



## **AGREEMENT FOR CUSTODIAL SERVICES FOR HAMILTON COUNTY SCHOOLS**

**THIS AGREEMENT** ("Agreement") is made and entered into by and between Hamilton County Schools, hereinafter referred to as "HCS" and ABM Education Services, LLC whose address is One Liberty Plaza, 7<sup>th</sup> Floor New York, New York 1006, and whose federal tax identification number is 95-2495556, hereinafter referred to as "Vendor" or "Service Provider."

### **WITNESSETH**

**WHEREAS**, HCS intends to purchase custodial services from the Vendor in connection with "HCS Custodial Services" (the "Purchase"); and,

**WHEREAS**, HCS issued Solicitation No. 25-15, HCS Custodial Services on December 10, 2024 (the "Solicitation"); and,

**WHEREAS**, HCS evaluated the responses received and found the Vendor qualified to provide the necessary products and services; and,

**WHEREAS**, the Vendor has reviewed the products and services to be supplied pursuant to this Agreement and is qualified, willing and able to provide all such products and services in accordance with its terms.

**NOW, THEREFORE**, HCS and the Vendor, in consideration of the mutual covenants contained herein, do agree as follows:

### **I. PRODUCTS AND SERVICES**

The Vendor agrees to diligently provide all products and services for the Purchase in accordance with the terms and conditions of the Solicitation including the defined project Scope of Services, incorporating any negotiations, and made part of this Agreement as Exhibit A, to the extent that it does not conflict with the remainder of the Agreement.

### **II. TERM AND DELIVERY**

- A. This Agreement shall commence **June 1, 2025** and shall continue for an initial four-year period through **May 31, 2029**. Upon mutual written agreement of both parties, the parties may renew the Agreement in whole or in part, for two (2) additional one-year periods.
- B. A Purchase Order must be issued by HCS before commencement of any work or purchase of any goods related to this Agreement. Any work

commenced prior to issuance of a Purchase Order shall be at the sole risk of the Vendor.

### **III. COMPENSATION AND PAYMENT**

- A. HCS shall pay the Vendor in accordance with the terms and conditions of this Agreement for providing all products and services as set forth in Exhibit A, and further described in Exhibit B, Fee Schedule, attached hereto and incorporated herein. Said total amount to be all inclusive of costs necessary to provide all products and services as outlined in this Agreement, and as supported by the Vendor's submittal in response to the Solicitation, a copy of which is on file with HCS Procurement Department and is deemed incorporated into this Agreement as if physically attached.
- B. Notwithstanding the preceding, Vendor shall not make any deliveries or perform any services under this Agreement until issuance of Purchase Order from HCS. Vendor acknowledges and agrees that no minimum order or amount of product or service is guaranteed under this Agreement and HCS may elect to request no products or services. If HCS authorizes delivery of products or performance of services, HCS reserves the right to amend, reduce, or cancel the authorization in its sole discretion.
- C. All funds for payment by HCS under this Agreement are subject to the availability of an annual appropriation for this purpose by the Hamilton County Board of Education. In the event of non-appropriation of funds by HCS for the services provided under this Agreement, HCS will terminate the contract, without termination charge or other liability, on the last day of the then current fiscal year or when the appropriation made for the then-current year for the services covered by this Agreement is spent, whichever event occurs first. If at any time funds are not appropriated for the continuance of this Agreement, cancellation shall be accepted by the Vendor on thirty (30) calendar days' prior written notice, but failure to give such notice shall be of no effect and HCS shall not be obligated under this Agreement beyond the date of termination.

### **IV. METHOD OF PAYMENT**

- A. HCS shall pay the Vendor in accordance with applicable state prompt payment regulations and payment terms as provide within the Solicitation, upon receipt of the Vendor's invoice and written approval or receiving record of same by HCS indicating that the products and services have been provided in conformity with this Agreement.

- B. The Vendor shall submit an invoice for payment to HCS on a monthly basis for those specific products and services as described in Exhibit A (and the corresponding fees as described in Exhibit B) that were provided during that invoicing period. The Annual Cleaning Price as outlined in Exhibit B shall be invoiced in equal monthly installments of 1/12<sup>th</sup> the total Annual Cleaning Price. The first installment payment shall be due on the last day of the month following the Effective Date with all subsequent installment payments due on or before the last day of the month for each month of Service thereafter. Any required non-compliance performance penalties shall be properly applied to the invoice as outlined within the scope of services.
- C. For partial shipments or deliveries, progress payments shall be paid monthly in proportion to the percentage of products and services delivered on those specific line items as approved in writing by HCS.

#### **V. ADDITIONAL PURCHASES**

- A. No changes to this Agreement or the performance contemplated hereunder shall be made unless the same are in writing and signed by both the Vendor and HCS.
- B. If HCS requires the Vendor to perform additional services or provide additional product(s) related to this Agreement, then the Vendor shall be entitled to additional compensation based on the Fee Schedule as amended to the extent necessary to accommodate such additional work or product(s). The additional compensation shall be agreed upon before commencement of any additional services or provision of additional product(s) and shall be incorporated into this Agreement by written amendment. HCS shall not pay for any additional service, work performed or product provided before a written amendment to this Agreement.

Notwithstanding the preceding, in the event additional services are required as a result of error, omission or negligence of the Vendor, the Vendor shall not be entitled to additional compensation.

#### **VI. LIABILITY OF VENDOR**

- A. ABM agrees to protect, defend, indemnify and hold harmless the Client against any and all claims arising out of or related to this Agreement or ABM's performance under the terms of this Agreement regardless of allegations of fault against HCS.
- B. This section shall survive the termination or expiration of this Agreement.

**VII. VENDOR'S INSURANCE**

- A. Vendor shall procure and maintain insurance as specified in the Solicitation identified Insurance Requirements.
- B. Vendor shall, on a primary basis and at its sole expense, maintain in full force and effect, at all times during the life of this Agreement, insurance coverage (including endorsements) and limits as described in the Solicitation identified Insurance Requirements.
- C. Vendor shall provide Worker’s Compensation Insurance as required by applicable laws of the State of Tennessee and shall provide liability insurances as required. All insurance must be occurrence based, but for Professional Liability. Vendor shall include Hamilton County Department of Education as additional insured by blanket policy endorsement and provide a certificate of insurance evidencing such coverage and endorsement number (#) for the additional insureds. A failure to provide said documentation will be considered a contract breach and grounds for termination of contract or pending award recommendation.

<b>Insurance Required</b>	
<b>Coverage</b>	<b>Amount</b>
Workers Compensation	Statutory Limits of Tennessee
Employers Liability	\$1,000,000 each accident \$1,000,000 Disease each employee \$1,000,000 Disease Policy Limit
Commercial General Liability	\$1,000,000 each occurrence; \$2,000,000 aggregate
Errors & Omissions (Professional Services)	\$1,000,000 each claim
Auto (Truck) Liability	\$1,000,000 each accident

- D. These requirements, as well as HCS review or acceptance of insurance maintained by Vendor, are not intended to and shall not in any manner limit or qualify the liabilities or obligations assumed by Vendor under this Agreement. Insurance carriers providing coverage required herein must be licensed to conduct business in the State of Tennessee and must possess a current A.M. Best’s Financial Strength Rating of “B or better.” No changes are to be made to these specifications without prior written specific approval by HCS Risk Management. To the extent multiple insurance coverages and/or HCS's self-insured retention may apply, any and all insurance coverage purchased by Vendor and its subcontractors including HCS as an additional insured shall be primary.

## **VIII. RESPONSIBILITIES OF THE VENDOR**

- A. The Vendor shall be responsible for the quality and functionality of all products supplied and services performed by or at the behest of the Vendor under this Agreement. The Vendor shall, without additional compensation, correct any errors or deficiencies in its products, or if directed by HCS, supply a comparable replacement product or service.
- B. The Vendor warrants that it has not employed or retained any company or person (other than a bona fide employee working solely for the Vendor), to solicit or secure this Agreement and that it has not paid or agreed to pay any person, company, corporation, individual, or firm other than a bona fide employee working solely for the Vendor, any fee, commission, percentage, gift, or any other consideration, contingent upon or resulting from the award of this Agreement.
- C. The Vendor shall comply with all federal, state, and local laws, regulations and ordinances applicable to the work or payment for work thereof, and shall not discriminate on the grounds of race, color, religion, sex, or national origin in the performance of work under this Agreement.
- D. Vendor specifically acknowledges its obligations to comply with the TN Open Records Act, with regard to public records, and shall:
  - 1) keep and maintain public records that ordinarily and necessarily would be required by HCS in order to perform the services required under this Agreement;
  - 2) upon request from HCS, provide HCS with a copy of the requested records or allow the records to be inspected or copied within a reasonable time at a cost that does not exceed the cost provided under the TN Open Records Act, or as otherwise provided by law;
  - 3) ensure that public records that are exempt or confidential and exempt from public records disclosure requirements are not disclosed, except as authorized by law; and
  - 4) meet all requirements for retaining public records and transfer, at no cost to HCS, all public records in possession of Vendor upon termination of this Agreement and destroy any duplicate public records that are exempt or confidential and exempt from public records disclosure requirements. All records stored electronically must be provided to HCS in a format that is compatible with the information technology system of HCS.
- E. The Vendor is, and shall be, in the performance of all work, services and activities under this Agreement, an independent contractor. Vendor is not an employee, agent or servant of HCS and shall not represent itself as

such. All persons engaged in any work or services performed pursuant to this Agreement shall at all times, and in all places, be subject to the Vendor's sole direction, supervision and control. The Vendor shall exercise control over the means and manner in which it and its employees perform the work, and in all respects the Vendor's relationship and the relationship of its employees to HCS shall be that of an independent contractor and not as employees of HCS. The Vendor shall be solely responsible for providing benefits and insurance to its employees.

#### **IX. OWNERSHIP OF PRODUCTS**

It is understood and agreed that all products provided under this Agreement shall become the property of HCS upon acceptance by HCS. This shall pertain to only equipment provided under this Agreement to be owned by HCS. Equipment provided and utilized by the Vendor for purposes of servicing HCS under this Agreement shall retain ownership and all maintenance related responsibilities with the Vendor as outlined in Exhibit A.

#### **X. TIMELY DELIVERY OF PRODUCTS AND PERFORMANCE OF SERVICES**

- A. The Vendor shall ensure that all of its staff, contractors and suppliers involved in the production or delivery of the products are fully qualified and capable to perform their assigned tasks.
- B. The personnel assigned by the Vendor to perform the services pursuant to this Agreement shall comply with the terms set forth in this Agreement. If the services provided require use of specific key personnel, the personnel shall be agreed to by HCS and Vendor. If the Vendor's key personnel have been predetermined and approved, through the Solicitation process or otherwise, any subsequent change or substitution to the personnel must receive HCS written approval before said changes or substitution can become effective.
- C. The Vendor specifically agrees that all products shall be delivered within the time limits as set forth in this Agreement, subject only to delays caused by force majeure, or as otherwise defined herein. "Force majeure" shall be deemed to be any unforeseeable and unavoidable cause affecting the performance of this Agreement arising from or attributable to acts, events, omissions or accidents beyond the control of the parties, including but not limited to strikes or labor disputes.

#### **XI. COMPLIANCE WITH APPLICABLE LAW**

This Agreement shall be governed by the laws of the State of Tennessee. Vendor shall promptly comply with all applicable federal, state, county and municipal laws, ordinances, regulations, and rules relating to the services to be performed hereunder and in effect at the time of performance. Vendor shall conduct no activity or provide any service that is unlawful or offensive.

## **XII. TERMINATION**

- A. Either party may terminate this Agreement for any reason upon sixty (60) days prior written notice to the other party.
- B. HCS may terminate this Agreement for cause when, in its judgement, the Vendor has failed to provide the agreed-upon Services; provided, however, that HCS may not terminate this Agreement for cause without the HCS representative first informing the Vendor of HCS's complaints in writing and giving the Vendor thirty (30) days to correct any such deficiencies. In the event the Vendor shall fail to address the deficiencies to the satisfaction of the HCS representative, then this Agreement shall terminate on a date specified by HCS, and HCS shall have no further obligation to the Vendor whatsoever.
- C. After receipt of a notice of termination, except as otherwise directed, the Vendor shall stop work on the date of receipt of the notice of termination or other date specified in the notice; place no further orders or subcontracts for materials, services, or facilities except as necessary for completion of such portion of the work not terminated; terminate all vendors and subcontracts; and settle all outstanding liabilities and claims.
- D. HCS rights under this Agreement shall survive the termination or expiration of this Agreement and are not waived by final payment or acceptance and are in addition to the Vendor's obligations under this Agreement.

## **XIII. DISPUTE RESOLUTION**

- A. In the event of a dispute or claim arising out of this Agreement, the parties agree first to try in good faith to settle the dispute by direct discussion. If this is unsuccessful, the parties may enter into mediation in HCS with the parties sharing equally in the cost of such mediation.
- B. In the event mediation, if attempted, is unsuccessful in resolving a dispute, the parties may proceed to litigation as set forth below.
- C. Any dispute, action or proceeding arising out of or related to this Agreement will be exclusively commenced in the state courts of Hamilton County, TN, or where proper subject matter jurisdiction exists, in the United States District Court for the East District of Tennessee sitting in Chattanooga. Each party irrevocably submits and waives any objections to the exclusive personal jurisdiction and venue of such courts, including any objection based on forum non conveniens.

- D. This Agreement and the rights and obligations of the parties shall be governed by the laws of the State of Tennessee without regard to its conflict of laws principles.
- E. Unless otherwise agreed in writing, the Vendor shall be required to continue all obligations under this Agreement during the pendency of a claim or dispute including, but not limited to, actual periods of mediation or judicial proceedings.

#### **XIV. STOP WORK ORDER**

HCS may, at any time, by written order to the Vendor, require the Vendor to stop all or any part of the work called for by this Agreement. Any order shall be identified specifically as a stop work order issued pursuant to this clause. This order shall be effective as of the date the order is delivered to the Vendor. Upon receipt of such an order, the Vendor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. The Vendor shall not resume work unless specifically so directed in writing by HCS. HCS may take one of the following actions:

1. Cancel the stop work order; or
2. Terminate the work covered by the order; or
3. Terminate the Agreement in accordance with provisions contained in Section XI.

In the event HCS does not direct the Vendor to resume work, the stop work order may be converted into a notice of termination for convenience pursuant to Section XII. The notice period for such termination shall be deemed to commence on the date of issuance of the stop work order. In the event HCS does not direct the Vendor to resume work within ninety (90) calendar days, the Vendor may terminate this Agreement.

#### **XV. VENDOR WARRANTY**

- A. All products provided under this Agreement where ownership passes to HCS upon final acceptance shall be new (unless specifically identified otherwise) and of the most suitable grade for the purpose intended.
- B. If any product delivered does not meet performance representations or other quality assurance representations as published by manufacturers, producers or distributors of the products or the specifications listed in this Agreement, the Vendor shall pick up the product from HCS at no expense to HCS. HCS reserves the right to reject any or all materials if, in its judgment, the item reflects unsatisfactory workmanship or manufacturing

or shipping damage. In such case, the Vendor shall refund to HCS any money which has been paid for same.

- C. Vendor shall secure from the applicable third party manufacturers, and assign and pass through to HCS, at no additional cost to HCS, such warranties as may be available with respect to the equipment, parts and systems provided through the Purchase.

## **XVI. MISCELLANEOUS**

- A. Performance Bond: The Vendor shall be responsible for providing a Performance Bond meeting HCS requirements prior to the annual commencement of services for 100% of the anticipated annual total contract amount. Fees/costs associated with procuring any bonding shall be at the sole expense of the Vendor and such shall be covered by the total fees presented by the Vendor for this Agreement.
- B. This Agreement constitutes the sole and complete understanding between the parties and supersedes all other contracts between them, whether oral or written, with respect to the subject matter. No amendment, change or addendum to this Agreement is enforceable unless agreed to in writing by both parties and incorporated into this Agreement.
- C. The provisions of this Agreement shall inure to the benefit of and be binding upon the respective successors and assignees of the parties hereto. A party to this Agreement shall not sell, transfer, assign, license, franchise, restructure, alter, or change its corporate structure or otherwise part with possession or mortgage, charge or encumber any right or obligation under this Agreement without the proposed assignee and/or party restructuring, altering or changing its corporate structure agreeing in writing with the non-assigning party to observe and perform the terms, conditions and restrictions on the part of the assigning party to this Agreement, whether express or implied, as if the proposed assignee and/or party restructuring, altering or changing its corporate structure was an original contracting party to this Agreement. Notwithstanding the foregoing provision, the Vendor may assign its rights if given written authorization by HCS and claims for the money due or to become due to the Vendor from HCS under this Agreement may be assigned to a financial institution or to a trustee in bankruptcy without such approval from HCS. Notice of any such transfer or assignment due to bankruptcy shall be promptly given to HCS.
- D. The exercise by either party of any rights or remedies provided herein shall not constitute a waiver of any other rights or remedies available under this Agreement or any applicable law.
- E. The failure of HCS to enforce one or more of the provisions of the Agreement shall not be construed to be and shall not be a waiver of any

such provision or provisions or of its right thereafter to enforce each and every such provision.

- F. The parties covenant and agree that each is duly authorized to enter into and perform this Agreement and those executing this Agreement have all requisite power and authority to bind the parties.
- G. Neither HCS review, approval or acceptance of, nor payment for, the products and services required under this Agreement shall be construed to operate as a waiver of any rights under this Agreement or of any cause of action arising out of the performance of this Agreement.
- H. If the Vendor is comprised of more than one legal entity, each entity shall be jointly and severally liable hereunder.
- I. Non-Solicitation: During the term of this Agreement and for a period of one (1) year after its termination, HCS will not recruit or employ any managerial employee of the Vendor who has overseen the Vendor's performance under the terms of this Agreement for any position that is any way related to the Services the Vendor has performed for HCS. If the Vendor believes HCS has violated this covenant, then the Vendor may pursue an injunction in the Chancery Court for Hamilton County, Tennessee, and, if an injunction shall issue, then HCS will be responsible for the Vendor's reasonable attorney's fees.
- J. When any period of time is referred to by days herein, it shall be computed to exclude the first day and include the last day of such period. When the period of time is fewer than three (3) days, it shall mean business days as defined by HCS. If the period of time is greater than three (3) days, then it shall mean calendar days. For any period of time greater than seven (7) days, where the deadline falls on a Saturday, Sunday, or HCS recognized holiday, the deadline will then fall to the next Monday or non-HCS recognized holiday.
- K. Any notices of default or termination shall be sufficient if sent by the parties via United States certified mail, postage paid, or via a nationally recognized delivery service, to the addresses listed below:

Vendor's Representative:

Name: Scott Camp  
Title: President  
Address: 14141 Southwest  
Freeway, Suite 477  
Sugar Land, TX 77478  
Telephone: 404-427-7760  
E-mail: Scott.camp@abm.com

HCS's Representative:

Name: Lindsay Cepero, CPM, CPPO, CPPB  
Title: Director of Procurement  
Address: 3074 Claude Ramsey Parkway  
Chattanooga, TN 37421  
Telephone: 423-498-7173  
E-Mail: Cepero\_Lindsay@HCDE.Org

- L. Any change in HCS or the Vendor's Representative will be promptly communicated by the party making the change.
- M. Paragraph headings are for the convenience of the parties and for reference purposes only and shall be given no legal effect.
- N. In the event of conflicts or inconsistencies, the documents shall be given precedence in the following order:
  - 1. Agreement
  - 2. Vendor's Submittal in Response to the Solicitation
  - 3. Solicitation
  - 4. HCS's Purchase Order



# **EXHIBIT A**

## **SCOPE OF SERVICES**

"Contractor," "Service Provider," and "Vendor" shall be utilized interchangeably for purposes of this Agreement.

For a complete list of facilities, refer to Exhibit A Custodial Facility Information from RFP 25-15, HCDE Custodial Services.



**Custodial Scope of Work (SOW)**

**For**

**Hamilton County Department of Education**

# 1 CUSTODIAL SCOPE OF WORK

## 1.1 Introduction

The custodial specifications for the Hamilton County Department of Education, located in Chattanooga, Tennessee (hereinafter referred to as “HCDE”, “Hamilton County Schools” or “HCS”) have been put into a performance-based framework which allows for a clear and concise understanding of the various customer requirements and key performance indicators (KPIs).

In addition to the performance criteria described in section 1.2 herein, the Cleaning Specifications and Green Cleaning Policy includes industry best-practices to ensure a healthy and safe environment for the people who visit, study or work in HCS buildings and schools.

## 1.2 Custodial Performance-Based Criteria and Key Performance Indicators

Service Provider shall be required to participate in a web-based global quality system. HCS will utilize the Smart Inspect quality system.

**The performance of the Service Provider shall be evaluated and managed in the manner described below:**

During the term of this agreement, the Service Provider shall conduct ongoing quality audits and data uploads using the Smart Inspect quality system (or similar type program). Smart Inspect will be paid for separately by HCS and must be utilized by the Service Provider.

**Service Provider shall inspect at least half of all buildings in the portfolio at least once per month. The remainder of the portfolio must be inspected the following month, so that all school buildings are inspected every 60 days.**

The Service Provider has primary responsibility to schedule and coordinate the audits (including joint audits), communicating the monthly schedule with HCS. Inspectors shall randomly select a variety of areas throughout each facility inspected, but shall always include the main entrance/lobby, cafeteria, primary restrooms, main office area, a random sampling of classrooms / faculty lounges / stairwells, plus any other primary high-visibility areas. HCS supervisors, principals and staff shall be provided with copies of audit reports.

Occasionally, HCS may conduct its own inspections, separate from the Service Provider’s formal monthly inspection. Additionally, ongoing third-party audits may be conducted by a joint review team comprised of a third-party auditor and a representative of HCS.

Service Provider is also expected to conduct observational inspections after each night’s cleanings to confirm work has been completed in a satisfactory manner. Any noted deficiencies in quality must be communicated and addressed.

HCS reserves the right to request change the inspection requirement for any of the buildings included in the Agreement. It is recommended that the quality inspection be spread

throughout the month. Any building that fails an inspection must be inspected for consecutive months until the building receives a passing score

### Maintaining a Quality Success Percentage of 85% or better

During the term of the agreement, the Service Provider is required to maintain a quality success percentage (QSP) of 85% (relating to the quality system).

A QSP score shall be defined as the score that results from dividing the total acceptable items (i.e. items that meet the appearance criteria as stated in specifications) into the total number of items inspected. For example, if an auditor inspects 1,000 items and 850 of those items are deemed to be acceptable (free of dust, debris, spots, etc.), then the resulting QSP is 85%.

### Quality Improvement Plan

The Service Provider shall provide a quality improvement plan within one week following each audit, regardless of the QSP attained.

### Non-Compliance Penalty

Non-compliance is defined as:

- 1) Failure to obtain the defined minimum QSP score (85%)
- 2) Failure to conduct the required monthly audit (at least 50% of the portfolio)
- 3) Failure to meet other terms and conditions of the agreement

Two consecutive months of non-compliance shall result in a 3% penalty of the second month's invoice value and shall apply to individual buildings if applicable (rather than the total, combined score). The penalty shall be continued for additional consecutive months of non-compliance.

- 1) Failure to obtain the defined minimum QSP Score

A 3% penalty shall apply if an individual building fails to obtain a QSP score of 85% for two consecutive months. A failed third-party quality audit also results in a 3% penalty for the failing building. The 3% penalty shall not apply to any extra work order line items on the custodial invoice. Repeated failure to achieve a QSP of 85% may result in termination.

- 2) Failure to conduct the required monthly audit

The Service Provider has the primary responsibility to schedule and coordinate, with HCS management, a monthly audit using the Smart Inspect quality assurance platform (a cross section of the buildings shall be inspected each month, or more/less if approved by HCS). Inspectors shall randomly select a variety of areas throughout the whole building, but shall always include the main entrance/lobby, cafeteria, main office, restrooms, plus any other primary high-visibility areas.

Failure to conduct the required monthly quality audit will be deemed as the equivalent of failing to meet the prescribed QSP score. The 3% penalty for the missed building, as well as other available remedies, will apply.

3) Failure to meet other terms and conditions of the agreement

The Service Provider also agrees to all other terms and conditions as described in the agreement. Failure to meet these terms and conditions may result in termination.

The first 90 days of the agreement are considered a grace period, during which metrics will be tracked, calibrated and benchmarked, with a focus on proper use of the inspecting software and refinement of the quality improvement process.

Key Performance Indicator (KPI)	Performance Standard	Process & Source	Data & Tools	Desired Outcome	Performance Fees
#1 Service Provider Observational Inspections	Maintain high standard of quality and cleanliness, so that all students, faculty, and visitors can enjoy clean, healthy and safe facilities	Service Provider supervision shall inspect all buildings prior to buildings being occupied each day.	Smart Inspect or custodial work order or ticketing software and automated reports/dashboard may be used during these inspections.	Confirm all nightly and pass-down tasks or project work has been completed successfully. Address any quality deficiencies.	N/A
#2: Service Provider/Joint Detailed Inspections	Maintain high standard of quality and cleanliness, so that all students, faculty, and visitors can enjoy clean, healthy and safe facilities	<p>Service Provider's management and supervisory team inspects the facilities on an ongoing basis, inviting HCS representatives to join the inspection if available.</p> <p>Service Provider shall inspect half of all buildings at least once per month.</p>	Smart Inspect or similar custodial quality software with automated reports/dashboard	<p>Each building's quality level is in the acceptable scoring range: 85% - 89.99%</p> <p>Goal: &gt; 90%</p> <p>Exception: Acceptable scoring range for all medical areas and restrooms is &gt; 90%</p> <p>Service Provider is expected to continuously strive for 100% cleanliness</p>	<p>A 3% monthly performance fee shall be credited against the monthly invoice for any individual building inspected that fails to obtain a QSP score of 85% for two consecutive months.</p> <p>The monthly credit will continue for consecutive months until the quality levels are improved to the acceptable range</p>

Key Performance Indicator (KPI)	Performance Standard	Process & Source	Data & Tools	Desired Outcome	Performance Fees
#3: Third-Party Inspections	Maintain high standard of quality and cleanliness, so that all students, faculty, and visitors can enjoy clean, healthy and safe facilities	Third-party consultant may inspect a cross-section of the facilities during the school year.  Service Provider and HCS personnel may accompany the third-party inspector, if available.	Smart Inspect or similar custodial quality software and automated reports/dashboard	Each building's quality level is in the acceptable scoring range: 85% - 89.99%  Goal: > 90%  Exception: Acceptable scoring range for all medical areas and restrooms is > 90%  Service Provider is expected to continuously strive for 100% cleanliness	A 3% monthly performance fee shall be credited against the monthly invoice for any individual building inspected by a third-party auditor that fails to obtain a QSP score of 85%

Key Performance Indicator (KPI)	Performance Standard	Process & Source	Data & Tools	Desired Outcome	Performance Fees
#4: Quality Improvement Plan (QIP)	Participate in a formal process to strive for continuous improvement	<p>Each month, Service Provider reviews the quality inspection results (KPI's #1, #2, and #3) to develop and submit a QIP. The QIP should also include highlights of key activities, lessons learned, and successes from the previous month.</p> <p>Continuous Improvement Cycle: On the 2<sup>nd</sup> Wednesday of each month, Service Provider shall report on the close-out of the previous month's QIP and submit the new QIP based on the most recent quality inspection data.</p>	Service Provider and HCS to co-develop a customized tool or spreadsheet	Monthly "punch list" of corrective actions, based on prior month's quality deficiencies. Identify root causes and training opportunities. QIP shall include a list of deficiencies (lowest scoring buildings or areas, for example), the corrective action, assigned team member, target date, and closeout date/notes/signoff	N/A
#5: Staffing	Maintain appropriate staffing levels to produce high levels of cleanliness and healthy cleaning practices	Service Provider maintains actual labor staffing and presents weekly productive (actual) labor hour reports vs. staffing plan	Service Provider's selected staffing tool, database or spreadsheet to submit weekly productive labor hours and call-offs	<p>Acceptable labor staffing range: 95% to 100% of staffing plan</p> <p>Acceptable management staffing: maximum 12 weeks vacancy for any position</p>	Each month, the fixed-price total invoice value shall be adjusted based on a credit for non-replaced absenteeism (number of monthly hours of non-replaced employee absenteeism under the 95% threshold) multiplied by the hourly discount rate for non-replaced absenteeism as stated in the Pricing Exhibit

<b>Key Performance Indicator (KPI)</b>	<b>Performance Standard</b>	<b>Process &amp; Source</b>	<b>Data &amp; Tools</b>	<b>Desired Outcome</b>	<b>Performance Fees</b>
#7: Project Work Schedule	Perform carpet and floor care services – including extraction, shampooing, scrub/recoat, strip/refinish, burnishing and other project work according to specification and schedule	Service Provider schedules and manages its restorative floor and carpet work, deep cleaning of restrooms, and other projects, presenting monthly updates	Service Provider uses a spreadsheet, database, or system to schedule, track, manage and report the floor, carpet care and project schedule	Monthly Project Work Schedule with updates provided	N/A

## **Emergency Response Consideration**

HCS understands that the Service Provider, at times, is required to reassign staff to respond to an emergency. In these instances, the area(s) or building(s) where staffing is reduced in order to respond to the emergency shall not be inspected for two days in order to give the Service Provider an opportunity to catch up on the cleaning of that area or building.

### **Team Approach**

HCS views its relationship with the Service Provider as a team relationship. Therefore, the Service Provider shall be invited to accompany both HCS and/or a third-party auditor during any cleaning quality inspection.

## **1.3 Account Management**

HCS reserves the right to ask for team member changes at any time. Prior to bid award, HCS reserves the right to ask the Service Provider for its proposed Supervisory Staff (names, résumés, references, etc.). HCS reserves the right to approve or disapprove of the Service Provider's proposed supervisory candidates. Service Provider shall put in place an account management team that will have the responsibility to manage the HCS account at all buildings within the scope of this RFP. This team shall consist of the following individuals (but, may not be limited to) who will be responsible for the assignments designated below:

### **Account Manager**

- Fully dedicated and local (40 hours) to HCS account.
- Is available 24 hours, 7 days a week (as appropriate)
- Is responsible for oversight of all buildings
- Has at least three years' experience managing custodial services
- Responds to emergencies within two hours
- Has ultimate overall responsibility for all activities within the HCS account
- Functions as the primary contact with HCS
- Institutes escalation procedures necessary to meet the service and quality requirements outside the standard terms of the contract
- Visit HCS buildings as appropriate
- Coordinates HCS requirements within the Service Provider's organization consistent with HCS needs
- Updates HCS on potential changes in products, services and enhancements to the current program
- Provides HCS information on resources, educational opportunities and industry trends
- Assists HCS on other program requirements as directed
- Performs quality inspections

## **Supervisors**

- Has at least three years' supervisory experience
- Coordinates and acknowledges all activities
- Acts as a key interface with HCS
- Coordinates and tracks all activities ensuring compliance to agreed upon schedules, requirements and quality expectations
- Coordinates all corrective activity
- Disciplines, trains and coaches custodial team
- Performs quality audits, based on performance criteria
- Responds to calls promptly
- Perform regular inventory checks to maintain adequate paper product supply levels
- Prepares and submits purchase orders as needed for paper/consumable supplies
- Make sure each employee understands his or her daily assignment, placing special emphasis on periodic maintenance, customer complaints and special project assignments
- All other duties as directed by HCS

The manager(s) and supervisors shall maintain a detailed monthly record of staffing, specifically employee hours worked by day to verify that HCS receives staffing consistent with the requirements listed herein. Manager(s) must demonstrate that adequate staffing is maintained on a month-to-month basis and must ensure coverage for daily absences.

## **1.4 Reporting**

The Service Provider must provide various management reports to HCS. The reports specified below represent the minimum reporting requirements. All reports (divided by frequency required) that shall be submitted to HCS are summarized below:

### Daily

- Communicate all events and issues to HCS, including but not limited to: attendance, injuries, damages (i.e.: missing items/furniture, broken furniture, torn carpets, stair treads, etc.), security, building intruders, etc. The employees of the Service Provider shall be responsible to immediately notify security of any inappropriate or illegal activities that they witness while on site.

### Monthly

- Quality inspection scores and KPIs, including:
  - Overall monthly average score
  - Average score per building / school
  - Corrective action plans and follow-up results
  - Quality trend reports
  - Note: Smart Inspect automatically generates monthly quality inspection data and reports

### Quarterly

- A dashboard report showing high-level KPIs and data. For example: quality scores (overall and by group), supply/consumable purchase amounts and/or KPIs, training hours, and open action items
- Training logs, indicating topics covered and hours per employee
- Project Schedule: cycle task schedule to be updated weekly showing completed tasks. Project schedule reports not received will indicate that work was not completed
- Service Provider shall provide a report summarizing the status of open special projects / cleaning duties and restorative cleaning tasks
- Cost saving and process enhancement opportunities
- Industry trends and outlook

## **1.5 Training**

Service Provider shall ensure that staff has received appropriate training for all services described herein. Training programs are to be approved by HCS. Evidence of training must be provided upon request of HCS. The training shall include, but is not be limited to:

- Customer service training
- Environmental Health and Safety training
- Blood-borne pathogen training
- Asbestos awareness training
- Appropriate chemical “hazard” communication training and SDS
- Workplace safety training
- Pandemic response and “cleaning for health”
- Orientation to the area(s) being serviced
- Green cleaning training

Service Provider shall provide all training at no additional cost to HCS. Service Provider shall provide evidence of initial training, as well as on-going refresher training, at the discretion of HCS.

Service Provider shall maintain and submit a quarterly training log. The training log shall list the employees, training topics addressed, and number of hours spent in training. A minimum of eight hours per year per employee is required.

## **1.6 Green Cleaning**

To demonstrate its commitment to sustainable cleaning of its buildings, HCS has implemented a Green Cleaning Policy. HCS requires that the Service Provider performs cleaning in accordance with the program as stated in the Green Cleaning Policy.

## **1.7 Problem Resolution**

Service Provider shall remedy any unsatisfactorily performed or missed service(s) that have occurred. Where performance of a task(s) has been deemed by HCS’s management team to

have been performed unsatisfactorily, or missed, Service Provider shall perform such task(s) to a satisfactory completion within 12 hours of notice, at no additional charge to HCS.

### **1.8 Paper Products / Consumables / Trash Liners**

Service Provider will provide consumable supplies required in connection with the custodial services described in the proposal. These supplies include, but may not be limited to: toilet tissue, paper towels, hand soap, hand sanitizer, waste container liners, and other consumable products as may be required.

All paper products must be sized to fit the dispensers at each respective location. HCS reserves the right to accept or reject any consumable or paper product choice.

Service Provider will implement an inventory control program and as requested, provide HCS with quarterly reports on usage, current inventory, shrinkage and future requirements.

Service Providers must also furnish replacement dispensers for consumables at no cost to HCS. HCS will be responsible for installation of dispensers.

### **1.9 Chemicals**

The Service Provider shall be responsible for providing all cleaning chemicals and supplies, to be included in the overall fixed price.

Chemicals used for daily cleaning, disinfectants, window cleaner, floor stripper and wax, odor control and any other chemicals for cleaning are included in this contract.

Service Provider will comply with all OSHA requirements and maintain the appropriate Safety Data Sheets (SDS) wherever it stores chemicals at each HCS building. The Service Provider will also provide HCS composite manual on all SDS. The SDS should be kept current. Manuals and electronic records will be kept at each school-based location and in the Maintenance Office.

Upon request, the Service Provider shall submit a log book of up-to-date Safety Data Sheets (SDS) of all supplies with attached SDS intended for use in the building. All chemicals and supplies brought on-site by Service Provider must be properly labeled and stored according to OSHA regulations.

All cleaning products and supplies shall meet the green cleaning requirements as stated in the Green Cleaning Policy.

Cleaning supplies and chemicals shall be discussed during the annual vendor review meeting, to include topics such as: reporting, cost reduction, supply distribution, usage, standardization and green cleaning. The Service Provider shall work with HCS on an ongoing basis to test new cleaning supplies, methods, processes and consumables products to develop program improvements.

## **1.10 Equipment**

Service Provider shall be responsible for providing and maintaining all equipment and related items for HCS. Service Provider shall begin the agreement with all new or like new equipment included in the fixed price. Like new equipment is equipment whose appearance, function, life expectancy and technology are equivalent to brand-new models of the same types of equipment and is not more than two years old. Equipment is to be well maintained and checked periodically for safety hazards. All equipment is to be stored out-of-sight in the appropriate designated area(s) when Service Provider's personnel have completed their task.

At the onset of the agreement, Service Provider will provide HCS with a list of equipment to be used. This list must be maintained and updated throughout the term of the agreement and shared with HCS upon request. HCS reserves the right to require specific equipment to be utilized to preserve building finishes. Service Provider will be responsible for any repairs because of misuse or negligence.

Service Provider shall utilize ride-on and high efficiency equipment for areas that would benefit from these equipment types. Gas power equipment may not be stored inside any facility.

## **1.11 Service Provider Employees**

The names and addresses of all contract employees shall be provided to HCS prior to the start of work and immediately if changes in staffing occur. The directory shall be updated immediately when a new employee is hired and when an employee is terminated. The directory shall show each employee's name, a photograph, and the employee's assigned work location(s) and primary assignment. The roster shall also designate the lead day porter at each school and the lead night supervisor at each school. The directory shall include cell numbers for all management and supervisory staff. Substitute employees shall be included in the directory and labeled as substitutes. It is understood that employees may be shifted from one school to another as needed, but primary work locations should be noted on the directory. The staffing directory should note the name of employees who will be responsible for opening and closing each school building each day as well as the back-up person for each school location.

Service Provider personnel shall sign in and out every day, a time clock will also meet this objective. The sign in/out sheet or electronic record shall be made available to HCS upon request, and monthly staffing reports (showing each week's productive labor hours vs. staffing plan hours) shall be submitted to HCS when requested.

The individuals employed by the Service Provider shall be capable employees, trained and qualified in custodial and related work. All employees must receive close and continuing first-line supervision from the Service Provider. Service Provider employees must wear identifiable uniforms such that employees are neatly, comfortably, and safely dressed under various weather conditions. All day porters/ day custodians shall wear the same shirt and pants combination uniforms. All uniforms must be approved by HCS. Service provider shall supply each employee with a security badge that includes the employees name and picture

(must be approved by HCS). This badge must be worn at all times while on school grounds. Service Provider employees must wear proper Personal Protective Equipment (PPE) where applicable. Service Provider shall supply all uniforms and PPE.

Service Provider employees will be expected to interact with HCS employees, visitors and students in a friendly and courteous manner. Service Provider employees will not engage in inappropriate conduct such as borrowing money from HCS employees, visitors and students, using available telephones for personal calls, arguing over controversial subjects, conducting outside business at HCS locations, using HCS equipment or supplies for personal reasons or to satisfy the requirements of this agreement, or taking HCS materials, equipment or supplies, including those belonging to employees, visitors and students, for any reason. Employees will not accept gifts or gratuities from anyone for any reason. HCS has the right to remove any employees from its locations at its discretion.

At times special circumstances may arise in which HCS would require an employee's responsibilities to change for a short period of time. This could result in the employee performing a function not normally within their job description. Service Provider must ensure that employees are flexible to be able to handle special circumstances as they arise.

Service Provider agrees that absenteeism of its employees shall not be an excuse for work not being performed. In the event an employee of Service Provider is sick or absent (or if there is a vacancy in the position), Service Provider shall supply an adequately trained and uniformed replacement. Supervisors, managers, and existing custodians shall not be used to cover assignments. Service Provider must maintain a substitute pool of custodial staff available at all times.

### **1.12 Employee Background Checks and Citizenship Verification**

Service Provider shall perform a full background check at no additional cost to HCS (including criminal background investigation). Service Provider shall perform a full background investigation on any Service Provider employee who performs services for HCS within four weeks before beginning an assignment at HCS and shall certify to HCS that no such employee has any criminal background. HCS reserves the right to review these records.

Additionally, HCS may perform its own background check for any proposed employee. All proposed employees must be cleared by HCS before they are permitted to perform services on site.

Service Provider represents and warrants that all Service Provider employees designated to perform services for HCS are either citizens or legally eligible to work in the United States. Service Provider shall utilize E-Verify to verify this requirement is met. Service Provider also represents and warrants that it has and will comply with all applicable immigration laws and regulations.

In submitting this proposal, Service Providers are certifying that they are aware of the requirements stipulated by T.C.A. 49-5-413 (d) to conduct criminal background checks

through the Tennessee Bureau of Investigation and the Federal Bureau of Investigation on any employees who may come in direct contact with students or who may come on or about school property anytime students are present. Service Provider is further certifying that at no time will your company ever permit any individual who has committed a sexual offense or who is a registered sex offender to come in direct contact with children or to come on or about school property while students are present.

In submitting this proposal, Service Provider is certifying that it will ensure that all of its employees designated to perform work at HCS will be enrolled in the Rapback program via HCS. Service Provider acknowledges that it is responsible for ensuring payment of the Rapback enrollment fee for each of its employees who are enrolled in the program.

In submitting this proposal, Service Provider further acknowledges that management of its employees' enrollment in the Rapback program necessitates additional labor on the part of HCS employees. Given that, Service Provider agrees to submit a one-time payment of \$5.00 per each employee enrolled in the Rapback program via HCS to HCS in order to help compensate for this additional labor.

The Service Provider will perform drug screening according to the Drug-Free Workplace Act to insure employees function in a school environment without posing a threat to students or district staff. Random drug testing may be required.

When notified by HCS of an act of theft or dishonesty by Service Provider employees, and such act is not reasonably in dispute, Service Provider shall reimburse HCS. Service Provider will remove any Service Provider employees from assignment at HCS that are deemed by HCS to be unsatisfactory for any reason. The Service Provider agrees to protect, defend, indemnify and hold the HCS harmless against any possible claim by the employee so removed.

### **1.13 Security**

Service Provider will be responsible for activating the security systems in each building, turning on and turning off all lights, setting alarms and securing all prescribed interior doors and exterior entrances upon completion of work assignments.

It is imperative that building security systems be "armed" every day when leaving school:

#### **Evening Custodian: Final Check:**

- Check all exterior doors and windows
- Check building for any occupants or intruders
- Interior door check
- Set Alarms. Signal will be sent to ADS Security LP (615) 269-4832 when system is "armed"
- In the event of system malfunction or failure to arm: Notify supervisor, remain in the building until supervisor or maintenance personnel arrive to repair system.

**Failure to adhere to these security measures may result in termination of contract.**

**1.14 Language Requirements**

All managers and supervisors must be able to speak, read and write fluent English to communicate with building occupants and respond to emergencies or safety concerns immediately. Additionally, all daytime cleaning personnel must be able to speak and read fluent English.

**1.15 Work Rules**

Employees of Service Provider shall not disturb papers or personal effects on desks, open drawers or cabinets, use telephones, computers or tamper with other personal or HCS property. Additionally, the Service Provider shall require employees to adhere to the following work rules:

- Minimum lights will be used in the process of cleaning
- Turn off lights upon completion of cleaning operations
- Do not read or remove any materials left on desks, file cabinets, etc.
- Do not remove anything from the building which is personal or HCS property
- Do not smoke or vape in the buildings or on any HCS campus
- Do not use telephones or computers for personal calls, emails or surfing the internet
- Do not open drawers, doors, etc. of office furniture
- Do not consume alcoholic beverages or other drugs on the job or report to work under the influence of alcohol or drugs
- Do not operate or tamper with any office machines or equipment
- Wear proper attire
- Security check doors and windows
- Activate the site security system using a security code provided by HCS
- Do not enter any off-limit areas
- All keys and keycards for custodial employees, including the supervisor's, will be kept in a secure location. Service Provider is responsible for any costs or liability incurred as a result of their loss or misuse
- Service Provider's employees shall leave the premises with all perimeter doors locked upon leaving the building. Service Provider will leave all office doors, conference room doors, classroom doors, storage doors, etc. in the condition specified by HCS

**1.16 Day Porters/ Day Custodians**

The Service Provider shall provide HCS with day custodians/day porters as noted in Exhibit A.

The day custodians shall perform tasks such as policing the restrooms, entrances, cafeterias and immediate exterior areas. These employees shall also be required to perform special services and events at the direction of HCS, including the prompt response and clean-up necessitated by emergencies, as well as many other non-cleaning duties. These services will

be required during the regular business hours or as HCS may wish to assign them. These requirements shall be considered part of the total proposal of cost. The Service Provider MUST provide day custodian hours equal to the level of day custodian staffing levels noted in Exhibit A.

### **1.17 Night Custodians**

The Service Provider shall propose a staffing plan for evening/night cleaning custodians based on the cleaning specification, the performance standards, and the Service Provider's experience.

### **1.18 Scheduling of Night Cleaning**

Cleaning of sites will normally be performed Monday through Friday in coordination with the school district's calendar. It is the responsibility of the Service Provider to adjust their cleaning schedule if school buildings are being used after normal hours.

Buildings are available to the Service Provider for night cleaning and maintenance tasks within the hours of 4:00 p.m. and 11:00 p.m. Any cleaning/maintenance outside of those hours require the express written permission of HCS prior to them being commenced.

### **1.19 School Year Calendar and Summer Cleaning**

Service Provider will provide **full staffing** to all school facilities 52 weeks per year from 6:00 a.m. until 11:00 p.m. Monday thru Friday; except for listed holidays. Notwithstanding the previous statement, staffing will be required for cleaning at any and all school sanctioned events under normal hours. Afterhours, weekends and holidays will be scheduled separately.

If school is closed for snow or other emergencies, the contractor is required to work.

School Year General Cleaning Calendar: Service Provider must perform full custodial routine cleaning duties in buildings for 173 student days plus 13 teacher/admin in-service workdays, totaling 186 days. Service Provider will not be onsite on listed holidays (11-12 days) unless permitted by HCS.

New Year's Day - 2 days \*\*

Martin Luther King Day - 1 day

Spring Holiday - 1 day

Memorial Day - 1 day

Juneteenth - 1 day

Independence Day - 1 day

Labor Day - 1 day

Thanksgiving - 2 days \*

Christmas - 2 days \*\*

\*Thursday and Friday

\*\*Exact days determined annually by the Director of Schools

Summer Cleaning Calendar: Service Provider is responsible for ensuring all floors are stripped and refinished in the summer months with a three-coat minimum of standard floor finish. Service Provider is responsible for deep cleaning in the summer months including windows (all exterior within reach of 6-foot ladder), blinds, and high dusting in all locations. Service Provider shall provide labor to move and re-install furniture when floors are being refinished.

Service Provider is responsible for all equipment and supplies needed to perform summer cleaning.

Service Provider will have an estimated 50 business day window to complete all summer cleaning services between the dates of approximately May 22 and August 5. The Service Provider acknowledges that the school district operates a Summer School Program and a Child Care Program within its facilities. The Service Provider agrees to schedule all cleaning services in a manner that minimizes disruption to these programs and ensures the safety and comfort of students and staff. The Service Provider shall meet with representatives of the school district to discuss and establish a cleaning schedule prior to the start of the Summer School and Child Care Programs. Additional meetings may be required if program schedules change. The Service Provider shall provide a proposed cleaning schedule for approval by the School District at least 30 days prior to the commencement of services. The Service Provider agrees to adjust cleaning schedules as needed to accommodate changes to program activities or schedules, provided reasonable notice is given by the school district. Priority will be given to the buildings with year-round programs to ensure floors and other restorative tasks are completed. The preparation for any work may be impacted by summer school programs, community use of buildings, and planned capital projects.

**Service Provider must submit the summer cleaning schedule to HCS prior to April 1st.**

Service Provider should also utilize Fall Break and Spring Break and other school closures for restorative and project work.

All cleaning activities during school closures must be planned and coordinated with HCS.

Annual gymnasium floor restoration for all schools in this RFP shall be coordinated by Service Provider with HCS approved contractor. A \$120,000 allowance has been included in the Pricing Exhibit for this purpose.

## **1.20 Academic Calendar and District Map**

The HCS academic calendar can be accessed here:  
<https://www.hcde.org/cms/one.aspx?pageId=350294>

A map indicating all school locations can be found here:

<https://hamilton-county.maps.arcgis.com/apps/instant/basic/index.html?appid=f01d0e66d8e04c4e8dbad126df3cae46>

## **1.21 Extra Services**

To accommodate diverse set-up needs of athletic programs, other extra-curricular activities and any community building rental; custodial staff must be able to prepare for and support a variety of programs. Monday through Friday, cleaning after all such events before the next school day, is included in the base proposal. School sponsored activities on weekends and after hours are not to be included in the base proposal.

For event-related services that require extra labor above and beyond the base staff, Service Provider shall invoice based on the pre-established all-inclusive hourly price for extra work (included in the Pricing Exhibit). This hourly rate only applies to events and extra services that require *overtime* or *extra* labor hours. Events supported by day porters, or custodians during their normal shift times will not be eligible for additional billing. HCS is not committing to order any or all additional services under this agreement and may, in its discretion, have some or all of such work performed by others. Any additional work must be approved by HCS.

Beyond the base proposal, the district reserves the right to make special requests for cleaning large areas in a short period of time, cleaning a specifically designated area within a building, and/or working on weekends or holidays, if used by an outside group. If such a request is made, work will be on an extra cost basis, separate from the base proposal, and potentially billed to the sponsoring agency. Such requests will be in writing from the office of the Chief Operations Office or designee. Service Provider's billing for same will be on a separate invoice listing each event, man-hours used and cost per hour and supplies and material cost. In responding to this request for proposals, Service Providers are responsible for understanding the scope of these activities and be able to accommodate them as part of their response to the request for proposals. District staff is available through the Chief Operations Office or designee, to provide background information as requested.

## **1.22 Emergency Response Services/Essential Workers**

Service Provider understands that custodial services are essential to the functioning, critical infrastructure operations at HCS. Custodial personnel must be available to ensure the continuity of services, including during times of inclement weather. Service Provider, on occasion, may be asked to perform a scaled response to abnormal and/or emergency conditions, such as flooding, storm damage, etc. Service Provider should be prepared to respond to small (one classroom overflowing sink, carpeted area) and medium (minor flooding in corridor, five to seven classes impacted, water on carpeting, walls, furnishings). For large scale emergencies dedicated emergency response and restoration contractors will be called in; however, it typically takes hours to respond so custodial staff will need to mitigate damage until they arrive. Emergency response services shall be considered extra billing unless performed by existing custodial staff during their regularly assigned shift schedule.

Service Provider must have the proper equipment available, to include blowers and extractors/wet dry vacuums.

### **1.23 Monthly Insufficient Custodial Staffing Credit**

Service Provider must maintain the number of custodial labor hours as proposed in the Pricing Workbook in each month of the Agreement. If actual monthly custodial labor hours, for all services included in the base specification, fall below the proposed custodial labor hours as indicated by in the Pricing Workbook for any month of the Agreement, a credit must be provided back to HCS.

The monthly invoice shall include a credit for non-replaced absenteeism and vacancies (number of monthly hours of non-replaced employee absenteeism or vacancies, multiplied by the hourly discount rate for non-replaced absenteeism and vacancies as stated in the Pricing Workbook). Service Provider shall provide monthly reports summarizing the total number of monthly labor hours worked compared to the total number of monthly labor hours proposed. The delta of these two totals shall be the total number of non-replaced employee absenteeism. Considerations will be made for holidays and number of working days per month. Supervisors and management hours may not be used toward the total number of labor hours. Service Provider shall use floater or absentee replacement personnel to cover staffing assignments, rather than utilizing existing custodial staff in the buildings.

### **1.24 Bio-Hazard Services and Pandemic Response**

The Service Provider shall provide HCS with adequate staffing, training, procedures and PPE to complete cleaning and disinfecting services of biohazard incidents and other outbreaks of highly communicable diseases. This is to include, but is not limited to blood spills, vomit and other bodily fluids/waste, flu season and pandemic response. Service Provider shall have the ability to perform immediate pandemic response (including complete disinfection services for suspected or confirmed cases of highly communicable diseases, including COVID-19), including use of supplies, and related PPE.

Biohazard and pandemic response services shall be conducted in accordance with current OSHA, CDC, EPA, and HCS standards. Disposal of the contaminated materials associated with these cleanings will be conducted in accordance with current OSHA and DOT standards and regulations.

### **1.25 Communication**

Service Provider shall provide smartphones for the account manager, supervisors and head workers.

### **1.26 Adding or Removing Buildings and Employees**

At the sole discretion of HCS, additional buildings or employees (e.g. day porters/custodians) may be added to or removed from the scope of this agreement.

If an entire building is added to the agreement, the Service Provider shall be required to submit a formal proposal and full disclosure Custodial Pricing Workbook that specifies the proposed staffing levels and cost.

If an additional personnel are added to the agreement, the rates in the Miscellaneous Pricing exhibit shall apply.

The Service Provider will be given at least 14 calendar days advance notice before the area requirements of this agreement are increased.

### **1.27 Mat Cleaning**

Interior and exterior matting shall be cleaned as required. The Service Provider shall not be responsible for mat replacement and mat replacement costs. HCS reserves the right to change this practice during the term of the Agreement.

### **1.28 Perimeter Glass**

Cleaning of first floor interior and exterior perimeter glass shall be included in the base agreement. Door glass and adjacent entrance glass/lobby, as well as all other interior glass, as indicated in the HCS Custodial Specification.

### **1.29 Vehicles**

Service Provider's proposal shall include all vehicles necessary to fully perform the duties included in this specification. The Pricing Workbook contains line items relating to vehicle and fuel costs. The Service Provider must complete these line items as part of its proposal response.

Vehicles shall be maintained in good working order and any repairs shall be the sole responsibility of the Service Provider. Service Provider is responsible for all fuel. Service Provider shall provide a substitute vehicle within eight hours of any vehicle being removed from service for any reason. Service Provider shall park only at locations to be designated by HCS.

### **1.30 Waste Removal and Recycling**

All wastepaper/wet trash shall be removed from the building each day and night and deposited in the appropriate waste container/compactor in such a manner as to allow the trash contractor to pick it up.

HCS has a recycling program. Service Provider will remove all cardboard and other recyclables from sites and deposit into designated recyclable dumpsters.

HCS shall have the right to stop Service Provider's employees to check all waste removal to provide a deterrent to theft.

Service Provider shall notify HCS Maintenance if exterior receptacles are full.

### **1.31 Subcontractors**

No subcontractors will be used without HCS approval.

### **1.32 Snow and Ice Removal**

Service Provider is responsible for snow and ice removal at all school entrances and walkways. Service provider is responsible for providing any shovels and hand tools for this purpose. Ice melt will be provided by grounds contractor.

### **1.33 Warehouse and Office Space**

Warehouse space will be provided by the district and it is the responsibility of the contract to maintain warehouse staff. Offices (as currently exist at 2501 Dodds Avenue) the provision of said existing space, located at 2501 Dodds Avenue, will include utilities, including natural gas, water, sewer and electricity. Furniture is the responsibility of Service Provider. Telephone and internet service are the responsibility of Service Provider.

The Service Provider agrees to supply all necessary equipment, tools, and machinery required for the performance of services under this agreement and for these locations. This includes, but is not limited to, forklifts, pallet jacks, and any other specialized warehouse equipment.

Service Provider may not use HCS space or facilities in the management of contracts for other organizations or districts. Both locations must be kept clean and orderly.

### **1.34 Invoicing**

Service Provider shall invoice HCS monthly in a transparent manner and in a mutually agreed upon format. The invoices must clearly indicate locations, labor, services, costs, markup, applicable taxes and any credits.

# **Hamilton County Schools Custodial RFP 2025**

## **Cleaning Specifications**

This Cleaning Specification for Hamilton County Schools has been put into a framework which allows for a clear and concise understanding of the school requirements.

This Specification applies to all spaces, and shall be performed according to the chemical, equipment, and process requirements as stated in the Green Cleaning Policy. Used in conjunction with the Green Cleaning Policy and Statement of Work, these specifications include industry best-practices to ensure a healthy and safe environment for the people who visit, learn, or work in Hamilton County Schools.

Annual services are to be performed prior to the start of the school year (end of school year through approximately one week before school start)

If any furniture needs to be moved in order to complete annual services the cleaning personnel will ensure that any furniture moved is returned to its original position.

## Auditorium/Theater

(Frequencies may be adjusted for major events)

Task Description	Annual Frequency
Spot clean carpet using approved carpet spotting equipment and supplies.	Daily
Dust mop floors with a microfiber dust mop.	Daily
Empty general and recyclable trash, replace liners when soiled or torn. Spot clean and disinfect receptacles as required. Remove trash to designated area.	Daily
Remove graffiti from surfaces.	Daily
Spot clean all horizontal and vertical contact surfaces including walls, doors, and light switches.	Daily
Spot mop floors to remove visible dirt and spills.	4x Weekly
Spot vacuum carpets including walk off mats to remove visible dirt, dust and debris.	4x Weekly
Damp mop floors to remove soil and spots.	Weekly
Dust and damp wipe with disinfectant all desks, partitions, cabinets, telephones, horizontal and vertical contact surfaces.	Weekly
Dust furniture and spot clean with disinfectant all horizontal and vertical surfaces.	Weekly In Session
Fully vacuum all carpeted areas from wall to wall including corners, edges, and walk off mats.	Weekly
Damp wipe window ledges	Weekly
Damp wipe trash containers to disinfect, remove soil and stains.	Monthly
Dust window treatments including horizontal and vertical blinds.	Monthly
Dust areas above shoulder level and below knee level.	Monthly
Dust or vacuum air vents to remove loose dust, soil and cobwebs.	Quarterly
Damp wipe air vents to remove dust, soil and cobwebs.	Annually
Damp wipe light fixture exteriors to remove stains, dust and cobwebs.	Annually
Extract carpeted areas using approved equipment and supplies.	Annually

## Cafeteria

Task Description	Annual Frequency
Clean and disinfect tables	2x Daily
Empty cafeteria and commons trash, replace liners when soiled or torn. Spot clean receptacles as required. Remove trash to designated area.	2x Daily
Spot clean carpet using approved carpet spotting equipment and supplies.	Daily
Damp mop or auto-scrub floors remove soil and spots.	Daily
Dust furniture, spot clean all horizontal and vertical surfaces including interior and door glass. All included items should be free of dust, soil, streaks, cobwebs and fingerprints.	Daily
Dust mop floors with a microfiber dust mop.	Daily
Police floors for litter, spot mop floors to remove visible dirt and spills.	Daily
Remove graffiti from surfaces.	Daily
Reposition table and chairs to align with meal floorplan.	Daily
Spot clean with disinfectant all horizontal and vertical contact surfaces including tables, walls, doors, cabinets and windows.	Daily
Damp wipe trash containers to remove soil and stains.	Daily
Dust areas above shoulder level and below knee level.	Weekly
Burnish finished floor using burnisher. Restore as required.	Monthly
Dust or vacuum air vents to remove loose dust, soil and cobwebs.	Monthly
Extract carpeted areas using approved equipment and supplies.	2x Annually
Machine scrub and recoat vinyl floors using approved floor finish.	2x Annually
Damp wipe air vents to remove dust, soil and cobwebs.	Annually
Damp wipe light fixture exteriors to remove stains, dust and cobwebs.	Annually
Completely strip and refinish vinyl floors, apply approved floor finish and burnish	Annually

## Classroom

(To include lab, art, food science and related learning areas)

Task Description	Annual Frequency
Spot clean carpet using approved carpet spotting equipment and supplies.	Daily
Clean and disinfect sink area and counter using approved cleaner. Refill dispensers.	Daily
Dust mop floors with a backpack vac or microfiber dust mop.	Daily
Empty pencil sharpeners and reassemble.	Daily
Empty general and recyclable trash, replace liners when soiled or torn. Spot clean and disinfect receptacles as required. Remove trash to designated area.	Daily
Remove graffiti from surfaces.	Daily
Spot clean all horizontal and vertical contact surfaces including walls, doors, and light switches.	Daily
Erase boards except those marked SAVE	4x Weekly
Spot mop floors to remove visible dirt and spills.	4x Weekly
Spot vacuum carpets including walk off mats to remove visible dirt, dust and debris.	4x Weekly
Wash board and tray leaving streak and dust free surfaces	Weekly
Damp mop floors to remove soil and spots.	Weekly
Dust and damp wipe with disinfectant all desks, partitions, cabinets, horizontal and vertical contact surfaces.	Weekly
Dust furniture and spot clean with disinfectant all horizontal and vertical surfaces including lab sinks as applicable.	Weekly In Session
Fully vacuum all carpeted areas from wall to wall including corners, edges, and walk off mats.	Weekly
Dust window treatments including horizontal and vertical blinds.	Monthly
Dust areas above shoulder level and below knee level.	Monthly
Dust or vacuum air vents to remove loose dust, soil and cobwebs.	Quarterly
Damp wipe trash containers to disinfect, remove soil and stains.	Quarterly
Machine scrub and recoat vinyl floors with approved floor finish. (50% of floors)	Annually
Damp wipe air vents to remove dust, soil and cobwebs.	Annually
Damp wipe light fixture exteriors to remove stains, dust and cobwebs.	Annually
Extract carpets using high-performance system.	Annually
Wash non-fabric furniture.	Annually
Completely strip and refinish vinyl floors, apply approved floor finish and buff. (50% of floors)	Annually

## Conference

Task Description	Annual Frequency
Spot clean carpet using approved carpet spotting equipment and supplies.	Daily
Dust mop floors with a microfiber dust mop.	Daily
Empty general and recyclable trash, replace liners when soiled or torn.	Daily
Spot clean and disinfect receptacles as required. Remove trash to designated area.	
Spot clean all horizontal and vertical contact surfaces including walls, doors, and light switches.	Daily
Spot mop floors to remove visible dirt and spills.	4x Weekly
Spot vacuum carpets including walk off mats to remove visible dirt, dust and debris.	4x Weekly
Damp mop floors to remove soil and spots.	Weekly
Dust furniture and spot clean with disinfectant all horizontal and vertical surfaces.	Weekly
Fully vacuum all carpeted areas from wall to wall including corners, edges, and walk off mats.	Weekly
Dust window treatments including horizontal and vertical blinds.	Monthly
Dust areas above shoulder level and below knee level.	Monthly
Dust or vacuum air vents to remove loose dust, soil and cobwebs.	Quarterly
Damp wipe trash containers to disinfect, remove soil and stains.	Quarterly
Machine scrub and recoat vinyl floors with approved floor finish. (50% of floors)	Annually
Damp wipe air vents to remove dust, soil and cobwebs.	Annually
Damp wipe light fixture exteriors to remove stains, dust and cobwebs.	Annually
Extract carpets using high-performance system.	Annually
Wash non-fabric furniture.	Annually
Completely strip and refinish vinyl floors, apply approved floor finish and buff. (50% of floors)	Annually

## Corridors

Task Description	Annual Frequency
Spot clean carpet using approved carpet spotting equipment and supplies.	Daily
Clean and sanitize water fountains	Daily
Dust mop floors with a microfiber dust mop.	Daily
Empty general and recyclable trash, replace liners when soiled or torn.	Daily
Spot clean and disinfect receptacles as required. Remove trash to designated area.	
Remove graffiti from surfaces.	Daily
Spot clean all horizontal and vertical contact surfaces including walls, doors, and light switches.	Daily
Spot mop floors to remove visible dirt and spills.	4x Weekly
Spot vacuum carpets including walk off mats to remove visible dirt, dust and debris.	4x Weekly
Dust corridor furniture, spot clean all horizontal and vertical surfaces including interior and door glass. All included items should be free of dust, soil, streaks, cobwebs and fingerprints.	Weekly
Auto-scrub floors remove soil and spots.	Weekly
Fully vacuum all carpeted areas from wall to wall including corners, edges, and walk off mats.	Weekly
Apply restorer and burnish finished floors.	Weekly
Dust window treatments including horizontal and vertical blinds.	Monthly
Dust areas above shoulder level and below knee level.	Monthly
Dust or vacuum air vents to remove loose dust, soil and cobwebs.	Quarterly
Damp wipe trash containers to disinfect, remove soil and stains.	Quarterly
Extract carpets using high-performance system.	2x Annually
Damp wipe air vents to remove dust, soil and cobwebs.	Annually
Damp wipe light fixture exteriors to remove stains, dust and cobwebs.	Annually
Wash non-fabric furniture.	Annually
Machine scrub and recoat vinyl floors with approved floor finish.	Annually
Completely strip and refinish vinyl floors, apply approved floor finish and buff.	Annually

## Custodial Closet

Task Description	Annual Frequency
Clean and disinfect custodians' closet sinks and floors, organize shelves and inspect equipment. Keep closet locked and in a neat, clean and orderly manner at all times.	Daily
Damp wipe trash containers to disinfect, remove soil and stains.	Monthly
Damp wipe air vents to remove dust, soil and cobwebs.	Annually
Damp wipe light fixture exteriors to remove stains, dust and cobwebs.	Annually

## Dining / Multi-Purpose / Cafetorium

Task Description	Annual Frequency
Clean and disinfect tables in cafeteria / multi- purpose / gym area.	2x Daily
Empty cafeteria and commons trash, replace liners when soiled or torn.	2x Daily
Spot clean receptacles as required. Remove trash to designated area.	
Spot clean carpet using approved carpet spotting equipment and supplies.	Daily
Auto-scrub floors remove soil and spots.	Daily
Dust furniture, spot clean all horizontal and vertical surfaces including interior and door glass. All included items should be free of dust, soil, streaks, cobwebs and fingerprints.	Daily
Dust mop floors with a microfiber dust mop.	Daily
Police floors for litter, spot mop floors to remove visible dirt and spills.	Daily
Remove graffiti from surfaces.	Daily
Reposition table and chairs to align with meal floorplan.	Daily
Spot clean with disinfectant all horizontal and vertical contact surfaces including tables, walls, doors, cabinets and windows.	Daily
Damp wipe trash containers to remove soil and stains.	Daily
Dust areas above shoulder level and below knee level.	Weekly
Burnish finished floor using burnisher. Restore as required.	2x Monthly
Wash non-fabric furniture.	Monthly
Dust or vacuum air vents to remove loose dust, soil and cobwebs.	Quarterly
Extract carpeted areas using approved equipment and supplies.	2x Annually
Machine scrub and recoat vinyl floors using approved floor finish.	2x Annually
Damp wipe air vents to remove dust, soil and cobwebs.	Annually
Damp wipe light fixture exteriors to remove stains, dust and cobwebs.	Annually
Completely strip and refinish vinyl floors, apply approved floor finish and buff.	Annually

## Elevators

Task Description	Annual Frequency
Clean elevator walls, doors, hard surface floors, ceiling and stainless steel.	Daily
Vacuum elevator tracks.	Weekly
Machine scrub hard surface floors.	Quarterly
Damp wipe light fixture exteriors to remove stains, dust and cobwebs.	Annually

## Gymnasium

Task Description	Annual Frequency
Clean, disinfect, all fountains and hydration stations.	Daily
Dust mop floors with a microfiber dust mop.	Daily
Empty general and recyclable trash, replace liners when soiled or torn.	Daily
Spot clean and disinfect as required. Remove trash to designated area.	
Clean, disinfect, all fountains and hydration stations.	Daily
Spot mop floors to remove visible dirt and spills.	4x Weekly
Damp mop or auto-scrub to remove soils.	Weekly
Dust and spot clean all horizontal and vertical surfaces.	Weekly
Sweep under bleachers to remove paper, dust and debris.	Weekly
Damp wipe air vents to remove dust, soil and cobwebs.	Annually
Damp wipe light fixture exteriors to remove stains, dust and cobwebs.	Annually
Screen sand using 100 grit screen and recoat with two coats of oil-modified urethane applied using a lambswool applicator or approved equivalent. (To be coordinated by Service Provider with HCS approved contractor)	Annually
Sweep stands and underneath the bleachers before and after each event	As needed
Dry mop and spot mop floors before and after each event.	As needed

## Library

Task Description	Annual Frequency
Spot clean carpet using approved carpet spotting equipment and supplies.	Daily
Dust mop floors with a microfiber dust mop.	Daily
Empty pencil sharpeners and reassemble.	Daily
Empty general and recyclable trash, replace liners when soiled or torn.	Daily
Spot clean and disinfect receptacles as required. Remove trash to designated area.	
Remove graffiti from surfaces.	Daily
Spot clean all horizontal and vertical contact surfaces including walls, doors, and light switches.	Daily
Spot mop floors to remove visible dirt and spills.	4x Weekly
Spot vacuum carpets including walk off mats to remove visible dirt, dust and debris.	4x Weekly
Damp mop floors to remove soil and spots.	Weekly
Dust and damp wipe with disinfectant all desks, partitions, cabinets, telephones, horizontal and vertical contact surfaces.	Weekly
Dust furniture and spot clean with disinfectant all horizontal and vertical surfaces.	Weekly In Session
Fully vacuum all carpeted areas from wall to wall including corners, edges and walk off mats.	Weekly
Dust window treatments including horizontal and vertical blinds.	Monthly
Dust areas above shoulder level and below knee level.	Monthly
Dust or vacuum air vents to remove loose dust, soil and cobwebs.	Quarterly
Damp wipe trash containers to disinfect, remove soil and stains.	Quarterly
Extract carpets using high-performance system.	2x Annually
Damp wipe air vents to remove dust, soil and cobwebs.	Annually
Damp wipe light fixture exteriors to remove stains, dust and cobwebs.	Annually
Extract carpeted areas using approved equipment and supplies.	Annually
Extract fabric furniture, including area rugs	Annually
Wash non-fabric furniture.	Annually

## Lobby

Task Description	Annual Frequency
Damp mop floors to remove soil and spots.	Daily
Dust mop floors with a microfiber dust mop.	Daily
Empty general and recyclable trash, replace liners when soiled or torn.	Daily
Spot clean receptacles as required. Remove trash to designated area.	
Spot clean entrance door glass to remove spots and streaks.	Daily
Remove graffiti from surfaces.	Daily
Spot clean and disinfect all horizontal and vertical contact surfaces including desks, walls, doors, cabinets, windows, and glass	Daily
Vacuum carpeted matting at or near entrance doors.	Daily
Clean door glass and other adjacent glass areas.	Weekly
Dust furniture, spot clean all horizontal and vertical surfaces.	Weekly
Dust areas above shoulder level and below knee level.	Weekly
Apply restorer and burnish tile floors.	Weekly
Extract matting at or near entrance doors as required.	Bi-monthly
Dust or vacuum air vents to remove loose dust, soil and cobwebs.	Quarterly
Damp wipe trash containers to remove soil and stains.	Quarterly
Machine scrub hard surface floors.	2x Annually
Damp wipe air vents to remove dust, soil and cobwebs.	Annually
Damp wipe light fixture exteriors to remove stains, dust and cobwebs.	Annually
Dust window treatments including horizontal and vertical blinds.	Annually
Wash non-fabric furniture.	Annually
Machine scrub and recoat vinyl floors, apply approved floor finish.	Annually
Completely strip and refinish vinyl floors, apply approved floor finish and buff.	Annually

## Lounge / Kitchenette / Break

Task Description	Annual Frequency
Clean and disinfect sink area and counter using approved cleaner. Refill dispensers.	Daily
Damp mop floors to disinfect, remove soil and spots.	Daily
Dust and damp wipe and disinfect horizontal and vertical break room surfaces including appliances and furniture.	Daily
Dust mop floors with a microfiber dust mop.	Daily
Empty general and recyclable trash, replace liners when soiled or torn. Spot clean and disinfect receptacles as required. Remove trash to designated area.	Daily
Dust areas above shoulder level and below knee level.	Weekly
Damp wipe trash containers to disinfect, remove soil and stains.	Monthly
Dust or vacuum air vents to remove loose dust, soil and cobwebs.	Quarterly
Wash non-fabric furniture.	Quarterly
Machine scrub and recoat of vinyl floors with approved floor finish.	2x Annually
Damp wipe air vents to remove dust, soil and cobwebs.	Annually
Damp wipe light fixture exteriors to remove stains, dust and cobwebs.	Annually
Dust window treatments including horizontal and vertical blinds.	Annually
Extract carpeted areas using approved equipment and supplies.	Annually
Machine scrub and disinfect hard surface floors.	Annually
Completely strip and refinish vinyl floors, apply approved floor finish and buff to remove soil and buildup and to produce a uniform high-gloss appearance.	Annually

## Medical/Nurses Office

Task Description	Annual Frequency
Clean and disinfect sink and counter area using approved cleaner. Refill dispensers.	Daily
Using an approved disinfectant, damp mop floors.	Daily
Dust furniture and spot clean with disinfectant all horizontal and vertical surfaces	Daily
Dust mop floors with a microfiber dust mop.	Daily
Empty general and recyclable trash, replace liners daily. Spot clean and disinfect as required. Remove trash to designated area.	Daily
Apply restorer and burnish tile floors.	Weekly
Dust areas above shoulder level and below knee level.	Monthly
Damp wipe and disinfect trash containers to remove pathogens, soil and stains.	Monthly
Damp wipe air vents to remove dust, soil and cobwebs.	Quarterly
Dust light fixtures to remove exterior dust and cobwebs.	Quarterly
Machine scrub and recoat vinyl floors, apply approved floor finish	2x Annually
Damp wipe light fixture exteriors to remove stains, dust and cobwebs.	Annually
Completely strip and refinish vinyl floors, apply approved floor finish and buff.	Annually

## Office, General (including copy adjacent areas)

Task Description	Annual Frequency
Spot clean carpet using approved carpet spotting equipment and supplies.	Daily
Dust mop floors with a microfiber dust mop.	Daily
Empty general and recyclable trash, replace liners when soiled or torn.	Daily
Spot clean and disinfect receptacles as required. Remove trash to designated area.	
Spot mop floors to remove visible dirt and spills.	4x Weekly
Spot vacuum carpets including walk off mats to remove visible dirt, dust and debris.	4x Weekly
Damp mop floors to remove soil and spots.	Weekly
Dust furniture and spot clean with disinfectant all horizontal and vertical surfaces.	Weekly
Fully vacuum all carpeted areas from wall to wall including corners, edges, and walk off mats.	Weekly
Dust window treatments including horizontal and vertical blinds.	Monthly
Dust areas above shoulder level and below knee level.	Monthly
Dust or vacuum air vents to remove loose dust, soil and cobwebs.	Quarterly
Damp wipe trash containers to disinfect, remove soil and stains.	Quarterly
Damp wipe air vents to remove dust, soil and cobwebs.	Annually
Damp wipe light fixture exteriors to remove stains, dust and cobwebs.	Annually
Extract carpets using high-performance system.	Annually
Wash non-fabric furniture.	Annually
Machine scrub and recoat vinyl floors with approved floor finish.	Annually
Completely strip and refinish vinyl floors, apply approved floor finish and buff.	Annually

## Restroom / Shower / Locker

Task Description	Annual Frequency
Clean and disinfect shower walls, fixtures, and other surfaces.	Daily
Perform all daily cleaning procedures; apply germicidal cleaner to all fixtures, refill/clean dispensers, empty trash/replace liners, spot clean mirrors, walls, horizontals and partitions, wipe fixtures clean, sweep and mop floors with germicidal cleaner.	Daily
Remove graffiti/stickers from surfaces.	Daily
Clean floor drain surfaces, remove debris and pour water to flush and fill drain, providing a seal from gasses.	Weekly
Dust areas above shoulder level and below knee level.	Weekly
Damp wipe trash containers to disinfect, remove soil and stains.	Weekly
Dust or vacuum air vents to remove loose dust, soil and cobwebs.	Monthly
Machine scrub and disinfect restroom floors with germicidal cleaner.	Monthly
Wash restroom walls with germicidal cleaner resulting in a surface free of soil, dust, and streaks.	Monthly
Damp wipe air vents to remove dust, soil and cobwebs.	Annually
Damp wipe light fixture exteriors to remove stains, dust and cobwebs.	Annually
Completely strip and refinish floors, apply approved floor finish and buff.	Annually

## Stairs

Task Description	Annual Frequency
Spot mop / spot vacuum stairways.	Daily
Vacuum, sweep, damp mop floor surfaces to remove all debris and soils. Dust vertical and horizontal surfaces, spot clean to include walls, windows, doors, handrails, stringers and risers. All surfaces should be free of dust, soil, cobwebs, and fingerprints.	weekly
Clean carpets stairs using extraction method and approved chemicals, resulting in a carpet free of spots and soils.	Semi-Annual
Damp wipe air vents to remove dust, soil and cobwebs.	Annually
Damp wipe light fixture exteriors to remove stains, dust and cobwebs.	Annually
Scrub hard surface stairways.	Annually
Strip hard surface floors of soils and old finish. Apply finish or seal resulting in a clean and uniform appearance.	Annually

## Storage

Task Description	Annual Frequency
Spot mop floors to remove obvious soil, streaks and spots.	Monthly
Spot vacuum carpets to remove visible dirt, dust and debris.	Monthly
Remove trash containers from the trash rooms to the designated collection areas at docks or exterior trash bins for pick up by waste hauler. Return empty trash containers to trash rooms.	Monthly

## Day Porter/Day Custodian

Task Description	Annual Frequency
Respond to all requests for cleaning and emergency issues	Daily
Assist with all school opening tasks as assigned, including unlocking buildings and doors, deactivating alarms and turning on lights.	Daily
Police restrooms during class sessions and provide recovery services	Daily
Police floors and remove trash in cafeteria as required during and after breakfast and lunch	Daily
Cleaning and mopping as needed	Daily
Spot cleaning of walls, glass and touch points	
Police exterior grounds and sweep exterior steps and sidewalk within 20 feet of entrance.	Daily
Minor maintenance as requested	Daily
Maintain entrances with special attention during foul weather to eliminate slipping issues, including use of signage.	Daily

## Building Exterior

Task Description	Annual Frequency
Pick up any trash outside on the building grounds	Daily
Spot clean waste receptacles	Daily
Remove graffiti and marks from walls, sidewalks and stairways	Daily
Replace all plastic trash liners in waste receptacles weekly or more frequently if needed	Weekly

## Snow/Ice Removal

Task Description	Annual Frequency
Clear snow and ice from steps and sidewalks from entry to curb. Use ice melt on all surfaces, including steps, sidewalks and entryways	As Required

## Additional Services

Task Description	Annual Frequency
Clean exterior and interior perimeter ground floor building glass, Finished glass, frame and sill areas will be free of soil and streaks.	Annually

# Hamilton County Schools Custodial RFP 2025

## Green Cleaning Policy

This Green Cleaning Policy has been designed to implement a fully comprehensive green cleaning program for Hamilton County Schools (HCS). Used in conjunction with Hamilton County School's cleaning specification, it includes industry best practices as well as green cleaning processes to ensure a healthy and safe environment for the people who visit, live, learn, or work in the HCS facilities.

### Required Green Cleaning Policies and Procedures

#### Green Cleaning Program Overview

To demonstrate its commitment to sustainable greening of its properties, HCS has implemented efforts toward the “greening” of its janitorial operations. To achieve this end, this Policy has been structured based on the latest LEED-O+M rating system along with CIMS-GB requirements, which are the most standardized, followed and well-documented green cleaning protocols currently in practice. Where there is inconsistency between the LEED-O+M and CIMS-GB requirements, the more robust requirements shall be met. Facilities must meet certain prerequisites and credits in the LEED rating system. Several of the points are achievable through green cleaning programs. The buildings pursuing LEED certification must use the green cleaning strategies described in this document in at least 90% of its useable space.

#### Purpose of Green Cleaning

Many janitorial cleaning products have been shown to degrade indoor air quality, pollute the water, and negatively impact the health of sensitive occupants. In effort to maintain a clean facility, service providers and facility managers often use harsh solutions that, while disinfecting the building, contaminate the indoor air. It is HCS's desire to maintain both clean properties and healthy environments for their occupants and are therefore committed to the green cleaning practices in this Policy.

#### Participation

HCS recognizes that the participation of all janitors and supervisors is an essential component of a successful green cleaning program. Therefore, HCS is including the requirements associated with green cleaning in the cleaning scope of all its buildings. The janitorial team must demonstrate an ability to incorporate the following elements into the cleaning process: green product specification, staff training, solution storage, dilution and safe handling and equipment specifications and must also demonstrate a willingness to continue to develop these aspects of the program.

## **Low Environmental Impact Cleaning Policy**

### **Hand Hygiene**

Service Provider will promote healthy hand hygiene by providing soap and soap dispensers in janitorial closets, kitchen areas, bathrooms, break rooms and locker rooms. Service providers are required to wash their hands on a routine basis while servicing the facility. Alcohol-based hand sanitizers will be provided in public areas. The properties' paper products should be dispersed from hands-free dispensers to eliminate levers and cranks that users share. Hand soaps should not contain anti-microbial agents (other than as a preservative system) unless required by health codes and other regulations.

### **Staffing**

Service Provider will maintain an appropriate staffing plan that is based on standard production rates and workload consistent with Hamilton County School's cleaning specifications. A contingency plan will be in place to manage staffing shortages and service interruptions, along with a process to obtain customer feedback when the contingency plan is used.

### **Protection of Vulnerable Occupants During Cleaning**

- Vulnerable occupants include women who are pregnant, children, elderly occupants, and individuals with asthma, allergies, or other sensitivities.
- As much as possible, only items identified in the Green Cleaning Materials Policy section will be used.
- Any cleaning that involves the use of carpet cleaners, or if at any point the use of a non-sustainable cleaning product is required, this cleaning will be performed after regular business hours.

### **Chemical Storage Guidelines**

Custodial team will maintain a program that reduces the exposure of the building occupants to potentially dangerous chemical, biological, and particle contaminants which adversely impact air quality, health, and the environment.

1. Any chemical stored in the janitorial closets will have a locked container which encloses the liquid cleaning products and delivers out proper specified measurement for dilution.
2. The solutions used by the janitorial team will all be stored in the janitorial closet(s) and the janitorial staff must follow these guidelines:
  - a. Safety Data Sheets (SDS) must be available to all service providers
  - b. Service providers are trained on SDS and chemical handling annually
  - c. All containers must be properly labeled to be easily identifiable
  - d. All cleaning products must be properly and safely stored
    - i. No liquids will be placed on shelves above eye level

- e. Service providers must use appropriate personal protective equipment (PPE)
- f. Chemical dilution systems must be adhered to
- g. Unnecessary amounts of chemicals should not be stored in the janitorial closet
- h. Only authorized employees will have access to the main storage room
- i. Where possible, HCS will maintain proper hot and cold water supplies and drain systems in janitorial closets for the use of chemical dispensing and dilution
- j. Service Provider shall be aware that certain HCS facilities require special disposal procedures of cleaning chemicals. Service Provider shall comply with these requirements, where specified by HCS

### **Special Treatment of Carpets**

Carpet can be a source of bio-pollutants, dust and volatile organic compounds (VOCs). Pesticides and cleaning products (such as stain removers) that remain on the carpet after initial application can volatilize (rise into the air) over time and contaminate the indoor air. The following carpet treatment guidelines will mitigate the need for carpet cleaning solutions through both preventative and prescriptive treatment.

1. Prevent stains
  - a. Clean up spills promptly using cold water and one or more blotting cloths
  - b. Make a spill kit available to occupants
2. Promptly clean and thoroughly dry carpets if they should become saturated with water
  - a. Quick action following a leak or other water damage may prevent carpet loss and the growth of mold and/or mildew. (Do not attempt to clean a moldy carpet without proper protective equipment, clothing, respirators, and air filters. Special training may be required to adequately deal with a water-soaked carpet.)
3. Avoid excessive use of carpet shampoos and bonnet cleaning products. Bonnet cleaning involves the use of cotton, rayon, and/or polypropylene pads and a rotary shampoo machine. Although these chemicals are usually mild, overuse makes more frequent extraction cleaning necessary.
4. Deep-clean when necessary.
  - a. Periodically deep-cleansing of carpet is necessary to extract dirt, bio-pollutants, moisture, and embedded cleaning agents.
  - b. A wet vacuum water extraction machine after dry vacuuming may be used.
  - c. The Carpet and Rug Institute recommends rapid drying of the carpet, within 24 hours.
  - d. Pre-sprays applied carefully and left on long enough can reduce the amount of chemicals needed.
5. All vacuum filters will be replaced on a regular basis. The responsible party will record maintenance performed on all cleaning equipment, including filter replacement, to ensure that they are regularly replaced to reduce energy usage.

## **Reducing Microbial Growth through Proper Cleaning**

The following are basic guidelines to minimize the need for antimicrobial products at HCS:

1. Clean first and then apply disinfectant.
  - a. Most disinfectants are not cleaners and are usually only effective on a clean surface.
  - b. Wait the recommended time before rinsing the antimicrobial solution from the surface (usually at least ten minutes, although some products are rapid-use and may only need one or two minutes)
2. Use disinfectants only when and where required
  - a. Ordinary detergents should remove more microbes than disinfectants
3. Change mop heads and sponges daily
4. Change cleaning water frequently (water used in mop-buckets, etc.)
  - a. Do not waste water by overfilling mop buckets, etc.
5. Intentionally clean areas where water collects and condenses
  - a. Areas such as refrigerator and air conditioner pans as well as air cleaner/humidifier machines
6. Use a drain maintainer (containing enzymes) if drains clog or has an odor
7. If there is a food preparation area in any of the subject buildings, HCS and/or Service Provider employees that prepare food for customers must use antimicrobial soaps and/or disinfectants

NOTE- If the Service Provider uses antimicrobial products, it must document the specific antimicrobial used and reason for use.

## **Service Provider Training Requirements**

Service Provider will provide training of personnel in the hazards, use, maintenance and disposal of cleaning chemicals, dispensing equipment and packaging. Documentation of the training sessions, attendees and topics covered needs to be collected and maintained by the janitorial manager.

1. Basic Service Provider Training
  - a. Service providers should receive basic training, including the green cleaning specifications delineated in this HCS Green Cleaning Policy.
  - b. An average of eight hours of training (or more) per year is required for each janitor. However, training frequency and duration shall be adjusted based on employee's tenure and date of hire. New hires should participate in a more robust and concentrated training period, likely exceeding eight hours for their first year. Substitute employees shall also be trained according to the same standard as new hires.
2. Training Specifications
  - a. Safety data sheets (SDS).
  - b. Compliance with the Green Seal standard of GS – 37.
  - c. Use and wear of personal protective equipment (PPE).
  - d. Recycle and compost processes, at least one to two instances per year. Must be approved by HCS facilities and/or sustainability office.

- e. Service Providers should be informed of the HCS product reporting requirements.
  - i. All cleaning products which are not consistent with the Green Cleaning Materials Policy must be approved by HCS personnel.
3. Provide HCS with monthly training logs indicating the attendees and the training topic

## **Green Cleaning Materials Policy**

### **General Green Cleaning Solutions and Custodial Products Guideline**

Service Provider must purchase general consumable products such as disposable paper products and trash bag liners that contain recycled material. Cleaning chemicals shall be environmentally friendly. At least 75% of these products (demonstrated via product inventory or total annual purchases) must meet at least one of the sustainability criteria noted below.

- Green Seal GS-37, for general-purpose, bathroom, glass and carpet cleaners used for industrial and institutional purposes
- UL EcoLogo 2792 for cleaning and degreasing compounds
- UL EcoLogo 2759 for hard-surface cleaners
- UL EcoLogo 2795, for carpet and upholstery care
- Green Seal GS-40, for industrial and institutional floor care products
- UL EcoLogo 2777 for hard-floor care
- EPA Safer Choice Standard
- Cleaning devices that use only ionized water or electrolyzed water and have third-party-verified performance data equivalent to the other standards mentioned above (if the device is marketed for antimicrobial cleaning, performance data must demonstrate antimicrobial performance comparable to EPA Office of Pollution Prevention and Toxics and Design for the Environment requirements, as appropriate for use patterns and marketing claims)

Disinfectants, metal polish, or other products not addressed by the above standards must meet one or more of the following standards (or a local equivalent for projects outside the U.S.):

- UL EcoLogo 2798 for digestion additives for cleaning and odor control
- UL EcoLogo 2791 for drain or grease trap additives
- UL EcoLogo 2796 for odor control additives
- Green Seal GS-52/53, for specialty cleaning products
- California Code of Regulations maximum allowable VOC levels for the specific product category
- EPA Safer Choice Standard
- Cleaning devices that use only ionized water or electrolyzed water and have third-party-verified performance data equivalent to the other standards mentioned above (if the device is marketed for antimicrobial cleaning, performance data must demonstrate antimicrobial

performance comparable to EPA Office of Pollution Prevention and Toxics and Design for the Environment requirements, as appropriate for use patterns and marketing claims).

Disposable janitorial paper products and trash bags must meet the minimum requirements of one or more of the following programs, or a local equivalent for projects outside the U.S.:

- EPA comprehensive procurement guidelines, for janitorial paper
- Green Seal GS-01, for tissue paper, paper towels and napkins
- UL EcoLogo 175, for toilet tissue
- UL EcoLogo 175, for hand towels
- Custodial paper products derived from rapidly renewable resources or made from tree-free fibers
- FSC certification, for fiber procurement
- EPA comprehensive procurement guidelines, for plastic trash can liners; and/or
- California integrated waste management requirements, for plastic trash can liners (California Code of Regulations Title 14, Chapter 4, Article 5, or SABRC 42290-42297 Recycled Content Plastic Trash Bag Program)

Hand soaps and hand sanitizers must meet one or more of the following standards, or a local equivalent for projects outside the U.S.:

- No antimicrobial agents (other than as a preservative) except where required by health codes and other regulations (e.g., food service and health care requirements)
- Green Seal GS-41, for industrial and institutional hand cleaners
- UL EcoLogo 2784 for hand cleaners and hand soaps
- UL EcoLogo 2783 for hand sanitizers
- EPA Safer Choice Standard

For projects outside the U.S., any Type 1 eco-labeling program as defined by ISO 14024: 1999 developed by a member of the Global Ecolabelling Network may be used in lieu of Green Seal or UL Ecolabel standards.

To the extent practical, no cleaning or disinfecting products should contain ingredients that are carcinogens, mutagens, or teratogens. These include chemicals listed by the U.S. EPA or the National Institute for Occupational Safety and Health on the Toxics Release Inventory (40 CFR, Section 372, Subpart D). If such products containing these toxic chemicals must be used (cleaning solutions for specific equipment, etc.), only the minimum amounts should be used and the product must be disposed of properly. On the Toxic Release Inventory, a complete list of toxic chemicals is maintained by the U.S. EPA and can be found at their website.

Service Provider shall document the type, volume and concentration of all chemicals used in the cleaning process. Service Provider will also maintain a plan that addresses the handling of hazardous spills or mishandling incidents.

## **Low Environmental Impact Cleaning Equipment Policy**

Service Provider must implement an equipment program to reduce building contaminants with minimum environmental impact. At least 40% of the total annual purchases of powered janitorial equipment (by cost; purchased, leased or used by subcontractors) must meet at least one of the sustainability noted below. Compliance is based on percentage of equipment used to clean the project at time of inventory. For existing equipment that does not meet the criteria, Service Provider shall develop a phase-out plan for its replacement with environmentally preferable products at the end of its useful life.

- Safeguards, such as rollers or rubber bumpers, to avoid damage to building surfaces
- Ergonomic design to minimize vibration, noise, and user fatigue, as reported in the user manual in accordance with ISO 5349-1 for arm vibrations, ISO 2631–1 for vibration to the whole body, and ISO 11201 for sound pressure at operator’s ear
- As applicable, environmentally preferable batteries (e.g., gel, absorbent glass mat, lithium-ion) except in applications requiring deep discharge and heavy loads where performance or battery life is reduced by the use of sealed batteries
- Vacuum cleaners must be certified by the Carpet and Rug Institute Seal of Approval/Green Label Vacuum Program and operate with a maximum sound level of 70 dBA or less in accordance with ISO 11201
- Carpet extraction equipment, for restorative deep cleaning, must be certified by the Carpet and Rug Institute's Seal of Approval Deep Cleaning Extractors and Seal of Approval Deep Cleaning Systems program
- Powered floor maintenance equipment must have vacuums, guards, or other devices for capturing fine particulates, and must operate with a maximum sound level of 70 dBA, in accordance with ISO 11201
- Propane-powered floor equipment must have high-efficiency, low-emissions engines with catalytic converters and mufflers that meet the California Air Resources Board or EPA standards for the specific engine size and operate with a sound level of 90 dBA or less, in accordance with ISO 11201
- Automated scrubbing machines must be equipped with variable-speed feed pumps and either (1) on-board chemical metering to optimize the use of cleaning fluids or (2) dilution control systems for chemical refilling. Alternatively, scrubbing machines may use tap water only, with no added cleaning products

## **Reporting**

Service Provider must provide documentation of its comprehensive green cleaning program upon request and must also provide written updates, including a record of supply purchases, equipment purchases and training on at least a quarterly basis.

## **Applying Green Cleaning to the Specifications**

The Low Environmental Impact Cleaning requirements, the Green Cleaning Materials requirements and the Low Environmental Impact Cleaning Equipment requirements are to be applied to HCS cleaning specifications.

For example, the task, “clean door glass and other adjacent glass areas” must be performed using a chemical that meets the Green Seal GS-37 Standard and microfiber technology in lieu of paper products when possible, as set forth in the Green Seal GS-42 Standard. The task, “fully vacuum all carpeted areas from wall to wall including walk-off mats and edges” must be performed with a vacuum cleaner that captures 96% of particulates 0.3 microns in size and operates with a sound level less than 70dBA.

## **Occupant Feedback**

Service Provider will collect building occupant feedback on an ongoing basis to improve its janitorial program. HCS and/or the Service Provider will use formal surveys as well as a complaint response system to discover and respond to building occupant ideas and complaints. The janitorial team will operate with a “continuous improvement” mindset and will be open to new ideas, technologies, procedures and processes. HCS and/or the Service Provider will document survey results, as well as the steps taken in response to the survey.

## **Quality Control Measures**

HCS is committed to maintaining its buildings in an environmentally preferable way that will benefit the health of the facility occupants, visitors, maintenance personnel and the natural environment. To this end, HCS routinely evaluates the successes and shortcomings of all employed practices and makes immediate alterations accordingly.

Building and site walk-throughs are completed routinely by HCS supervisors and management to ensure adoption and proper application. As recommended by the U.S. Green Building Council, HCS may use a third-party to assess the quality of the janitorial services, including the APPA level of cleanliness. Facility occupants are highly encouraged to report any outstanding janitorial issues to the facility personnel. New technologies for environmentally sensitive cleaning will be continuously monitored and assessed as they become available and adopted when they are applicable. Similarly, this policy will be updated as needed to ensure that current and successful procedures are being carried out.

## **ABM Contract Assurances**

ABM has outlined a program for 311 FTE's. These Full-time Employees are based off 40-hour work weeks.

We (ABM) put a 2% (1.98%) Escalation in the workbook year over year. That is what we are looking for, and nothing more. We are not looking to negotiate. We are standing by our number and our program.

ABM will provide a redundancy in management support and corporate resources along with a dedicated Transition Manager to seamlessly transfer your services to the ABM solution.

ABM has included a Quality Assurance Manager to work directly with your team to provide adequate reporting and give additional eyes on buildings to continue the theme of oversight and service excellence.

If unexpected staffing increases are needed within the first year of the contract, ABM will make the change at no additional cost to HCS.

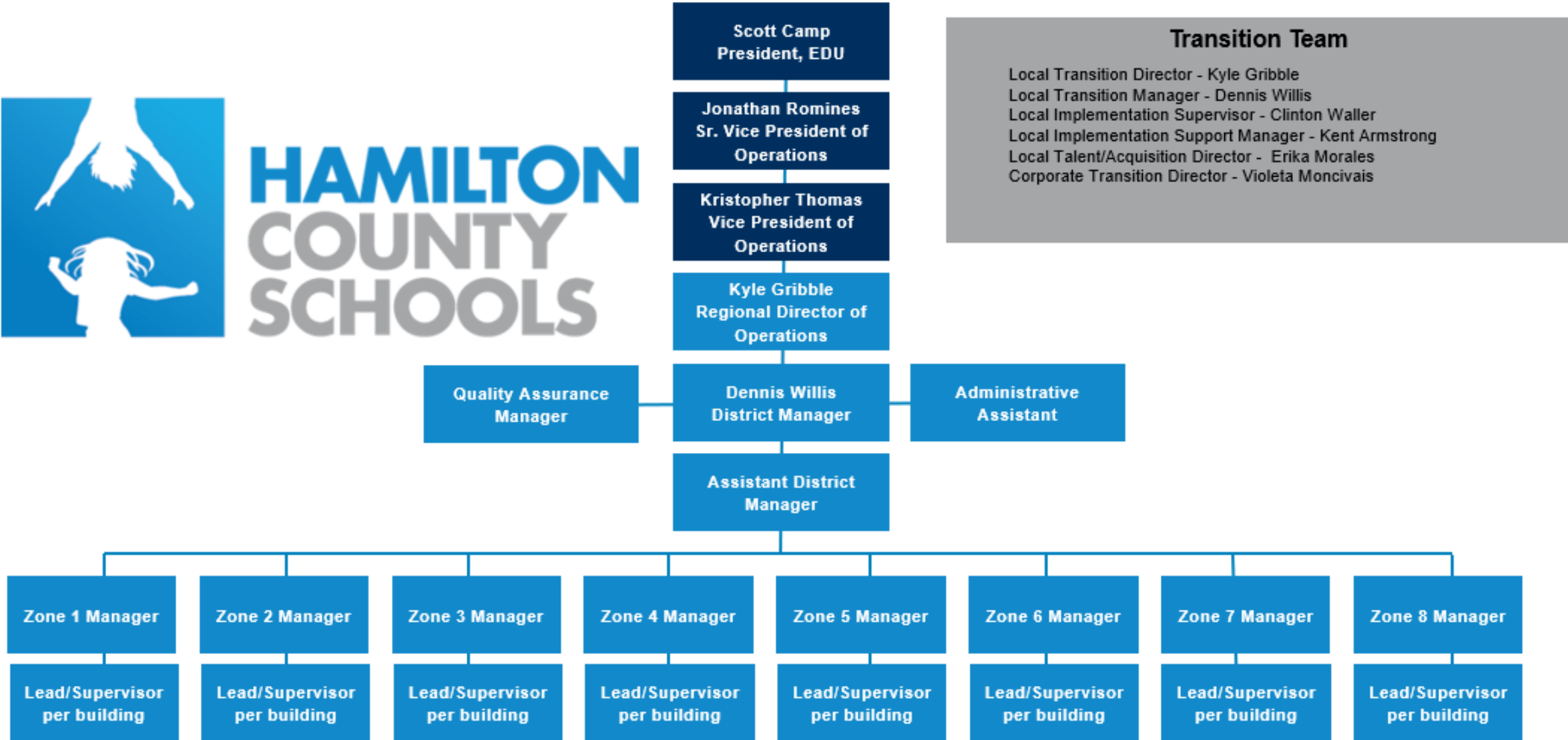
ABM will offer wages necessary to hire and retain the right employees for the job. We will do this without seeking additional funding.

ABM has included a dedicated HR recruiter, coupled with our talent acquisition team members, to be solely focused on finding the labor needed to service your campuses. These team members will be based in Chattanooga. Currently our time to fill open positions companywide is 3 days or less.

# On-site Staffing Plan



**HAMILTON**  
COUNTY  
SCHOOLS



## Transition Team

Local Transition Director - Kyle Gribble  
Local Transition Manager - Dennis Willis  
Local Implementation Supervisor - Clinton Waller  
Local Implementation Support Manager - Kent Armstrong  
Local Talent/Acquisition Director - Erika Morales  
Corporate Transition Director - Violeta Moncivais

# **EXHIBIT B**

## **FEE SCHEDULE**

Pricing shall be applied as represented within the fee sheet. No CPI shall be applied to this agreement.







**Hamilton County Schools - ANNUAL Custodial Base Pricing  
ABM Pricing Workbook**

Building Name	School Use	Total Gross SQFT	Section C - ANNUAL Supplies, Equipment and Other Costs							
			Annual Cleaning Supplies costs	Annual Equipment costs	Annual Consumable costs	Annual Uniforms, Background Checks, Other Employee-Related costs	Annual Management Systems, Tech, and Communications costs	Gymnasium Allowance costs A total budget of \$120,000 has been allocated across the portfolio.	Annual Vehicle costs	
Allen Elementary	Elementary	75,780	\$ 4,886	\$ 4,064	\$ 6,539	\$ 777	\$ 809	\$ 1,481	\$ 1,680	
Alpine Crest Elementary	Elementary	40,415	\$ 2,606	\$ 2,167	\$ 3,487	\$ 414	\$ 432	\$ 1,481	\$ 896	
Apison Elementary	Elementary	77,236	\$ 4,980	\$ 4,142	\$ 6,664	\$ 792	\$ 825	\$ 1,481	\$ 1,712	
Barger Academy	Elementary	46,115	\$ 2,974	\$ 2,473	\$ 3,979	\$ 473	\$ 483	\$ 1,481	\$ 1,022	
Battle Academy	Elementary	84,979	\$ 5,473	\$ 4,557	\$ 7,332	\$ 871	\$ 908	\$ 1,481	\$ 1,884	
Bass T. Shepherd Elementary	Elementary	61,712	\$ 3,979	\$ 3,309	\$ 5,326	\$ 632	\$ 659	\$ 1,481	\$ 1,368	
Big Ridge Elementary	Elementary	63,141	\$ 4,071	\$ 3,386	\$ 5,448	\$ 647	\$ 674	\$ 1,481	\$ 1,400	
Brainerd High	High	164,021	\$ 10,576	\$ 8,795	\$ 14,152	\$ 1,681	\$ 1,752	\$ 1,481	\$ 3,636	
Brown Academy	Elementary	82,079	\$ 5,293	\$ 4,401	\$ 7,082	\$ 841	\$ 877	\$ 1,481	\$ 1,820	
Brown Middle	Middle	89,956	\$ 5,800	\$ 4,824	\$ 7,762	\$ 922	\$ 961	\$ 1,481	\$ 1,994	
Bus Barn Across from Sequoyah High School	Other Use	1,536	\$ 99	\$ 82	\$ 133	\$ 16	\$ 16	\$ 1,481	\$ 34	
Calvin Donaldson Elementary	Elementary	69,286	\$ 4,468	\$ 3,715	\$ 5,978	\$ 710	\$ 740	\$ 1,481	\$ 1,536	
Central High	High	126,224	\$ 8,139	\$ 6,768	\$ 10,891	\$ 1,294	\$ 1,348	\$ 1,481	\$ 2,798	
Central Office	Other Use	70,148	\$ 4,523	\$ 3,762	\$ 6,053	\$ 719	\$ 749	\$ 1,481	\$ 1,555	
Chattanooga High Center for Creative Arts	Hybrid	139,149	\$ 8,972	\$ 7,462	\$ 12,006	\$ 1,426	\$ 1,486	\$ 1,481	\$ 3,085	
Chattanooga School for Arts & Sciences	Hybrid	208,900	\$ 13,470	\$ 11,202	\$ 18,025	\$ 2,141	\$ 2,231	\$ 1,481	\$ 4,631	
Chattanooga School for Liberal Arts	Hybrid	171,327	\$ 11,047	\$ 9,187	\$ 14,783	\$ 1,756	\$ 1,830	\$ 1,481	\$ 3,798	
Childcare Office	Other Use	3,072	\$ 198	\$ 165	\$ 265	\$ 31	\$ 33	\$ 1,481	\$ 68	
Clifton Hills Elementary	Elementary	67,107	\$ 4,327	\$ 3,598	\$ 5,790	\$ 688	\$ 717	\$ 1,481	\$ 1,488	
Daisy Elementary	Elementary	55,746	\$ 3,595	\$ 2,989	\$ 4,810	\$ 571	\$ 595	\$ 1,481	\$ 1,236	
Dalewood Middle	Middle	97,990	\$ 6,318	\$ 5,254	\$ 8,455	\$ 1,004	\$ 1,047	\$ 1,481	\$ 2,172	
Dawn School	Hybrid	25,000	\$ 1,612	\$ 1,341	\$ 2,157	\$ 256	\$ 267	\$ 1,481	\$ 554	
DuPont Elementary	Elementary	45,936	\$ 2,962	\$ 2,463	\$ 3,964	\$ 471	\$ 491	\$ 1,481	\$ 1,018	
East Brainerd Annex - Cigna	Other Use	20,000	\$ 1,290	\$ 1,072	\$ 1,726	\$ 205	\$ 214	\$ 1,481	\$ 443	
East Brainerd Elementary	Elementary	158,637	\$ 10,229	\$ 8,507	\$ 13,688	\$ 1,626	\$ 1,694	\$ 1,481	\$ 3,517	
East Hamilton High	High	275,822	\$ 17,785	\$ 14,790	\$ 23,799	\$ 2,827	\$ 2,946	\$ 1,481	\$ 6,115	
East Hamilton Middle	Middle	175,360	\$ 11,307	\$ 9,403	\$ 15,131	\$ 1,797	\$ 1,873	\$ 1,481	\$ 3,888	
East Lake Academy	Middle	89,500	\$ 5,771	\$ 4,799	\$ 7,722	\$ 917	\$ 956	\$ 1,481	\$ 1,984	
East Lake Elementary	Elementary	65,036	\$ 4,194	\$ 3,487	\$ 5,612	\$ 667	\$ 695	\$ 1,481	\$ 1,442	
East Ridge Elementary	Elementary	127,482	\$ 8,220	\$ 6,836	\$ 11,000	\$ 1,307	\$ 1,361	\$ 1,481	\$ 2,826	
East Ridge High	High	156,438	\$ 10,087	\$ 8,389	\$ 13,498	\$ 1,603	\$ 1,671	\$ 1,481	\$ 3,468	
East Ridge Middle	Middle	69,198	\$ 4,462	\$ 3,711	\$ 5,971	\$ 709	\$ 739	\$ 1,481	\$ 1,534	
East Side Elementary	Elementary	75,824	\$ 4,889	\$ 4,066	\$ 6,542	\$ 777	\$ 810	\$ 1,481	\$ 1,681	
Hardy Elementary	Elementary	77,018	\$ 4,966	\$ 4,130	\$ 6,645	\$ 789	\$ 823	\$ 1,481	\$ 1,707	
Harrison Bay Future Ready Center	High	60,392	\$ 3,894	\$ 3,238	\$ 5,211	\$ 619	\$ 645	\$ 1,481	\$ 1,339	
Harrison Elementary	Elementary	135,922	\$ 8,764	\$ 7,289	\$ 11,728	\$ 1,393	\$ 1,452	\$ 1,481	\$ 3,013	
Hillcrest Center	Hybrid	39,821	\$ 2,568	\$ 2,135	\$ 3,436	\$ 408	\$ 425	\$ 1,481	\$ 883	
Hixson Clinic	Other Use	3,259	\$ 210	\$ 175	\$ 281	\$ 33	\$ 35	\$ 1,481	\$ 72	
Hixson Elementary	Elementary	78,679	\$ 5,122	\$ 4,219	\$ 6,798	\$ 806	\$ 840	\$ 1,481	\$ 1,744	
Hixson High	High	161,153	\$ 10,391	\$ 8,641	\$ 13,805	\$ 1,652	\$ 1,721	\$ 1,481	\$ 3,573	
Hixson Middle	Middle	150,724	\$ 9,719	\$ 8,082	\$ 13,005	\$ 1,545	\$ 1,610	\$ 1,481	\$ 3,342	
Howard Connect Academy	Middle	52,314	\$ 3,373	\$ 2,805	\$ 4,514	\$ 536	\$ 559	\$ 1,481	\$ 1,160	
Howard High	High	289,387	\$ 18,660	\$ 15,518	\$ 24,969	\$ 2,966	\$ 3,091	\$ 1,481	\$ 6,416	
Hunter Middle	Middle	148,800	\$ 9,595	\$ 7,979	\$ 12,839	\$ 1,525	\$ 1,589	\$ 1,481	\$ 3,299	
Loftis Middle	Middle	114,072	\$ 7,355	\$ 6,117	\$ 9,843	\$ 1,169	\$ 1,218	\$ 1,481	\$ 2,529	
Lookout Mountain Elementary	Elementary	58,401	\$ 3,766	\$ 3,132	\$ 5,039	\$ 599	\$ 624	\$ 1,481	\$ 1,295	
Lookout Valley Elementary	Elementary	55,134	\$ 3,555	\$ 2,956	\$ 4,757	\$ 565	\$ 589	\$ 1,481	\$ 1,222	
Lookout Valley Middle High	Hybrid	94,826	\$ 6,114	\$ 5,085	\$ 8,182	\$ 972	\$ 1,013	\$ 1,481	\$ 2,102	
McConnell Elementary	Elementary	57,343	\$ 3,698	\$ 3,075	\$ 4,948	\$ 588	\$ 612	\$ 1,481	\$ 1,271	
Middle Valley Elementary	Elementary	149,089	\$ 9,613	\$ 7,995	\$ 12,864	\$ 1,528	\$ 1,592	\$ 1,481	\$ 3,305	
Nolan Elementary	Elementary	91,356	\$ 5,891	\$ 4,899	\$ 7,883	\$ 936	\$ 976	\$ 1,481	\$ 2,025	
Normal Park Lower	Elementary	53,550	\$ 3,453	\$ 2,872	\$ 4,621	\$ 549	\$ 572	\$ 1,481	\$ 1,187	
Normal Park Upper	Middle	73,300	\$ 4,728	\$ 3,932	\$ 6,327	\$ 752	\$ 783	\$ 1,481	\$ 1,626	
North Hamilton County Elementary	Elementary	63,810	\$ 4,115	\$ 3,422	\$ 5,506	\$ 654	\$ 681	\$ 1,481	\$ 1,415	
Ooltewah Elementary	Elementary	138,698	\$ 8,814	\$ 7,330	\$ 11,795	\$ 1,401	\$ 1,460	\$ 1,481	\$ 3,031	
Ooltewah High	High	203,365	\$ 13,113	\$ 10,905	\$ 17,547	\$ 2,084	\$ 2,172	\$ 1,481	\$ 4,509	
Ooltewah Middle	Middle	99,586	\$ 6,421	\$ 5,340	\$ 8,593	\$ 1,021	\$ 1,064	\$ 1,481	\$ 2,208	
Orchard Knob Elementary	Elementary	86,217	\$ 5,559	\$ 4,623	\$ 7,439	\$ 884	\$ 921	\$ 1,481	\$ 1,911	
Orchard Knob Middle	Middle	82,632	\$ 5,328	\$ 4,431	\$ 7,130	\$ 847	\$ 883	\$ 1,481	\$ 1,832	
Red Bank Elementary	Elementary	75,780	\$ 4,886	\$ 4,064	\$ 6,539	\$ 777	\$ 809	\$ 1,481	\$ 1,680	
Red Bank High	High	187,888	\$ 12,115	\$ 10,075	\$ 16,212	\$ 1,926	\$ 2,007	\$ 1,481	\$ 4,165	
Red Bank Middle	Middle	166,340	\$ 10,726	\$ 8,920	\$ 14,352	\$ 1,705	\$ 1,776	\$ 1,481	\$ 3,688	
Rivermont Elementary	Elementary	50,489	\$ 3,256	\$ 2,707	\$ 4,356	\$ 517	\$ 539	\$ 1,481	\$ 1,119	
Sale Creek Middle High	Hybrid	105,803	\$ 6,822	\$ 5,673	\$ 9,129	\$ 1,084	\$ 1,130	\$ 1,481	\$ 2,346	
Sequoyah High	High	134,607	\$ 8,680	\$ 7,218	\$ 11,614	\$ 1,380	\$ 1,438	\$ 1,481	\$ 2,984	
Service Center	Other Use	80,097	\$ 5,165	\$ 4,295	\$ 6,911	\$ 821	\$ 855	\$ 1,481	\$ 1,776	
Signal Mountain Middle High	Hybrid	262,250	\$ 16,910	\$ 14,063	\$ 22,628	\$ 2,688	\$ 2,801	\$ 1,481	\$ 5,814	
Snow Hill Elementary	Elementary	85,328	\$ 5,502	\$ 4,576	\$ 7,362	\$ 875	\$ 911	\$ 1,481	\$ 1,892	
Soddy Daisy High	High	187,987	\$ 12,122	\$ 10,080	\$ 16,220	\$ 1,927	\$ 2,008	\$ 1,481	\$ 4,168	
Soddy Daisy High School Wrestling Facility	Other Use	15,939	\$ 1,028	\$ 855	\$ 1,375	\$ 163	\$ 170	\$ 1,481	\$ 353	
Soddy Daisy Middle	Middle	80,943	\$ 5,219	\$ 4,340	\$ 6,994	\$ 830	\$ 864	\$ 1,481	\$ 1,794	
Soddy Elementary	Elementary	91,714	\$ 5,914	\$ 4,916	\$ 7,913	\$ 940	\$ 979	\$ 1,481	\$ 2,033	
Spring Creek Elementary	Elementary	68,356	\$ 4,408	\$ 3,665	\$ 5,898	\$ 701	\$ 730	\$ 1,481	\$ 1,515	
Stem School	High	34,225	\$ 2,207	\$ 1,835	\$ 2,953	\$ 351	\$ 366	\$ 1,481	\$ 759	
Thrasher Elementary	Elementary	60,353	\$ 3,892	\$ 3,236	\$ 5,207	\$ 619	\$ 645	\$ 1,481	\$ 1,338	
Tyner Middle/High	Hybrid	273,000	\$ 17,603	\$ 14,639	\$ 23,556	\$ 2,798	\$ 2,916	\$ 1,481	\$ 6,052	
W 40th St Administrative Office	Other Use	57,497	\$ 3,707	\$ 3,083	\$ 4,961	\$ 589	\$ 614	\$ 1,481	\$ 1,275	
Wallace Smith Elementary	Elementary	88,072	\$ 5,679	\$ 4,723	\$ 7,599	\$ 903	\$ 941	\$ 1,481	\$ 1,953	
Westview Elementary	Elementary	77,223	\$ 4,979	\$ 4,141	\$ 6,663	\$ 791	\$ 825	\$ 1,481	\$ 1,712	
Wolftever Creek Elementary	Elementary	94,428	\$ 6,089	\$ 5,063	\$ 8,148	\$ 968	\$ 1,008	\$ 1,481	\$ 2,093	
Woodmore Elementary	Elementary	59,897	\$ 3,862	\$ 3,212	\$ 5,168	\$ 614	\$ 640	\$ 1,481	\$ 1,328	
<b>Annual Totals Below</b>			<b>Section C Annual Totals</b>							
<b>Year 1: Total</b>		8,035,239 SQFT \$/SQFT	\$ 518,117	\$ 430,872	\$ 693,312	\$ 82,352	\$ 85,816	\$ 120,000	\$ 178,140	
<b>Year 2: Total</b>		\$/SQFT	\$ 528,479	\$ 439,489	\$ 707,178	\$ 83,999	\$ 87,532	\$ 120,000	\$ 181,703	
<b>Year 3: Total</b>		\$/SQFT	\$ 539,049	\$ 448,279	\$ 721,322	\$ 85,679	\$ 89,283	\$ 120,000	\$ 185,337	
<b>Year 4: Total</b>		\$/SQFT	\$ 549,830	\$ 457,245	\$ 735,748	\$ 87,393	\$ 91,068	\$ 120,000	\$ 189,044	
<b>4-Year Base Contract Total</b>										
<b>Optional Year 5: Total</b>		\$/SQFT	\$ 560,826	\$ 466,390	\$ 750,463	\$ 89,141	\$ 92,890	\$ 120,000	\$ 192,824	
<b>Optional Year 6: Total</b>		\$/SQFT	\$ 572,043	\$ 475,717	\$ 765,472	\$ 90,924	\$ 94,747	\$ 120,000	\$ 196,681	
<b>6-Year Contract Total Including 2 Optional Years</b>										



**Hamilton County Schools - ANNUAL Custodial Base Pricing  
ABM Pricing Workbook**

Building Name	School Use	Total Gross SQFT	Sum of A, B and C	Annual Profit & Overhead	Annual Total Cost
Allen Elementary	Elementary	75,780	\$ 146,158	\$ 7,901	\$ 154,059
Alpine Crest Elementary	Elementary	40,415	\$ 88,498	\$ 4,214	\$ 92,712
Apison Elementary	Elementary	77,236	\$ 146,742	\$ 8,053	\$ 154,795
Barger Academy	Elementary	46,115	\$ 90,783	\$ 4,808	\$ 95,591
Battle Academy	Elementary	84,979	\$ 136,179	\$ 8,860	\$ 145,039
Bess T. Shepherd Elementary	Elementary	61,712	\$ 97,035	\$ 6,434	\$ 103,469
Big Ridge Elementary	Elementary	63,141	\$ 104,441	\$ 6,583	\$ 111,024
Brainerd High	High	164,021	\$ 223,769	\$ 17,102	\$ 240,871
Brown Academy	Elementary	82,079	\$ 135,016	\$ 8,558	\$ 143,574
Brown Middle	Middle	89,956	\$ 138,174	\$ 9,379	\$ 147,553
Bus Barn Across from Sequoyah High School	Other Use	1,536	\$ 5,514	\$ 160	\$ 5,674
Calvin Donaldson Elementary	Elementary	69,286	\$ 100,071	\$ 7,224	\$ 107,295
Central High	High	126,224	\$ 194,953	\$ 13,161	\$ 208,114
Central Office	Other Use	70,148	\$ 114,083	\$ 7,314	\$ 121,397
Chattanooga High Center for Creative Arts	Hybrid	139,149	\$ 203,560	\$ 14,508	\$ 218,069
Chattanooga School for Arts & Sciences	Hybrid	208,900	\$ 300,152	\$ 21,781	\$ 321,932
Chattanooga School for Liberal Arts	Hybrid	171,327	\$ 241,607	\$ 17,863	\$ 259,470
Childcare Office	Other Use	3,072	\$ 8,129	\$ 320	\$ 8,449
Clifton Hills Elementary	Elementary	67,107	\$ 114,106	\$ 6,997	\$ 121,103
Daisy Elementary	Elementary	55,746	\$ 94,644	\$ 5,812	\$ 100,456
Dalewood Middle	Middle	97,990	\$ 156,303	\$ 10,217	\$ 166,520
Dawn School	Hybrid	25,000	\$ 68,653	\$ 2,607	\$ 71,260
Dupont Elementary	Elementary	45,936	\$ 90,711	\$ 4,789	\$ 95,501
East Brainerd Annex - Cigna	Other Use	20,000	\$ 26,581	\$ 2,085	\$ 28,666
East Brainerd Elementary	Elementary	158,637	\$ 236,520	\$ 16,540	\$ 253,061
East Hamilton High	High	275,822	\$ 369,218	\$ 28,758	\$ 397,976
East Hamilton Middle	Middle	175,360	\$ 241,981	\$ 18,284	\$ 260,265
East Lake Academy	Middle	89,500	\$ 152,900	\$ 9,332	\$ 162,232
East Lake Elementary	Elementary	65,036	\$ 98,367	\$ 6,781	\$ 105,148
East Ridge Elementary	Elementary	127,482	\$ 195,457	\$ 13,292	\$ 208,749
East Ridge High	High	156,438	\$ 220,730	\$ 16,311	\$ 237,041
East Ridge Middle	Middle	69,198	\$ 100,035	\$ 7,215	\$ 107,250
East Side Elementary	Elementary	75,824	\$ 125,676	\$ 7,906	\$ 133,582
Hardy Elementary	Elementary	77,018	\$ 126,155	\$ 8,030	\$ 134,185
Harrison Bay Future Ready Center	High	60,392	\$ 96,506	\$ 6,297	\$ 102,803
Harrison Elementary	Elementary	135,922	\$ 183,931	\$ 14,172	\$ 198,103
Hillcrest Center	Hybrid	39,821	\$ 74,594	\$ 4,152	\$ 78,746
Hixson Clinic	Other Use	3,259	\$ 6,204	\$ 340	\$ 6,544
Hixson Elementary	Elementary	78,672	\$ 133,651	\$ 8,203	\$ 141,853
Hixson High	High	161,153	\$ 237,529	\$ 16,803	\$ 254,331
Hixson Middle	Middle	150,724	\$ 218,440	\$ 15,715	\$ 234,155
Howard Connect Academy	Middle	52,314	\$ 86,435	\$ 5,454	\$ 91,889
Howard High	High	289,387	\$ 374,655	\$ 30,173	\$ 404,828
Hunter Middle	Middle	148,800	\$ 232,578	\$ 15,515	\$ 248,092
Loftis Middle	Middle	114,072	\$ 190,082	\$ 11,894	\$ 201,976
Lookout Mountain Elementary	Elementary	58,401	\$ 95,708	\$ 6,089	\$ 101,797
Lookout Valley Elementary	Elementary	55,134	\$ 94,398	\$ 5,749	\$ 100,147
Lookout Valley Middle High	Hybrid	94,826	\$ 140,126	\$ 9,887	\$ 150,013
McConnell Elementary	Elementary	57,343	\$ 95,284	\$ 5,979	\$ 101,262
Middle Valley Elementary	Elementary	149,089	\$ 217,784	\$ 15,545	\$ 233,329
Nolan Elementary	Elementary	91,356	\$ 138,735	\$ 9,525	\$ 148,260
Normal Park Lower	Elementary	53,550	\$ 93,763	\$ 5,583	\$ 99,347
Normal Park Upper	Middle	73,300	\$ 131,510	\$ 7,846	\$ 139,355
North Hamilton County Elementary	Elementary	63,810	\$ 97,876	\$ 6,653	\$ 104,529
Ooltewah Elementary	Elementary	136,698	\$ 199,151	\$ 14,253	\$ 213,404
Ooltewah High	High	203,365	\$ 294,516	\$ 21,204	\$ 315,720
Ooltewah Middle	Middle	99,586	\$ 155,700	\$ 10,383	\$ 166,084
Orchard Knob Elementary	Elementary	86,217	\$ 143,508	\$ 8,989	\$ 152,498
Orchard Knob Middle	Middle	82,632	\$ 142,071	\$ 8,616	\$ 150,687
Red Bank Elementary	Elementary	75,780	\$ 146,158	\$ 7,901	\$ 154,059
Red Bank High	High	187,898	\$ 268,745	\$ 19,590	\$ 288,335
Red Bank Middle	Middle	166,340	\$ 224,699	\$ 17,343	\$ 242,042
Riverton Elementary	Elementary	50,489	\$ 92,536	\$ 5,264	\$ 97,801
Sale Creek Middle High	Hybrid	106,803	\$ 158,192	\$ 11,031	\$ 169,224
Sequoyah High	High	134,607	\$ 188,821	\$ 14,035	\$ 202,855
Service Center	Other Use	80,097	\$ 111,237	\$ 8,351	\$ 119,589
Signal Mountain Middle High	Hybrid	262,250	\$ 378,687	\$ 27,343	\$ 406,030
Snow Hill Elementary	Elementary	85,328	\$ 136,319	\$ 8,897	\$ 145,215
Soddy Daisy High	High	187,987	\$ 275,618	\$ 19,600	\$ 295,218
Soddy Daisy High School Wrestling Facility	Other Use	15,939	\$ 21,537	\$ 1,662	\$ 23,199
Soddy Daisy Middle	Middle	80,943	\$ 148,228	\$ 8,439	\$ 156,667
Soddy Elementary	Elementary	91,714	\$ 152,545	\$ 9,563	\$ 162,107
Spring Creek Elementary	Elementary	68,356	\$ 106,531	\$ 7,127	\$ 113,658
Stem School	High	34,225	\$ 72,351	\$ 3,568	\$ 75,919
Thrasher Elementary	Elementary	60,353	\$ 96,490	\$ 6,293	\$ 102,783
Tyner Middle/High	Hybrid	273,000	\$ 296,958	\$ 28,464	\$ 325,423
W 40th St Administrative Office	Other Use	57,497	\$ 95,345	\$ 5,995	\$ 101,340
Wallace Smith Elementary	Elementary	88,072	\$ 121,267	\$ 9,183	\$ 130,450
Westview Elementary	Elementary	77,223	\$ 116,919	\$ 8,052	\$ 124,970
Wolfvever Creek Elementary	Elementary	94,428	\$ 137,481	\$ 9,845	\$ 147,327
Woodmore Elementary	Elementary	59,897	\$ 96,307	\$ 6,245	\$ 102,552
<b>Annual Totals Below</b>					
<b>Year 1: Total</b>		8,035,239 SQFT	\$ 12,206,598	\$ 837,790	\$ 13,044,388
		\$/SQFT			\$ 1.623
<b>Year 2: Total</b>			\$ 12,448,330	\$ 854,546	\$ 13,302,876
		\$/SQFT			\$ 1.656
<b>Year 3: Total</b>			\$ 12,694,897	\$ 871,637	\$ 13,566,534
		\$/SQFT			\$ 1.688
<b>Year 4: Total</b>			\$ 12,946,395	\$ 889,069	\$ 13,835,464
		\$/SQFT			\$ 1.722
<b>4-Year Base Contract Total</b>					\$ 53,749,262
<b>Optional Year 5: Total</b>			\$ 13,202,923	\$ 906,851	\$ 14,109,774
		\$/SQFT			\$ 1.756
<b>Optional Year 6: Total</b>			\$ 13,464,581	\$ 924,988	\$ 14,389,569
		\$/SQFT			\$ 1.791
<b>6-Year Contract Total Including 2 Optional Years</b>					\$ 82,248,605

**Hamilton County Schools - Custodial Miscellaneous Pricing  
ABM Pricing Workbook**

<b>Miscellaneous Pricing Worksheet</b>						
	Year 1	Year 2	Year 3	Year 4	Year 5 (Optional)	Year 6 (Optional)
<b>Additional Floor Care - Entries, Lobbies, Corridors and Other Open Spaces</b>						
Deep Scrub & Recoat Per/SqT	\$ 0.200	\$ 0.204	\$ 0.208	\$ 0.212	\$ 0.216	\$ 0.221
Strip & Refinish Per/SqT	\$ 0.300	\$ 0.306	\$ 0.312	\$ 0.318	\$ 0.325	\$ 0.331
<b>Additional Floor Care - Classrooms, Offices, Labs, etc.</b>						
Deep Scrub & Recoat Per/SqT	\$ 0.200	\$ 0.204	\$ 0.208	\$ 0.212	\$ 0.216	\$ 0.221
Strip & Refinish Per/SqT	\$ 0.300	\$ 0.306	\$ 0.312	\$ 0.318	\$ 0.325	\$ 0.331
<b>Additional Carpet Care - Entries, Lobbies, Corridors and Other Open Spaces</b>						
Shampoo Clean Per/SqT	\$ 0.250	\$ 0.255	\$ 0.260	\$ 0.265	\$ 0.271	\$ 0.276
Low-Moisture Encapsulation	\$ 0.250	\$ 0.255	\$ 0.260	\$ 0.265	\$ 0.271	\$ 0.276
Water Extract Per/SqT	\$ 0.250	\$ 0.255	\$ 0.260	\$ 0.265	\$ 0.271	\$ 0.276
<b>Additional Carpet Care - Classrooms, Offices, Labs, etc.</b>						
Shampoo Clean Per/SqT	\$ 0.250	\$ 0.255	\$ 0.260	\$ 0.265	\$ 0.271	\$ 0.276
Low-Moisture Encapsulation	\$ 0.250	\$ 0.255	\$ 0.260	\$ 0.265	\$ 0.271	\$ 0.276
Water Extract Per/SqT	\$ 0.250	\$ 0.255	\$ 0.260	\$ 0.265	\$ 0.271	\$ 0.276
<b>Hourly Rates for Extra Services</b>						
T&M Regular-time Rate per Hour for Day-Time Custodians (events, emergency call-ins, etc.)	\$ 18.10	\$ 18.46	\$ 18.83	\$ 19.21	\$ 19.59	\$ 19.98
T&M Overtime Rate per Hour for Day-Time Custodians (events, emergency call-ins, etc.)	\$ 26.55	\$ 27.08	\$ 27.62	\$ 28.18	\$ 28.74	\$ 29.31
T&M Regular-time Rate per Hour for Night-time Custodians (events, emergency call-ins, etc.)	\$ 17.02	\$ 17.36	\$ 17.71	\$ 18.06	\$ 18.42	\$ 18.79
T&M Overtime Rate per Hour for Night-Time Custodians (events, emergency call-ins, etc.)	\$ 24.98	\$ 25.48	\$ 25.99	\$ 26.51	\$ 27.04	\$ 27.58
T&M Regular-time Rate per Hour for HEAD Night-time Custodians (events, emergency call-ins, etc.)	\$ 19.64	\$ 20.03	\$ 20.43	\$ 20.84	\$ 21.26	\$ 21.68
T&M Overtime Rate per Hour for HEAD Night-Time Custodians (events, emergency call-ins, etc.)	\$ 28.82	\$ 29.40	\$ 29.98	\$ 30.58	\$ 31.20	\$ 31.82
T&M Regular-time Rate per Hour for Utility Employee (events, emergency call-ins, etc.)	\$ 18.33	\$ 18.70	\$ 19.07	\$ 19.45	\$ 19.84	\$ 20.24
T&M Overtime Rate per Hour for Utility Employee (events, emergency call-ins, etc.)	\$ 26.90	\$ 27.44	\$ 27.99	\$ 28.55	\$ 29.12	\$ 29.70
T&M Regular-time Rate per Hour for Supervisor (events, emergency call-ins, etc.)	\$ 34.62	\$ 35.31	\$ 36.02	\$ 36.74	\$ 37.47	\$ 38.22
T&M Overtime Rate per Hour for Supervisor (events, emergency call-ins, etc.)	\$ 50.80	\$ 51.82	\$ 52.85	\$ 53.91	\$ 54.99	\$ 56.09
T&M Rate per Hour for Construction Clean-up	\$ 18.33	\$ 18.70	\$ 19.07	\$ 19.45	\$ 19.84	\$ 20.24
<b>Monthly Prices</b>						
Monthly price to add a half-time Day-time Custodian	\$ 1,568.55	\$ 1,599.92	\$ 1,631.92	\$ 1,664.55	\$ 1,697.84	\$ 1,731.80
Monthly price to add a full-time Day-time Custodian	\$ 3,137.27	\$ 3,200.02	\$ 3,264.02	\$ 3,329.30	\$ 3,395.89	\$ 3,463.80
Monthly price to add a half-time Night-time Custodian	\$ 1,474.95	\$ 1,504.45	\$ 1,534.54	\$ 1,565.23	\$ 1,596.54	\$ 1,628.47
Monthly price to add a full-time Night-time Custodian	\$ 2,950.08	\$ 3,009.08	\$ 3,069.26	\$ 3,130.64	\$ 3,193.26	\$ 3,257.12
Monthly price to add a half-time HEAD Night-time Custodian	\$ 1,702.00	\$ 1,736.04	\$ 1,770.76	\$ 1,806.18	\$ 1,842.30	\$ 1,879.15
Monthly price to add a full-time HEAD Night-time Custodian	\$ 3,404.20	\$ 3,472.29	\$ 3,541.73	\$ 3,612.57	\$ 3,684.82	\$ 3,758.51
Monthly price to add a part-time Utility Employee	\$ 1,588.48	\$ 1,620.25	\$ 1,652.65	\$ 1,685.71	\$ 1,719.42	\$ 1,753.81
Monthly price to add a full-time Utility Employee	\$ 3,177.14	\$ 3,240.68	\$ 3,305.50	\$ 3,371.61	\$ 3,439.04	\$ 3,507.82
Monthly price to add a half-time Supervisor	\$ 3,000.17	\$ 3,060.17	\$ 3,121.38	\$ 3,183.80	\$ 3,247.48	\$ 3,312.43
Monthly price to add a full-time Supervisor	\$ 6,000.68	\$ 6,120.70	\$ 6,243.11	\$ 6,367.97	\$ 6,495.33	\$ 6,625.24
<b>Other</b>						
If consumables are purchased on a cost-plus basis, what will be the service providers markup?	10.00%	10.00%	10.00%	10.00%	10.00%	10.00%
Living Wage Increase (% increase to Total Cost If HCS institutes a 'living wage' of \$ 15.25/hour)	12.38%	8.38%	4.67%	1.19%	0.00%	0.00%
Each month, the fixed-price total invoice value shall be adjusted based on a credit for non-replaced absenteeism and vacancies (number of monthly hours of non-replaced employee absenteeism and vacancies multiplied by the hourly discount rate for non-replaced absenteeism and vacancies). In the space provided, please propose your credit rate per hour for non-replaced absenteeism:	\$ 13.00	\$ 13.50	\$ 14.00	\$ 14.50	\$ 15.00	\$ 15.50

**Hamilton County Schools - Custodial Pricing Assumptions**  
**ABM Pricing Assumptions**

**Pricing Assumptions**

#1	Living Wage increase estimated percentages (under Misc. Pricing) are based on ABM providing \$0.50/hour wage increase each year to our current average wage
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**Hamilton County Schools - ANNUAL Custodial Base Pricing Rollup**  
**ABM Pricing Workbook**

<b>Custodial Rollup</b>		<b>Total Pricing</b>
<b>Cleanable Square Footage at Full Occupancy:</b>		8,035,239
<b>A. Labor and Labor-Related Costs</b>		
<u>Full-Time Employee Staffing Plan (FTEs):</u>		
Day-time Custodians		95
Mid Day-time Custodians		0
Night-time Custodians		164
Head Night-time Custodians		46
Utility / Other		6
<u>Part-Time Employee Staffing Plan (FTEs):</u>		
Day-time Custodians		0
Mid Day-time Custodians		0
Night-time Custodians		0
Head Night-time Custodians		0
Utility / Other		0
<b>Annual Labor Hours:</b>		570,880
<b>Average Hourly Rate (Blended):</b>		\$ 13.59
<b>Total Direct Labor</b>		\$ 7,759,168
<u>Labor-Related Costs:</u>		
Payroll Taxes & Insurance Costs	\$	910,820
Health and Welfare	\$	157,091
Benefits & Other Labor-Related Costs	\$	38,796
<b>Total Labor and Labor-Related Costs</b>	\$	8,865,875
<b>B. Site Management and Supervision Costs</b>		
<u>Management and Supervision Wages:</u>		
Annual Labor Hours:	\$	22,880
<b>Average Hourly Rate (Blended):</b>		\$ 30.81
<b>Total Direct Labor</b>		\$ 705,000
<u>Management and Supervision Wage-Related:</u>		
Payroll Taxes & Insurance Costs	\$	81,429
Health and Welfare	\$	109,050
Benefits & Other Labor-Related Costs	\$	21,150
Account Manager (All-Inclusive cost)	\$	-
<b>Total Management and Supervision Costs</b>	\$	916,629
<b>C. Supplies, Equipment and Other Costs</b>		
Annual Cleaning Supplies Costs	\$	518,117
Annual Equipment Costs	\$	430,872
Consumables	\$	693,312
Uniforms, Background Checks, Other Employee-Related	\$	82,352
Management Systems, Tech, and Communications	\$	85,816
Gymnasium Allowance	\$	120,000
Vehicle Expense	\$	178,140
1) Other Costs	\$	55,000
2) Other Costs	\$	155,313
3) Other Costs	\$	105,172
<b>Total Supplies, Equipment and Other Costs</b>	\$	2,424,095
(Sum of A, B and C Above)	\$	12,206,598
Profit and Overhead %		6.86%
<b>YEAR 1</b>	\$	13,044,388
Standard Cleaning Annual Price per SF	\$	1.623
<b>YEAR 2</b>	\$	13,302,876
Standard Cleaning Annual Price per SF	\$	1.656
% Escalation		1.98%
<b>YEAR 3</b>	\$	13,566,534
Standard Cleaning Annual Price per SF	\$	1.688
% Escalation		1.98%
<b>YEAR 4</b>	\$	13,835,464
Standard Cleaning Annual Price per SF	\$	1.688
% Escalation		1.98%
<b>4-Year Base Contract Total</b>	\$	53,749,262
<b>Optional YEAR 5</b>	\$	14,109,774
Standard Cleaning Annual Price per SF	\$	1.756
% Escalation		1.98%
<b>Optional YEAR 6</b>	\$	14,389,569
Standard Cleaning Annual Price per SF	\$	1.791
% Escalation		1.98%
<b>6-Year Contract Total, Including 2 Optional Years</b>	\$	82,248,605