Our employees share in this responsibility and are accountable for the successful implementation of this policy. ABBCO management has the authority to curtail operations as necessary to prevent serious environmental impacts.

John C. Pieske
Chief Operating Officer
ABBCO Service Corporation

Keeping it Simple with Core Four

Disinfectant Cleaners



NABC Concentrate 1

A non-acid cleaner-disinfectant.
471602



Peroxy 4D™

A hospital-grade disinfectant with peroxide.
480502



Halt

A hospital-grade, one-step, cleaner-disinfectant.
480602



GS Neutral Disinfectant Cleaner™ 103

A neutral pH, quaternary disinfectant cleaner.
351302

Glass Cleaners



Super Concentrated Glass & Hard Surface Cleaner 3

A concentrated glass cleaner.
473002



Clean by Peroxy 15

A Green Seal™ certified all-purpose cleaner.
482002 SUSTAINABLE



BioRenewables Glass Cleaner 18

A Green Seal™ certified bio-based glass cleaner.
483502 SUSTAINABLE



Green Solutions Glass Cleaner 102

A Safer Choice certified glass cleaner.
351202 SUSTAINABLE

Floor/All-Purpose Cleaners



Clean by Peroxy 15

A Green Seal™ certified all-purpose cleaner.
482002 SUSTAINABLE



TriBase Multi-Purpose Cleaner 17

Green Seal™ certified, bio-based, multi-purpose cleaner.
483002 SUSTAINABLE



Xcelenté 24

A Green Seal™ certified multi-surface cleaner.
480302 SUSTAINABLE



Green Solutions All-Purpose Cleaner 101

A Safer Choice certified, all-purpose cleaner.
351102 SUSTAINABLE

Heavy Duty Cleaners



BioTransport™ 2 Consume Micro-Muscle

A degreaser with odor controlling organic digesters.
453402



Acid Bathroom & Shower Cleaner 7

A light- to medium-duty acid cleaner.
472402



SparClean Sure Step™ 23

A no-rinse, enzyme kitchen floor cleaner.
480202



Green Solutions Industrial Cleaner 105

A Green Seal™ certified, heavy-duty degreaser.
351502 SUSTAINABLE

Equipment	Brand	Quantity
Maid/Restroom Carts	CPI	9
Micro Fiber Mopping Systems	CPI	15
Micro Fiber Towel Cleaning System	CPI	15
Upright Vacuums CRI Green Certified	Advance	17
Micro Fiber Dust Mopping System	CPI	12
Viper Professional Wet/Dry Vac.	Viper	7
Windsor Extra Large Carpet Vac.CRI Cert.	Windsor	3
Advance High Speed Burnisher	Advance	6
Advance Low Speed Machine	Advance	6
Air Movers	Advance	12
T300 ECH2O Walk Behind Scrubber	Tennant	6
Protexus Electro Static Disinfecting Sprayer	Protexus	1
Brutes	Rubbermaid	18
Glass Squeegee		8
Deck Brush		4
Micro Fiber Rags, Color Coded		Continously replaced
Toilet Bowl Swabs		Continously replaced
PPE, Safety Glasses and Rubber Gloves		Continously replaced
Biohazard Clean-up Kit		8
SDS Books		8
Spray Bottles and Triggers		50
Split Buckets	Rubbermaid	12



TAB 5

Executive Summary

Executive Overview

ABBCO Service Corporation is a family owned business with third generation management. ABBCO is a Service Corporation incorporated in the state of Missouri. Our home office is located in St. Louis, Missouri. We currently provide custodial services in 13 states throughout the Midwest and South. Our proactive management approach gives ABBCO the flexibility and responsiveness to anticipate each customer's changing requirements. ABBCO is diverse in its customer base, schools, universities, multi tenant buildings, owner occupied office buildings, industrial / manufacturing plants, financial institutions and medical facilities. Each business sector provides its own unique challenges. ABBCO relies on our many years of experience in all environments to provide a proactive approach to managing your ever changing needs.

Since our founding in 1955, ABBCO has continued to provide a clean, safe and healthy work environment.

Why Choose ABBCO as your Provider

ABBCO has a large experienced support staff available. We have been very fortunate in our longevity of upper management.

- Chairman of the Board Robert Pieske 56 years (owner)
- President John Pieske 28 years (owner)
- Director of Operations Scott Graf 15 years

Robert Pieske, Owner & Chairman of the Board of ABBCO Service Corporation, has been awarded the "Walter L. Cook Award" for exceptional service to the cleaning industry by the Building Service Contractors Association International. He also is a Certified Building Service Executive.

John Pieske, CEO & President of ABBCO Service Corporation, is on the Board of Directors for "The Association of Contract Cleaners." John has serviced on the Board of Trustees of the Missouri Retailers Workers Compensation Trust.

ABBCO Service Corporation was a Charter Member of the BSCAI in 1965 and we are still active today. Robert Pieske has served on the Executive Committee of the BSCAI. We are also members of the BOMA – Building Owners and Managers Association, IFMA – International Facility Managers Association, MoASBO – Missouri Association of School Business Officials, ILASBO – Illinois Association of School Business Officials, ISSA – International Sanitary Supply Association, and ISNetwork.

ABBCO Service Corporation won the Safety Award from the BSCAI for our exceptional safety record.

The ongoing training of over 700 FTE's and an unmatched quality control program assures that the service promised is the service delivered. The staff chosen to maintain your buildings will be thoroughly screened prior to being assigned to your buildings. Our customers tell us that our staff fits in very well and are a welcome addition to their "family."

When you partner with ABBCO, you receive trained staff to cover all your needs. Our flexible staffing allows us to cover your unscheduled events such as athletic games, meetings, parent visitations, sports camps and rentals. We also supply you with the latest, most efficient equipment necessary to make your entire campus sparkle. Our well-trained crews ensure that your facilities are not only clean, but also safe for your facility, students, and invitees.

ABBCO's mission statement is to provide a clean, safe, and healthy work environment.

Therefore, all employees receive Safety Training before going to the job site. We feature a new safety topic in each of our monthly newsletters. All employees review a new safety topic at the facility in monthly toolbox meeting.

Management Approach

ABBCO believes that having a strong management team is the key to success. We provide multi levels of management to accomplish the quality standards we expect.

ABBCO Service Corporation will manage with a dedicated on site manager. Assistant Managers are assigned when applicable to the scope and size of a facility. Our on-site managers will be responsible for the entire project. The managers will have no other responsibilities within the ABBCO organization except for providing the best level of service to you. The managers will have direct contact with designated administrative staff on a day to day basis. They are responsible for the quality of the service we provide and the administration of our services. Our managers will be outfitted with a smart phone for instant feedback and response to your needs. The management team will use our EHUB electronic work order and quality assurance program to facilitate our program.

We have listed below a typical management model for our customers:

- Project Manager/ Director of Facilities
- Regional Manager
- Regional VP
- Division VP
- Corporate Trainer
- Corporate Safety Manager
- Director of Operations

At the corporate level we will have our Regional Manager visits the facility on a weekly basis to do inspections. The Regional & Division VP's will visit the facilities to do inspections at least once per month. We would like to have monthly meetings with you to review performance, staffing, upcoming needs, and brain storming on possible efficiencies for your facility.

Our Director of Operations has been a member of strategic planning committees of some of our customers in the past to provide suggestions regarding green cleaning programs, cost savings programs, and overall consultation on the changing needs of facilities.

Custodial Staff Cleaning Method

The custodial staff will use an area complete cleaning method. Each custodian will be assigned a specific area to clean. The district will have custodians that will be trained on restroom and locker room sanitization and cleaning who will be responsible for the restrooms and locker rooms. Custodians are trained on each specific area that they will be responsible for. ABBCO will determine the proper staffing needed when school is not in session or there is a professional development day. The training system used by ABBCO is provided for you review in the proposal packet.

TAB 6

Transition Plan

The mission statement of ABBCO Service Corporation is to provide a clean, safe and healthy work environment.

Since our inception in 1955 in the building maintenance industry we have found that a systematic approach to management directly affects the quality of cleaning in the facility.

ABBCO Service Corporation understands that one the major objective's that you have is for a smooth transition between the current cleaners and the new contractor. Our transition plan will outline the important tasks that will be instituted upon your acceptance.

PHASE ONE

- ABBCO Service Corporation will meet with each building contact to find out their exact needs and concerns so that we may service them.
- We will then create job descriptions for each of the positions needed.
- Computer work-loading of the job tasks will assist us in estimating the required work-force needed.
- Staffing requirements and schedules will be produced for each shift by the days of the week.

PHASE TWO

- ABBCO Service Corporation's Human Resource Department will begin the recruiting/interviewing process with the current eligible employees. It is our goal to hire the best candidates for the job which include those current employees that meet our hiring practices which include Background Checks.
- ABBCO Service Corporation will also set up employment screening locally.
- Previous employment, background checks, reference checks, immigration status, drug screening and nationwide police records checks will be conducted before any interviewees are hired.
- Your management team will be established.

PHASE THREE

- The new management team will begin training in an existing facility cleaned by ABBCO Service Corporation. They will also train with each of the different departments at our corporate headquarters. After management training has completed they will assist in the hiring of cleaners.
- Supplies and equipment will be ordered by our warehouse.
- Time-keeping systems will be installed along with phone lines for the janitorial offices.
- Work-tickets and cleaning task calendars will be produced.
- Clean Check Training program will be customized for your unique conditions.

PHASE FOUR

- On-site orientation for management and supervisors.
- Training session for Clean Check, SDS, SAFETY and any other topics will be conducted for the different job requirements. All employees will be welcomed to the ABBCO Service Corporation Team and they will learn our company philosophy.
- Work assignments and additional training session schedules will be handed out to the employees along with their uniforms and Photo ID badges.

PHASE FIVE

- START DATE
- The entire ABBCO Corporate Support Team will oversee the start-up with Operations Management and Site Supervisors.
- Supervisors and lead personnel will lead training groups. Training check off lists will be distributed and utilized.

PHASE SIX

- This phase will continue throughout the contract.
- Inspections will be held with your designated representatives to make sure that we are meeting their needs.
- Continuous on-the-job training will be set up for each of the different job positions.
- The ABBCO Team will review inspection reports.
- Project manager, Branch Manager and Vice President of Operations will check controls of labor and supplies.
- Daily inspections will be recorded and reviewed by management.
- Work-tickets and cleaning task calendars will be maintained.



Corporate Headquarters:
2125 Gravois Ave., St. Louis, MO 63104
314-771-3221 FAX 314-771-4477 1-800-771-3221



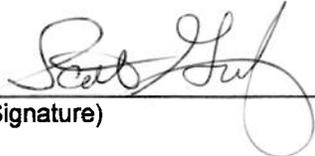
Task Name	Duration	Start Date	Resources Name	Finish Date
Pre-Start	28 days			
HR	24 days			
Receive staffing information from Sales / Operations	4 days		HR	
If not already done identify ABBCO's Contract Manager	4 days		HR	
Receive Brief job descriptions from sales	4 days		HR	
Receive pay and benefits information from sales	4 days		HR	
Setup interview location	4 days		HR	
Pursue present custodial staff as candidates	18 days		HR	
Place ads in local papers	18 days		HR	
Partner with local Job works location	20 days		HR	
Receive applications	16 days		HR	
Check References	16 days		HR	
Interview Potential Candidates	16 days		HR	
E-verify all candidates	16 days		HR	
Complete Criminal Background check	16 days		HR	
Conduct employee orientation	1 day		HR	
Prepare ID badges	1 day		HR	
OPERATIONS	28 days			
Receive staffing levels from sales	4 days		OPS	
Receive floor plans from sales	4 days		OPS	
Receive Specifications from sales	4 days		OPS	
Order equipment	5 days		OPS	
Meet with Principals	5 days		OPS	
Tour Schools with representatives	5 days		OPS	
View all closets	5 days		OPS	
Receive keys or cards for access	5 days		OPS	
Identify how schools likes to communicate with ABBCO staff	5 days		OPS	
Complete custodial task schedules	5 days		OPS	
Contract Manager meets Principals & Directors	5 days		OPS	
Start on Site training	5 days		OPS	
ACCOUNTING & BUDGETING	5 days			
Setup customer and job files in win team	5 days		ACCT	
Enter Job Budget Information for wages and hours	5 days		ACCT	
Establish billing for service	5 days		ACCT	
Customize billing if applicable	5 days		ACCT	
Post Start	125 days			
HR	13 days			
Meet with employees to see if there are any questions	13 days		HR	
Talk to employees to ensure their training is going well	13 days		HR	
OPERATIONS	260 days			
Setup visits for quality review audits.	3 days		OPS	
Continue on site training	13 days		OPS	
Contract manager reviews nightly hours worked at the district	260 days		OPS	
Allow cleaners to work independently for longer peiods of time	6 days		OPS	
Contract manager will touch base with principals at least weekly	260 days		OPS	
Regional and Branch support management will contact principals monthly	260 days		OPS	
ACCOUNTING & BUDGETING	123 days			
Provide Contract Manager with daily hours budget comparison	123 days		ACCT	
Provide operations managers with monthly job cost reports	123 days		ACCT	
Utilize automated timekeeping system for all hourly employees	123 days		ACCT	
Invoicing can be customized for the customer	123 days		ACCT	
All accounting and payroll transactions processed	123 days		ACCT	

TAB 7

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.

FIRM: ABBCO Service Corporation BY: 
(Signature)

ADDRESS: 2125 Gravois Ave. St. Louis TITLE: Director of Operations

STATE: Missouri TELEPHONE: 314-571-6354

DATE: 7/1/20 CELL PHONE: 314-605-4253

EMAIL ADDRESS: sgraf@abbcoserv.com

TAB 8

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>\$135,348.00</u>	<u>\$5,639.00</u>
NORTHSIDE / EASTSIDE ELEMENTARY square footage (150,000)	<u>\$286,619.00</u>	<u>\$11,942.00</u>
LOVETT ELEMENTARY square footage (50,000)	<u>\$95,540.00</u>	<u>\$3,981.00</u>
CLINTON JUNIOR HIGH square foot (165,000 with field house)	<u>\$318,465.00</u>	<u>\$13,269.00</u>
SUMNER HILL JUNIOR square footage (105,000)	<u>\$199,041.00</u>	<u>\$8,293.00</u>
CLINTON HIGH / CAREER COMPLEX square footage (220,000)	<u>\$414,005.00</u>	<u>\$17,250.00</u>
CENTRAL OFFICE / ALTERNATIVE square footage (70,000)	<u>\$127,386.00</u>	<u>\$5,308.00</u>
MAINTENANCE DEPARTMENT square footage (1,500)	<u>\$7,962.00</u>	<u>\$332.00</u>
TRANSPORTATION DEPARTMENT square footage (1,500)	<u>\$7,962.00</u>	<u>\$332.00</u>

CUSTODIAL SERVICE PRICE IF AWARDED ALL FACILITIES:

ALL FACILITIES LISTED ABOVE	<u>\$1,592,328.00</u>	<u>\$66,346.00</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:	\$ <u>\$16.00</u> per hour
Equipment Use:	\$ <u>\$1.00</u> per hour

TAB 9

REFERENCES



Harrisonville School District
Jason Eggers
816-380-2727
Jason.eggers@harrisonvilleschools.org



THE SCHOOL DISTRICT OF
UNIVERSITY CITY
Transform the Life of Every Student Every Day!

University City School District
Scott Hafertepe
314-290-4008
shafertepe@ucityschools.org



Pekin School District
Glaysn Worrell
309-477-4744
Glaysn.worrell@pekin.net



LADUE SCHOOL DISTRICT
Dr. Jason Buckner
314-983-5324
jbuckner@ladueschools.net