

**NOTICE OF PUBLIC MEETING**  
of the  
**Board of Directors of**  
**SOMERSET ACADEMY OF LAS VEGAS**

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Notice is hereby given that the Board of Directors of Somerset Academy of Las Vegas, a public charter school, will conduct a public telephonic meeting on April 25, 2017, beginning at 4:00 p.m. The call-in information is as follows:

**Call-in Number: 1-866-244-8528**

**Access Code: 251188#**

Anyone who wishes to make public comment is welcome to attend the meeting at 6630 Surrey St., Las Vegas, NV 89119. The public is invited to attend.

Attached hereto is an agenda of all items scheduled to be considered. Unless otherwise stated, the Board Chairperson may 1) take agenda items out of order; 2) combine two or more items for consideration; or 3) remove an item from the agenda or delay discussion related to an item.

Reasonable efforts will be made to assist and accommodate physically handicapped persons desiring to attend or participate at the meeting. Any persons requiring assistance may contact Jennifer Elison at (702) 431-6260 or [jennifer.elison@academicnv.com](mailto:jennifer.elison@academicnv.com) two business days in advance so that arrangements may be conveniently made.

Public comment may be limited to three minutes per person at the discretion of the Chairperson.

# AGENDA

## April 25, 2017 Telephonic Meeting of the Board of Directors of Somerset Academy of Las Vegas

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(Action may be taken on those items denoted “For Possible Action”)

1. Call to order and roll call (For Possible Action)
2. Public Comment and Discussion (No action may be taken on a matter raised under this item of the agenda until the matter itself has been specifically included on an agenda as an item upon which action will be taken.)
3. Consent Agenda (For Possible Action)
  - a. Possible Action Giving Somerset Academy of Las Vegas’s Executive Director Approval to Apply for Grants Deemed Necessary, While Still Needing to Seek Board Approval for the Acceptance of the Funds Awarded from Any Particular Grant (For Possible Action)
  - b. Approval of Funds Needed to Purchase Kitchen Equipment for Somerset Stephanie in Order to Participate in the National School Lunch Program (NSLP)
4. Discussion and Possible Action Regarding Proposed K-8 Site at Valley/Turkey (For Possible Action)
5. Discussion and Possible Approval of Janitorial Services for the Somerset System Based on the Following Bids:
  - a. ABM
  - b. Accurate
  - c. Brilliant
  - d. Jan Pro
  - e. Merchants
  - f. One Heart
6. Member Comment (Information/Discussion)
7. Public Comments and Discussion (Discussion)
8. Adjournment (For Possible Action)

This notice and agenda has been posted on or before 9 a.m. on the third working day before the meeting at the following locations:

- (1) 385 W. Centennial Parkway, North Las Vegas, Nevada 89084
- (2) 7038 Sky Pointe Drive, Las Vegas, Nevada 89131
- (3) 50 N. Stephanie St., Henderson, Nevada 89074
- (4) 4650 Losee Road, North Las Vegas, Nevada 89081
- (5) North Las Vegas City Hall, 2250 Las Vegas Blvd. North, North Las Vegas, Nevada.
- (6) Henderson City Hall, 240 South Water Street, Henderson, Nevada.
- (7) Las Vegas City Hall, 495 S. Main St., Las Vegas, Nevada.
- (8) Academica Nevada, 6630 Surrey Street Las Vegas, Nevada 89119

# SOMERSET ACADEMY OF LAS VEGAS

## Supporting Document

Meeting Date: April 25, 2017  
Agenda Item: 3 – Consent Agenda  
Enclosures:

### **SUBJECT: Consent Agenda**

Action  
 Appointments  
 Approval  
 Consent Agenda  
 Information  
 Public Hearing  
 Regular Adoption

Presenter (s): Board

Recommendation:

Proposed wording for motion/action:

Move to approve the items for action on the consent agenda.

Fiscal Impact: N/A

Estimated Length of time for consideration (in minutes): 2-5 Minutes

Background: Support materials and/or background has been provided to the Board. All items on the Consent Agenda which are for action can be approved in one motion; however, individual items may be taken off the Consent Agenda if the Board deems that discussion is necessary.

Submitted By: Staff



# SOMERSET ACADEMY OF LAS VEGAS

## Supporting Document

Meeting Date: April 25, 2017

Agenda Item: 3a – Possible Action Giving Somerset Academy of Las Vegas’s Executive Director Approval to Apply for Grant Deemed Necessary, While Still Needing to Seek Board Approval for the Acceptance of the Funds Awarded from Any Particular Grant

Enclosures: 0

### **SUBJECT: Approval to Executive Director to Apply for Grants**

Action

Appointments

Approval

Consent Agenda

Information

Public Hearing

Regular Adoption

Presenter (s): Board

Recommendation:

Proposed wording for motion/action:

Consent

Fiscal Impact: N/A

Estimated Length of time for consideration (in minutes): 0 Minutes

Background: Approval by the Board of Directors will allow Somerset Academy of Las Vegas’s Executive Director to apply for grants as deemed necessary for the school. Once grants are awarded, they will be brought before the Board to grant approval for the acceptance of funds.

Submitted By: Staff

# SOMERSET ACADEMY OF LAS VEGAS

## Supporting Document

Meeting Date: April 25, 2017

Agenda Item: 3b – Approval of Funds Needed to Purchase Kitchen Equipment for Somerset Stephanie in Order to Participate in the National School Lunch Program (NSLP)

Enclosures: 1

### **SUBJECT: NSLP Kitchen Equipment for Stephanie Campus**

Action

Appointments

Approval

Consent Agenda

Information

Public Hearing

Regular Adoption

Presenter (s): Board

Recommendation:

Proposed wording for motion/action:

Consent

Fiscal Impact: N/A

Estimated Length of time for consideration (in minutes): 0 Minutes

Background: With the Stephanie campus' participation in the National School Lunch Program, kitchen equipment will need to be purchased to comply with NSLP regulations.

Submitted By: Staff

# SOMERSET ACADEMY OF LAS VEGAS

## Supporting Document

Meeting Date: April 25, 2017  
Agenda Item: 3b – Approval of Funds Needed to Purchase Kitchen Equipment for Somerset Stephanie in Order to Participate in the National School Lunch Program (NSLP)  
Enclosures: 1

### **SUBJECT: NSLP Kitchen Equipment for Stephanie Campus**

Action  
 Appointments  
 Approval  
 Consent Agenda  
 Information  
 Public Hearing  
 Regular Adoption

Presenter (s): Board

Recommendation:

Proposed wording for motion/action:

Consent

Fiscal Impact: N/A

Estimated Length of time for consideration (in minutes): 0 Minutes

Background: With the Stephanie campus' participation in the National School Lunch Program, kitchen equipment will need to be purchased to comply with NSLP regulations.

Submitted By: Staff

# STANDARD *Restaurant Supply* Quote

09/14/2016



**Project:**

Academica Nevada - Salad Bars & Food Warmer

**From:**

Standard Restaurant Supply  
Donna Brown  
5675 S Valley View  
Las Vegas, NV 89118-2411

(702)798-3998 213 (Contact)  
(702)275-0979 (Cell)  
(702)798-4481 (Fax)  
donnamb@esreco.net

Job Reference Number: DMB166

Item	Qty	Description	Sell	Sell Total
2	1 ea	<b>COLD FOOD BUFFET, TABLETOP</b> Carlisle Model No. 660003 SixStar™ Table Top Food Bar, 45-1/4"L x 23-11/16"W x 25-1/4"H, holds (3) full size food pans, double-sided acrylic sneeze guard, scratch resistant, insulated, faucet-type drain plug, polyethylene, black, NSF	\$634.26	\$634.26
			<b>ITEM TOTAL:</b>	<b>\$634.26</b>
4	1 ea	<b>MOBILE HEATED CABINET</b> FWE / Food Warming Equipment Co., Inc. Model No. UHST-13 Heated Cabinet, mobile, slim-line, (13) pair universal tray slides, (13) 18" x 26" or (26) 12" x 20" pan capacity, 4-1/2" OC, adjustable to 1-1/2" increments, top mounted forced air heating system, adjustable thermostat, 90°F to 190°F temperature range, insulated, (1) flush mounted door, push bars, wraparound bumper, stainless steel construction, 5" casters (2) rigid & (2) swivel with brakes, UL, cUL, UL EPH Sanitation, CE, ENERGY STAR® 1 ea Two year limited parts & one year labor warranty, standard 1 ea 120v/60/1-ph, 14.1 amps, 1692 watts, NEMA 5-15P, standard (US)	\$4,450.97	\$4,450.97
			<b>ITEM TOTAL:</b>	<b>\$4,450.97</b>
5	1 ea	<b>MILK COOLER</b> Beverage Air Model No. SM58N-W School Milk Cooler, normal temperature, 58-1/2" W, 31" D, 24.0 cu. ft., single access, flat top carton capacities, (16) 13" x 13" x 11" or (10) 19" x 13" x 11" case capacity, with stainless steel door, white exterior, galvanized interior, (2) with brakes, 1/3 hp, UL, cUL, UL EPH, NSF, MADE IN USA, ENERGY STAR® 1 ea 3 years parts & labor warranty (excludes maintenance items) 1 ea Additional 2 yr compressor warranty, standard 1 ea 115v/60/1-ph, 7.5 amps, standard 1 ea 4" Heavy duty casters, (2) with brakes, standard	\$2,172.74	\$2,172.74

Item	Qty	Description	Sell	Sell Total
			<b>ITEM TOTAL:</b>	<b>\$2,172.74</b>
6	1 ea	<b>FOOD PAN WARMER, COUNTERTOP</b> Admiral Craft Model No. (FW-1200W) Food Warmer, 12" x 20" opening, electric, countertop, base only, 6-1/2" deep well, accommodates pans up to 4" deep, 20 gauge 18/8 stainless steel interior well, stainless steel construction, 120v/60/1-ph, 10 amps, 1200 watts, NEMA 5-15P, NSF, UL, CE	\$89.95	\$89.95
			<b>ITEM TOTAL:</b>	<b>\$89.95</b>
			Total	\$7,347.92





**TERMS AND CONDITIONS OF SALES****1. GENERAL**

The Following terms and conditions of sales shall apply to any sales of goods and services by Standard Restaurant Equipment Company. The prices and terms on this quotation are not subject to verbal changes or other agreements unless approved in writing by the Home Office of the Seller. All quotations and agreements are the contingent upon strikes, accidents, fire, availability of materials, and all other causes beyond our control. Prices are based on costs and conditions existing on date of quotation and are subject to established trade customs. Terms inconsistent with those stated herein which may appear on Purchaser(s) formal order will not be binding on the Seller. Typographical and stenographic errors subject to correction. This quotation may be voided unless accepted within thirty(30) days from the date hereof and in the mean time is subject to change upon notice. It supersedes all previous quotations. Orders are accepted subject to approval by Standard Restaurant Equipment Supply. The prices quoted are subject to adjustment to the seller prices in effect at time of shipment. Notice of any such price changes will be given before shipment. In case suit shall be brought forth, the collection of any monies due or the same has to be collected upon demand of an attorney, buyer agrees to pay reasonable attorney fees for such collection. The Purchaser(s) may not assign his order or any interest therein or any right herein without the written consent of Standard Restaurant Equipment.

**2. TITLE**

Except as other wise agreed to in writing, title to the goods or any part hereof shall pass from Standard Restaurant Equipment to Purchaser (s) as soon as all payments due herein have been fully made in cash. The goods shall be and remain personal or movable property, not withstanding their mode of attachment to realty or other property. If default is made in any of the payments herein, Purchaser(s) agrees that Standard Restaurant Equipment may retain all payment which have been made on account of the purchaser price up to fifty percent (50%) of the purchase, as liquidating claims, and Standard Restaurant Equipment shall be entitled to the immediate possession of the goods and shall be free to enter the premises where the goods may be located and remove such goods as Standard Restaurant Equipment property, without prejudice to Standard Restaurant Equipment's right to any further expenses or damages Standard Restaurant Equipment may suffer by reason of such non-payment.

**3. PRICES**

Purchaser(s) order shall be accepted by Standard Restaurant Equipment subject to final credit approval. All quoted prices are cash prices, delivered to company, stated shipping point and include domestic packaging. If no shipping point is stated, then it shall be deemed to the manufacturer(s) factory location. Transportation shall be by usual means and at the Purchaser(s) expense. Such charges for Transportation shall be in addition to the quoted prices herein and shall be included at the time of invoice. In the event that the delivery date is scheduled or postponed at the request of the Purchaser(s), to be more than six(6) months after the date of Standard Restaurant Equipment acceptance, Standard Restaurant Equipment, as it's option, may adjust the price to that which is in effect at the time of shipment. Notice of such changes in price will be given to Purchaser(s) before shipment. Prices are subject to correction for errors.

**4. TAXES**

The amount of any sales or other taxes not included in this quotation, but applicable to this sale, shall be added to the price quoted herein and shall be paid by the Purchaser(s).

**5. WARRANTIES**

Equipment carries the stated MANUFACTURERS WARRANTIES.

**6. DELIVERY**

Shipping dates are approximate and are based on conditions at the factory at the time of quotation. Standard Restaurant Equipment shall not be liable for loss, damage, detention, or delay resulting from causes beyond it's reasonable control or caused by fire, strike, civil or military authority, insurrection or riot, embargoes, car shortage, wrecks or delays in transportation. Delivery of major components to any point other than installation site, upon instructions from Purchaser(s), shall constitute delivery and any added shipping expense will be the responsibility of the Purchaser(s).

**7. INSTALLATION**

Should installation of this apparatus be delayed for any reason for which Standard Restaurant Equipment is not responsible, then ten(10) days from the date of shipment of the apparatus to the Purchaser(s) shall be considered as date of completion of installation and terms of payment shall apply as of that date. The installation shall also be considered complete when the equipment is put to use for the purpose intended. Installation, meaning the assembly, mounting, interconnection and calibration of components listed on this quotation. Unit will be demonstrated to authorized personnel. All union and non-union work including, but not limited to , electric, carpentry, masonry, plumbing, etc., will be provided by the Purchaser(s) according to specifications provided by Standard Restaurant Equipment , and that all adherence to all applicable building codes had been achieved by the Purchaser(s).

**8. CLAIMS AND RETURNED GOODS**

No goods may be returned to Standard Restaurant Equipment or it's suppliers without written permission. Such returns shall be made, if at all, under the terms and conditions specified in writing by Standard Restaurant Equipment. Claims by the Purchaser(s) shall in no way release him from his obligation to pay amount shown herein. Such claims shall be dealt with as a separate transaction.

**9. LIABILITY**

Standard Restaurant Equipment and/or suppliers shall no be liable for and shall be held harmless by the Purchaser(s) for any damages, consequential, direct, or indirect, coming out of, in connection with, or resulting from the goods, including, but not limited to, the manufacture, repair, handling, installation, possession, use, operation, or dismantling of the goods and any and all claims, actions suites and proceeding which may be instituted in respect to the foregoing.

**10. CHARGES AND CANCELLATIONS**

Orders accepted by Standard Restaurant Equipment are not subject to changes or cancellations by the Purchaser(s) except with the written consent of Standard Restaurant Equipment. Manufacturers have the right to change the construction and/or design of its goods without notice to Purchaser(s) if, in their judgment, such change does not alter the general function of the goods. In such instances, Purchaser(s) shall accept those changes and Standard Restaurant Equipment and/or supplier shall not be liable for them.

**11. PAYMENT TERMS**

Payment of fifty percent(50%) of the purchase price is due as down payment with a signed purchase order, fifty percent(40%) of purchase price is due upon installation delivery of equipment to customer.

Balance of 10% is net 30 from completion of installation. A service charge will be applied to all overdue accounts.

Acceptance: \_\_\_\_\_ Date: \_\_\_\_\_  
Printed Name: \_\_\_\_\_  
Project Grand Total: \$7,347.92





PROJECT:	MODEL:	QUANTITY:	ITEM NO:

# HEATED HOLDING TRANSPORT CABINETS

**Universal - For Various Size Trays, Pans and Gastro-Norm**

## TOP MOUNT "UHST" SERIES

*Built-in Top Mount heat system provides a slim cabinet profile, yet meets demands for high capacity*

- 1 Narrow spaces are no problem with the slim design of the UHST series - these cabinets fit easily into tight spaces without sacrificing needed capacity
- 2 Made for transport applications - FWE cabinets are fully constructed of stainless steel, with a tubular welded base frame, and designed to absorb vibration and shock during transport
- 3 Unique design holds 12" x 20" pans, 18" x 26" sheet trays or GN containers on fully adjustable tray slides. Slides are removable for thorough interior cleaning
- 4 UHST series features FWE's Top Mount heat system, which eliminates hot and cold spots by gently circulating hot air throughout the interior of the cabinet
- 5 Simple to Use Electronic Control, User Friendly, Easy to Read & Easy to Set. Temperature Set Range of 90°F to 190°F (32°C to 88°C). Provided with a Low Temperature Alarm
- 6 Top mount heat system, elements and blower are protected from spillage and leaves the bottom of the cabinet open for easy cleaning reducing maintenance and cleaning costs
- 7 Available for immediate shipment - FWE's popular UHST-13 is available to ship in 48 hours (Quick Ship terms and conditions apply)
- 8 Energy Star Approved - save money and protect the environment with the energy star approved UHST-13

*\*Two year limited warranty*



UHST-13D (Shown with Optional Accessory Dutch Door)



UHST-7



UHST-10



Built For Transport



Adjustable Tray Slides



Control Panel



Open Bottom Base

made to serve you better

ANSI NSF 4 Comm. Cooking Equipment BAAE

CE IP X4

**TOPMOUNT**



PROJECT:

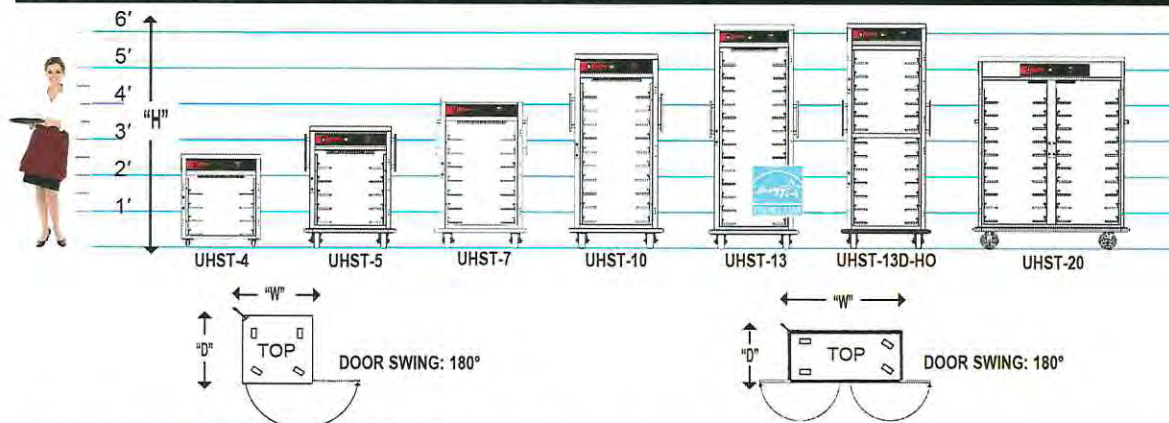
MODEL:

QUANTITY:

ITEM NO:

# SPECIFICATIONS:

# HEATED HOLDING TRANSPORT CABINETS



## ELECTRICAL DATA - SINGLE PHASE

	UHST-4, UHST-5 UHST-7, UHST-10, UHST-13	UHST-20 UHST-13D-HO
VOLTS	120	208 220-240
WATTS	1692	1551 2001
AMPS	14.1	7.5 8.3
HERTZ	60	60 60
PHASE	Single	Single
PLUG USA	5-15P*	6-15P
PLUG CANADA	5-20P	6-15P

## CAPACITIES OF TRAYS / PANS: 4.5" (114 mm) Spacings are Standard [A]

MODEL NUMBER	TRAY/PAN SLIDES PROVIDED	STANDARD CAPACITY: NUMBER OF TRAYS / PANS @ 4.5" Spacings(114 mm)								OPTIONAL CAPACITY: NUMBER OF TRAYS / PANS @ 3" Spacings(76 mm)						OVERALL EXTERIOR DIMENSIONS IN. (mm) (Height includes Casters)			NO. OF DOORS	CASTER SIZE	SHIP WT. LBS. (KG)					
		18 x 26	12 x 20	14 x 18	18 x 13	20 x 22	10 x 20	GN 2/1	GN 1/1	MAXI-PAN	TRAY/PAN SLIDES REQUIRED	18 x 26	12 x 20	14 x 18	18 x 13	20 x 22	10 x 20	GN 2/1				GN 1/1	MAXI-PAN	HIGH "H"	DEEP "D"	WIDE "W"
UHST-4 Under Counter	4 pr	4	8	8	8	4	8	4	8	4	6 pr (2 pr)	6	12	12	12	6	12	6	12	6	32.25" (819)	33.75" (857)	27" (686)	1	2"*	240 (109)
UHST-5	5 pr	5	10	10	10	5	10	5	10	5	7 pr (2 pr)	7	14	14	14	7	14	7	14	7	40.5" (1029)	35.25" (895)	30.75" (781)	1	5"	270 (122)
UHST-7	7 pr	7	14	14	14	7	14	7	14	7	10 pr (3 pr)	10	20	20	20	10	20	10	20	10	49.5" (1257)	35.25" (895)	30.75" (781)	1	5"	305 (138)
UHST-10	10 pr	10	20	20	20	10	20	10	20	10	15 pr (5 pr)	15	30	30	30	15	30	15	30	15	63.25" (1607)	35.25" (895)	30.75" (781)	1	5"	360 (163)
QUICK SHIP ITEM UHST-13	13 pr	13	26	26	26	13	26	13	26	13	19 pr (6 pr)	19	38	38	38	19	38	19	38	19	76.25" (1937)	35.25" (895)	30.75" (781)	1	5"	410 (186)
UHST-13D-HO(B)	13 pr	13	26	26	26	13	26	13	26	13	19 pr (6 pr)	19	38	38	38	19	38	19	38	19	76.25" (1937)	35.25" (895)	30.75" (781)	2	5"	415 (188)
UHST-20	20 pr	20	40	40	40	20	40	20	40	20	30 pr (10 pr)	30	60	60	60	30	60	30	60	30	65.75" (1670)	33.75" (857)	54" (1372)	2	6"	465 (211)

[A] Uprights punched on 1.5" (38mm) centers. Tray slides are adjustable. Number of tray slides are listed above. Standard spacings are 4.5" (114 mm).

[B] UHST-13D-HO is standard with Dutch Doors. High output models [add "HO"] are not available with a full length door. Temperature range of 90 - 240°F UHST models are available with the Pass-thru Door [add "P"], See-thru Lexan Door [add "L"] and Dutch Doors [add "D"] optional accessories.

Note: Dutch Doors are 2 half size doors only available on full-size models. Lexan Door not available on "HO" models

\*UHST-4 is an undercounter model. It is provided without a bumper and is provided with all swivel casters and with form grip flush in wall hand grips recess mounted on each side of the unit. Bumper can be added as an optional accessory.

	UHST-20 UHST-13D-HO
VOLTS	120 208 220-240
WATTS	2192 1996 2596
AMPS	18.3 9.6 10.8
HERTZ	60 60 60
PHASE	Single
PLUG USA	5-20P*
PLUG CANADA	5-30P

\*Dedicated circuit.

**CONSTRUCTION.** Hellarc welded, single unit construction of stainless steel; 20 gauge polished exterior, 22 gauge stainless steel interior with easy-to-clean coved corners. Welded tubular base frame shall be 1" square, heavy gauge stainless steel tubing, with 10 gauge stainless steel reinforcing plates at corners.

**INSULATION.** Insulated throughout; top, back, bottom, sides, doors using high density ceramic and fiberglass insulation.

**HANDLES.** Heavy-duty, solid formed 1" x .375" thick; mounted at each end of unit. Mountings reinforced with stainless steel channel. UHST-4 is standard with form grip flush-in-wall hand grips recess mounted on each side of unit.

**BUMPER.** Solid 1.5" wide continuous wraparound aluminum channel, bolted to frame, with snap-in, non-marking vinyl cushion. Full perimeter bumper extends beyond doors, handles, etc., for added protection. Shall be continuous, with corner cut-outs to facilitate cleaning. UHST-4 is standard without a bumper.

**DOORS AND LATCHES.** Flush mounted and stainless steel insulated door. Single door models are field reversible. High temperature gasket sealed; gasket shall be cabinet mounted. Full-size doors shall have two (2) heavy-duty edgemount die cast hinges. Magnetic door latch shall be edgemounted, full grip, and positive closing. The hinge and latch mountings are reinforced with stainless steel backing plates. UHST-13D-HO is standard with dutch doors. UHST-4 is standard with horizontal magnetic work flow handle.

**CASTERS.** Polyurethane tire casters with Zerk grease (lubrication) fittings in a configuration of two (2) rigid, and two (2) swivel with brake. Casters shall have a reinforced yoke welded to 10 gauge caster mounting plate. The caster mounting plate shall be secured to a 10 gauge stainless steel reinforcing stress plate via welded in place stainless steel studs. The reinforcing stress plates shall be welded to the heavy gauge tubular frame of the unit.

**INSTALLATION.** Unit should not be installed in an area where adverse environmental conditions are present.

**HEATING SYSTEM / CONTROLS.** Top mounted, forced air blower system shall include one (1) Hi-Temp, self-lubricated, impedance protected, fan-cooled blower motor to distribute heat equally throughout cabinet interior. Heating element shall be located in top heat chamber separated from food cabinet. Wall heat distribution tunnels shall be vented for balanced air circulation. Electronic controls shall include an easy to read digital display of cabinet temperature (with recall capacity of temperature set point and actual cabinet temperature), equipped with a programmable low temperature alarm, master ON/OFF switch with power indicator light. Adjustable temperature range from 90°F to 190°F (32°C to 88°C).

**ELECTRICAL CHARACTERISTICS.** 3 wire grounded tri-directional power cord and plug, rear mounted for safety. See electrical data chart above for amperage and receptacle configuration. See electrical chart for models that require a dedicated circuit.

**TRAY SLIDES.** Welded rod-style tray slides are nickel plated for greater durability and sanitation. Fully adjustable / removable and designed to give secure bottom tray support. Removable stainless steel uprights shall be punched on 1-1/2" (38mm) spacing for easy tray/pan adjustment, and shall easily lift off heavy-duty, stainless steel brackets without the use of tools. Each pair of tray slides shall accommodate: (1) 18"x26", (2) 14"x18" trays, (2) 12"x20", (1) GN 2/1, (2) GN 1/1, (1) Maxi-Pan or (1) 20"x22".

FWE products may be covered under one or more of the following U.S. patents: 288,299; 238,300; 3,952,609; 4,192,991. All rights reserved. All specifications subject to change without notice. Errors subject to correction.  
© 17 Food Warming Equipment Company, Inc. R.17.01

## OPTIONAL ACCESSORIES

- ELECTRIC**
- Manual controls
  - High output models available
  - 220 volt, 50/60 Hz, single phase
  - Upgraded element
- DOORS**
- Key locking door latch
  - See-thru Lexan door(not available on HC models)
  - Dutch doors
  - Pass-thru door
  - Paddle latch
  - Padlocking transport latch
  - Left hand door hinging - Single door models
- Glass doors**
- SPACINGS**
- Extra tray slides
  - "Ultra-Universal" transport slides
- Fixed rack**
- CASTERS**
- All swivel or larger casters
  - Floorlock (requires 6" casters)
- EXTRAS**
- Security packages
  - Cord winder bracket
  - X-factor frame
  - Thermal barrier wall for heated/ ambient configurations
  - Passive water pan
  - Tubular s/s handles



FOOD WARMING EQUIPMENT COMPANY, INC.  
5599 HWY. 31 W. Portland, TN 37148  
815.459.7500 | Fax: 815.459.7989 | sales@fwe.com

800-222-4393  
www.FWE.com



COOK | HOLD | TRANSPORT | SERVE | REFRIGERATION | BARS





# BEVERAGE-AIR

3779 Champion Blvd., Winston-Salem, NC 27105  
1-888-845-9800 Fax# 1-336-245-6453  
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**CUSTOMER'S CHOICE FOR A *HOT* KITCHEN**  
**Tested & Certified to Ambient Class of 100°F**

**3 Year Parts/Labor Warranty**  
**Additional 2 Year Compressor Warranty**

### SM SERIES—SINGLE ACCESS, COLD WALL

Single access, cold wall milk coolers are designed to hold milk between 36°F and 38°F until ready to serve. Produced in three sizes to hold 8, 12, and 16 milk cases (13" x 13" x 11") per unit.

### CABINET CONSTRUCTION

Standard SM models include lids, doors, adjustable hinges, and door latches made from stainless steel. Balance of exterior is white finish on steel. One-piece, reinforced stainless steel floor for maximum milk crate support. Balance of interior is galvanized steel. Heavy-duty, epoxy coated steel wire floor racks are provided for added floor protection. Floor drain is centrally located for easy cleaning, connecting to drain hose with hose adapter.

Exterior thermometer, cylinder lock, bottom drain, and 4" swivel casters (2 with locks) are provided as standard.

Foamed-in-place CFC and HCFC-free polyurethane insulation enhances the structural strength of the cabinet and helps increase energy efficiency. This insulation helps to prevent liquid penetration that results in foul odors. Overall depth of 31" allows easy mobility and clear passage through most doorways.

Models are also offered with stainless steel exterior in place of white finish on steel. A stainless steel interior is optionally available. Additional options include wrap around and corner bumpers.

### REFRIGERATION

Refrigeration system uses R404A refrigerant, which is CFC and HCFC-free for compliance with environmental safety concerns.

### ELECTRICAL

Units wired at factory and ready for connection to a 115/60/1 phase, 15 amp dedicated outlet. 8' long cord and plug set included.

### SPECIAL FEATURES

- One-piece, reinforced stainless steel floor for maximum support of milk crates.
- SM models have earned the ENERGY STAR®.
- Stainless options available.

Item No. \_\_\_\_\_  
Quantity \_\_\_\_\_

## SCHOOL MILK COOLERS SM SERIES

**MODELS:**  
**SM34N**  
**SM49N**  
**SM58N**



**SM34N** (white exterior shown)



**SM49N** (white exterior shown)

### ELECTRICAL CONNECTION



115/60/1  
NEMA-5-15P

Units pre-wired at factory and include 8' long cord and plug set.



Available From:

\*Note: Not all markings

may apply to all



Model Specified \_\_\_\_\_

Store# \_\_\_\_\_

Location \_\_\_\_\_

Quantity \_\_\_\_\_



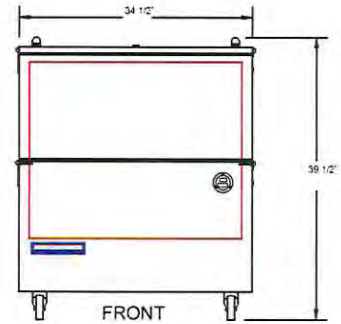
**BEVERAGE-AIR**

**SM SERIES School Milk Coolers**

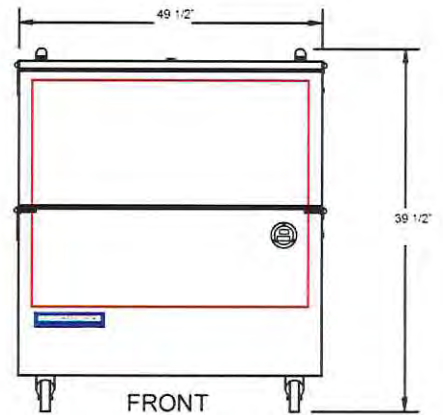
Models: SM34N, SM49N, SM58N

MODEL	SM34N	SM49N	SM58N
<b>EXTERNAL DIMENSIONAL DATA</b>			
Length Overall (inches)	34 1/2"	49 1/2"	58 1/2"
Length Overall (mm)	876	1257	1486
Depth Overall (inches)	31"	31"	31"
Depth Overall (mm)	787	787	787
Height Overall— (inches)	39 1/2"	39 1/2"	39 1/2"
Height Overall—(mm)	1003	1003	1003
Number of doors/lids	Single/Access	Single/Access	Single/Access
<b>INTERNAL DIMENSIONAL DATA</b>			
NET Capacity (cubic ft.)	13.6	20	24
NET Capacity (Liters)	385	566	679
<b>CASE CAPACITIES</b>			
13" x 13" x 11"	8	12	16
19" x 13" x 11"	4	8	10
<b>ELECTRICAL DATA</b>			
Full Load Amperes 115/60/1	4	7.5	7.5
<b>ENERGY CONSUMPTION (KWH)</b>			
	2	1.8	2.25
<b>REFRIGERATION DATA</b>			
Horsepower	1/4	1/4	1/3
<b>WEIGHT DATA</b>			
Gross Weight (Crated lbs)	277	339	376
Gross Weight (Crated kg)	126	154	171

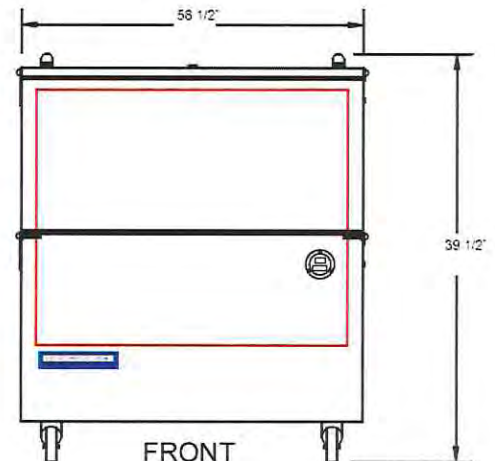
**PLAN VIEWS**



**SM34N**



**SM49N**



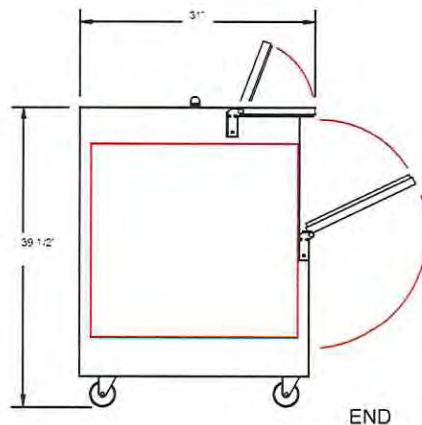
**SM58N**



\*Note: Not all markings may apply to all model variations.

**ELECTRICAL CONNECTION**

Units pre-wired at factory and include 8' long cord and plug set.



END

**BEVERAGE-AIR® CORPORATION**

3779 Champion Blvd. • Winston-Salem, NC 27105 USA • (336) 245-6400 • Fax (336) 245-6453 • (888) 845-9800 • www.beverage-air.com

Specifications are subject to change without prior notice. 08/13



## Specifications

### Description

Adcraft's Countertop Warmers and Cookers are constructed with a heavy duty stainless steel exterior and have a stainless steel interior liner made out of 20 gauge 18/8 stainless steel. Designed with a steel element support that stabilizes the heating elements giving off an even heat distribution with no hot spots. These units maintain food temperatures in excess of 140°F to meet the requirements for food safety. Easy to clean, lightweight and they each come with an adjustable thermostat knob. The FW-1500W/C has a thermostatic range that reaches 212°F making it great for defrosting and slow cooking meats. These units will preheat quickly to 180°F in around 12 minutes. They are 120V and come with a 5' power cord with a NEMA 5-15 plug. These units are UL and NSF approved and are backed by Adcraft's 18 month warranty.

### Construction

- Commercial quality heavy duty stainless steel construction
- Interior well is constructed of heavy duty 20 gauge 18/8 stainless steel
- Steel element support stabilizes heating elements and reflects heat toward food providing even heat distribution
- 6.5" deep well can accommodate food pans up to 4" deep

### Operation

- Adjustable heating control allows for keeping food warm at a desired temperature for an extended period of time
- Maintains food temperature in excess of 140°F
- Adjustable temperature range up to 212°F on the FW-1500W/C model allows to be used as a slow cooker also

### Electrical

- 5' power cord with NEMA 5-15 plug

### Accessories (Sold Separately)

- AB-12 - 12" x 1" Adapter Bar
- AB-20 - 20" x 1" Adapter Bar
- SAP-88 - Adapter Plate - 2 Hole
- SAP-566 - Adapter Plate - 3 Hole

### Certifications/Approvals



## Countertop Warmers and Cookers

### Models:

- FW-1200W - Full Size Warmer
- FW-1500W - 4/3 Size Warmer
- FW-1500W/C - Full Size Cooker/Warmer



FW-1200W



FW-1500W



FW-1500W/C

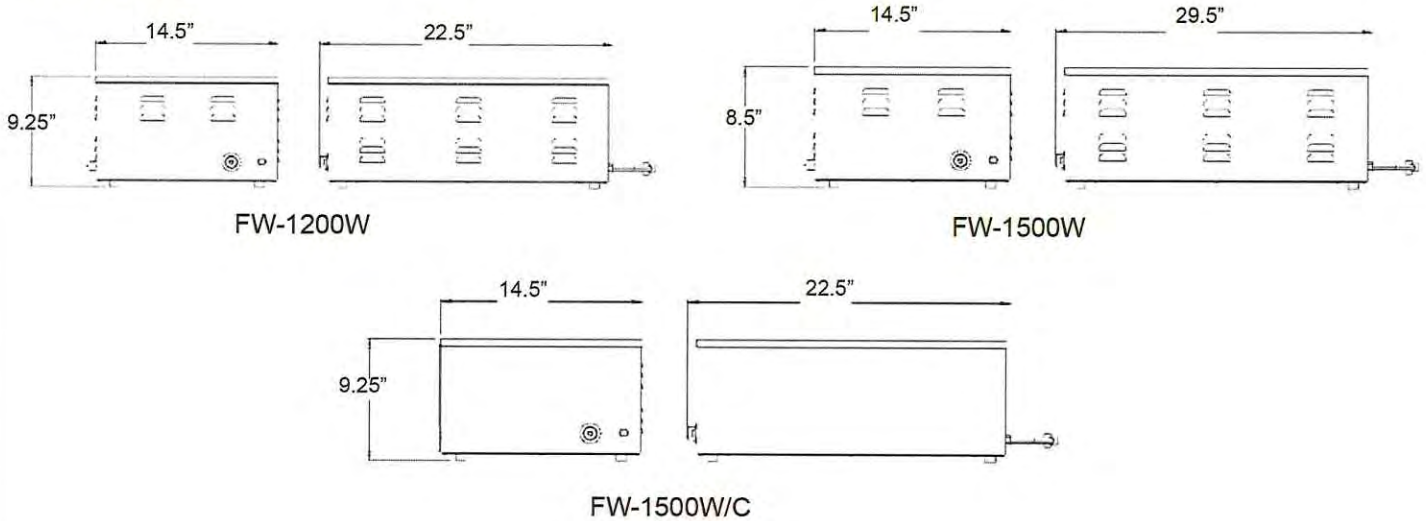
Warranty: This product is protected by Admiral Craft Equipment Corporation's 18 month limited warranty. Should your product fail under normal use it will be repaired or replaced up to 18 months from date of purchase.








## Countertop Warmers and Cookers - FW-1200W, FW-1500W, FW-1500W/C

### Plan View



### Specifications

Item Number	Description	Volts	Wattage	Amps	NEMA Plug
FW-1200W	Full Size Food Warmer	120V	1200W	10	5-15P 
FW-1500W	4/3 Size Food Warmer	120V	1500W	12.5	5-15P 
FW-1500W/C	Full Size Cooker/Warmer	120V	1500W	12.5	5-15P 

Item Number	Item Dimensions	Pan Opening	Temperature Range	Pre-Heat Time to 180 °F
FW-1200W	14.5"W x 22.25"D x 9.25"H	12" x 20"	120° - 190° F	12 minutes
FW-1500W	14.5"W x 29.5"D x 8.5"H	12" x 27"	120° - 190° F	14 minutes
FW-1500W/C	14.5"W x 22.25"D x 9.25"H	12" x 20"	120° - 212° F	10 minutes

### Shipping Info

Item Number	Box Dimensions	Gross Weight	Net Weight
FW-1200W	16"W x 25"D x 10"H	19 lbs	17 lbs
FW-1500W	16"W x 32"D x 10"H	23 lbs	19 lbs
FW-1500W/C	16"W x 25"D x 10"H	19 lbs	17 lbs

For more information about this or any of our other products go to [www.admiralcraft.com](http://www.admiralcraft.com). These items are listed on AutoQuotes. For full explanation of warranty coverage on this product please refer to warranty page located in the owner's manual and warranty section at [www.admiralcraft.com](http://www.admiralcraft.com). Specifications subject to change without notice. Please confirm at time of order.

# SOMERSET ACADEMY OF LAS VEGAS

## Supporting Document

Meeting Date: April 25, 2017  
Agenda Item: 4 – Discussion and Possible Action Regarding Proposed K-8 Site at Valley/Turkey  
Enclosures: 4

### **SUBJECT: Proposed K-8 Site at Valley/Turkey**

Action  
 Appointments  
 Approval  
 Consent Agenda  
 Information  
 Public Hearing  
 Regular Adoption

Presenter (s): Arthur Ziev

Recommendation:

Proposed wording for motion/action:

Fiscal Impact: N/A

Estimated Length of time for consideration (in minutes): 10 Minutes

Background: Support materials consist of a preliminary site plan, a map showing the location of the property relative to other schools and future developments, another map showing the location of the future master planned communities noting that two largest ones will not begin home construction for at least two years, and a listing of properties available in the area.



Submitted By: Staff



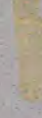


# Alliante

Write a description for your map.

## Legend

-  U.S. Army Recruiting Station
-  United States Postal Service

-  Master Planned Community
-  Nothing Available
-  BLM

Clark County 215

Valley

Centennial

Line & Coleman

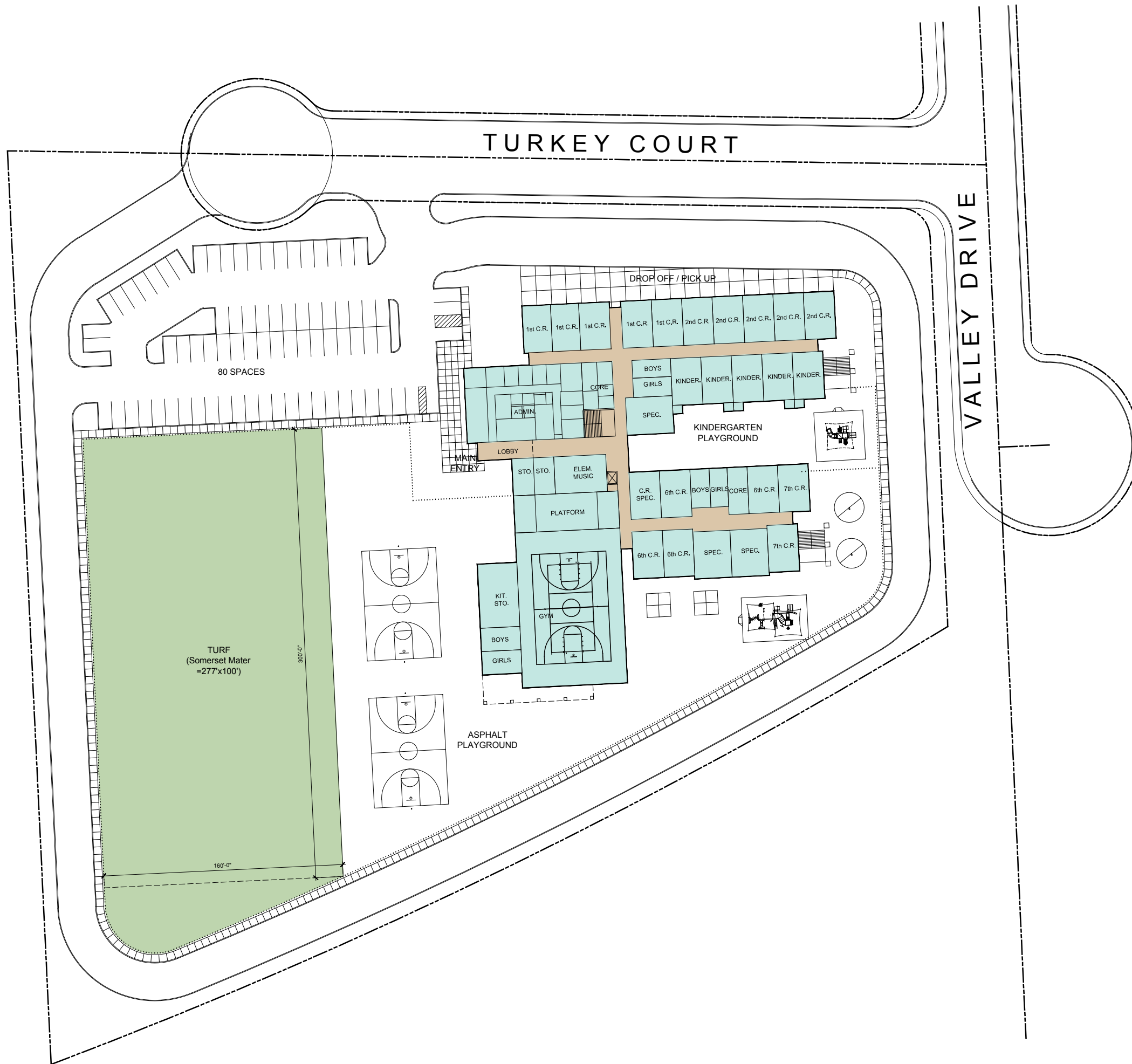
Legacy - Ann

Legacy

Losee

1.2 Mill/acre in 2015



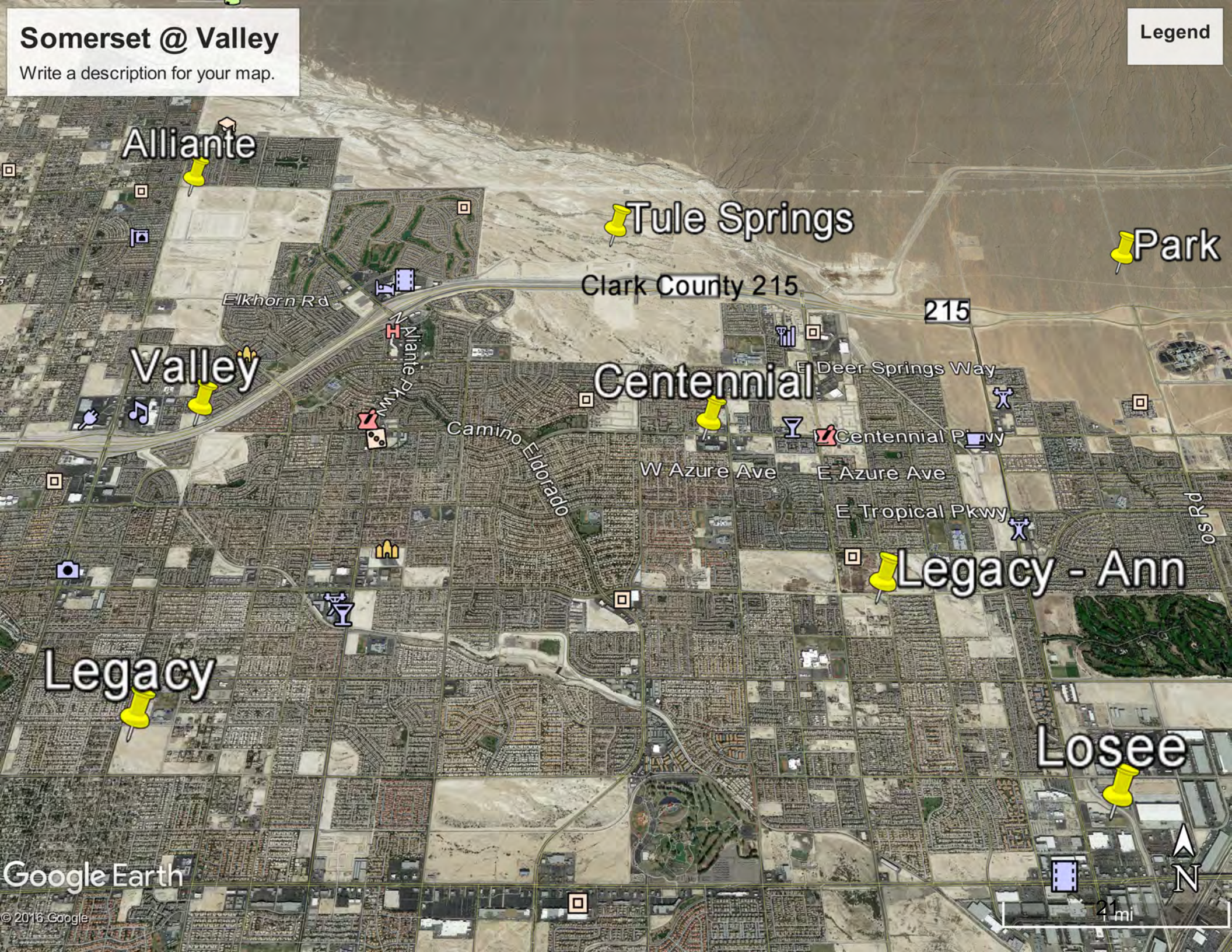




# Somerset @ Valley

Write a description for your map.

Legend





## Properties for Sale

### 1 6900 N Pecos, North Las Vegas, NV 89086



Price	\$2,250,000	Property Notes
Lot Size	5 AC	
Property Sub-type	Commercial/Other (land)	
Broker Information	Ryan McCullough Marcus & Millichap (702) 215-7131	
Status	Active	

#### Lots

#	Price	Size	Price/Size	Description
	\$2,250,000	5 AC	\$450,000 /AC	

#### Property Description

This highly desirable ±5 gross acre parcel is located in North Las Vegas. The subject property is just south of the new VA hospital and Bruce Woodbury Beltway. With the growing population and lack of commercial product, this property lends itself to a developer who is looking to take advantage of the short supply in the area. The nearest pharmacy is over a 1.5 miles to the west and there are no convenience stores to the east, this property allows a developer to tap into an underserved market. The population in the area is projected to grow 22% by 2020.

2 Tropical and Losee, North Las Vegas, NV 89081



Price	\$6,500,000	Property Notes
Lot Size	15.19 AC	
Property Sub-type	Retail (land)	
Broker Information	Dean Jalili Fortis Commercial Advisors (702) 777-0010 Ext: 101	
Status	Active	

**Lots**

#	Price	Size	Price/Size	Description
	\$6,500,000	15.19 AC	\$427,913.11 /AC	Rectangular lot on half section line corner of Tropical Parkway and Losee Road.

**Property Description**

Great signalized corner with +/- 1290 linear feet frontage on Losee Road and +/- 580 linear feet on Tropical Parkway. Ideal retail development site for multiple pads and anchor tenant.

3 6200 Range Road, North Las Vegas, NV 89115



Price	\$4,723,363.42	Property Notes
Lot Size	22.45 AC	
Property Sub-type	Industrial (land)	
Broker Information	Greg Pancirov, SIOR Colliers International (702) 339-3734	
Status	Active	

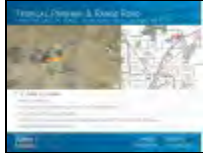
**Lots**

#	Price	Size	Price/Size	Description
22.45 AC	\$4,723,363.42	22.45 AC	\$210,394.80 /AC	This 22.45 Acres is zoned M-2 and located immediately at I-15 & I-215 North with great exposure & access. Water, sewer, electrical, gas, & phone are all located at the site in Range Road. Land is relatively flat and easy to develop.

**Property Description**

This 22.45 Acres is zoned M-2 and located immediately at I-15 & I-215 North with great exposure & access. Water, sewer, electrical, gas, & phone are all located at the site in Range Road. Land is relatively flat and easy to develop. APN: 123-28-101-008; 123-28-201-001; 123-28-201-002; 123-28-201-003; 123-28-201-004; 123-28-201-007; 123-29-601-006; 123-29-601-006; 123-29-601-009; 123-29-601-012; 123-29-601-014 & 123-29-601-019.

4 Tropical Parkway & Range Road, North Las Vegas, NV 89115



Price	\$1,825,000	Property Notes
Lot Size	8.68 AC	
Property Sub-type	Industrial (land)	
Broker Information	Michael DeLew Colliers International (702) 836-3736	
Status	Active	

**Lots**

#	Price	Size	Price/Size	Description
8.68	\$1,825,000	8.68 AC	\$210,253.45 /AC	This parcel is 8.68 net acres (all street dedications are made), utilities are at or near site and M-2 zoning is in place. See attached brochure for more details,

**Property Description**

This parcel is 8.68 net acres (all street dedications are made), utilities are at or near site and M-2 zoning is in place. See attached brochure for more details,

5 Washburn and Pecos, North Las Vegas, NV 89081



Price	\$250,000	Property Notes
Lot Size	2.22 AC	
Property Sub-type	Industrial (land)	
Broker Information	Michael Longi Realty Specialists (702) 221-8020	
Status	Active	

**Lots**

#	Price	Size	Price/Size	Description
	\$250,000	2.22 AC	\$112,612.61 /AC	

**Property Description**

Parcel consists of 2.22 +/- acres. Property is zoned, Industrial (M-2). Expanding residential and industrial properties nearby.



Price	\$5,465,250	Property Notes
Lot Size	10.41 AC	
Property Sub-type	Multifamily (land)	
Broker Information	Michael Longi Realty Specialists (702) 221-8020	
Status	Active	

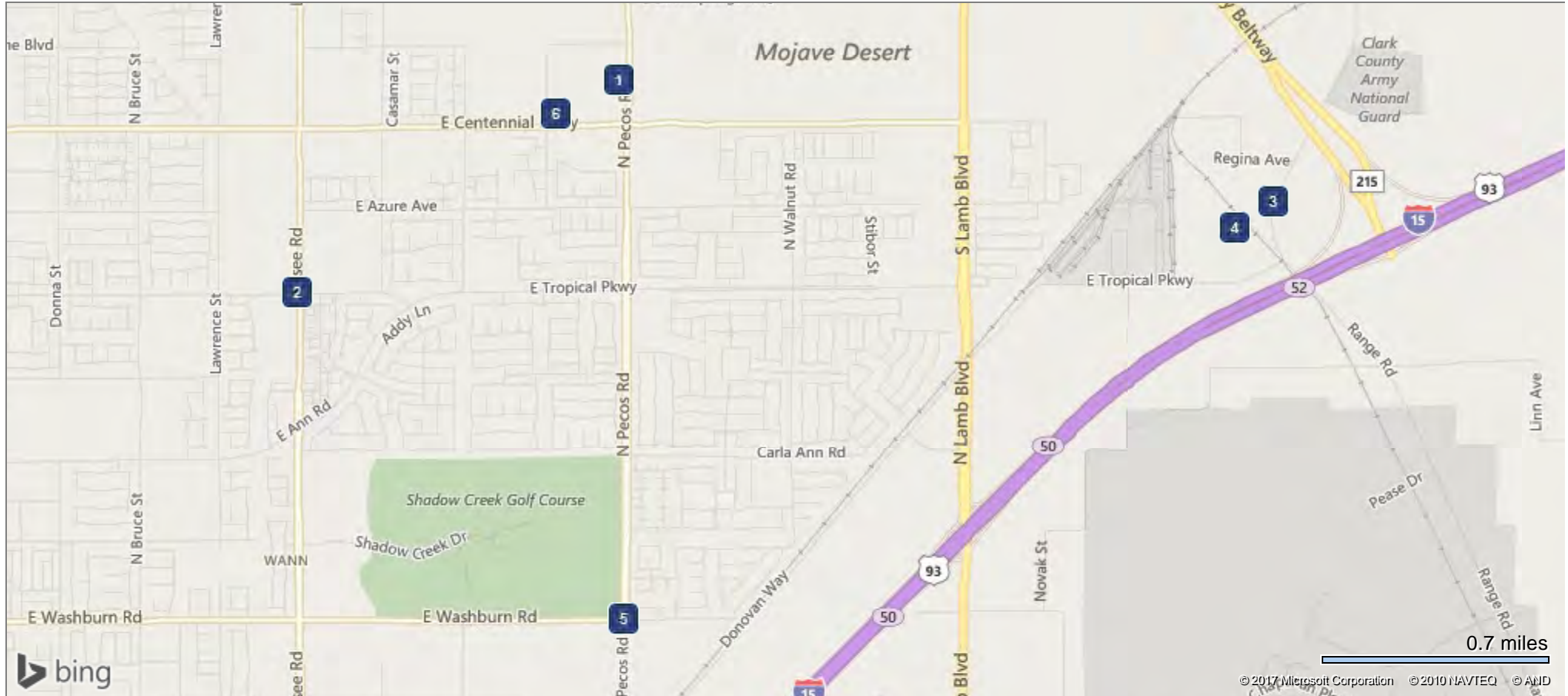
**Lots**

#	Price	Size	Price/Size	Description
	\$5,465,250	10.41 AC	\$525,000.01 /AC	

**Property Description**

Incredible N Las Vegas location. The property is located on the North East corner of E Centennial Pkwy and Palmer. Property is conveniently close to Pecos and 215. Located very close to the VA Hospital. Parcel consist of 10.41 acres. Incredible development potential for retail or multi-family development. Parcel has E Centennial Pkwy frontage. Property has a land use plan of neighborhood commercial.

Map



**1** 6900 N Pecos  
North Las Vegas, NV 89086

**2** Tropical and Losee  
North Las Vegas, NV 89081

**3** 6200 Range Road  
North Las Vegas, NV 89115

**4** Tropical Parkway & Range Road  
North Las Vegas, NV 89115

**5** Washburn and Pecos  
North Las Vegas, NV 89081

**6** E. Centennial Pkwy  
North Las Vegas, NV 89081

# SOMERSET ACADEMY OF LAS VEGAS

## Supporting Document

Meeting Date: April 25, 2017

Agenda Item: 5 – Discussion and Possible Approval of Janitorial Services for the Somerset System Based on the Following Bids: a. ABM; b. Accurate; c: Brilliant; d. Jan Pro; e. Merchants; f. One Heart

Enclosures: 8

### **SUBJECT: Approved Janitorial Services**

- Action
- Appointments
- Approval
- Consent Agenda
- Information
- Public Hearing
- Regular Adoption

Presenter (s): Jacob Smoot

Recommendation:

Proposed wording for motion/action:

Move to approve \_\_\_\_\_ as the janitorial services provider for Somerset Academy.

Fiscal Impact: N/A

Estimated Length of time for consideration (in minutes): 10 Minutes

Background: Somerset's current janitorial vendor has undergone corporate changes which will not allow them to provide services to K-12 schools. Their final day will be April 30<sup>th</sup>. A request for bids was sent out with the understanding that the start date will be May 1<sup>st</sup>. Bids were received from the following vendors: a. ABM; b. Accurate; c: Brilliant; d. Jan Pro; e. Merchants; f. One Heart. A thorough analysis of those bids took place. A weighted grading rubric was used to judge each of the proposals. That rubric comprised of 6 elements listed out in statute. Price held the highest weight with the weighted amount for each element listed above that element. After weighing out all aspects of each company it is recommended that ABM be awarded the contract. Even though they are not the lowest bid, they are the winning company

using the rubric. It should also be noted that pricing provided by ABM will not increase the budget set by Somerset Academy for janitorial services.

Submitted By: Staff



# ABM Response

Somerset Academy Nevada  
Janitorial Services



**Presented to:**

Jacob Smoot  
Facilities Director  
Somerset Academy of Nevada

**Presented by:**

ABM | Business & Industry  
Richard A.C. Peden  
Branch Manager- Southern Nevada  
Richard.Peden@abm.com  
PH: 702-362-1050

April 7, 2017

April 7, 2017

Jacob Smoot  
Somerset Academy  
6630 Surrey Street  
Las Vegas, CA 89119

Dear Jacob,

We appreciate this opportunity to provide Academica Nevada the enclosed janitorial proposal information for your facilities. We understand Academica Nevada needs a quality-oriented, service driven program that will meet your needs and properly maintain your sites for Somerset Academy.

ABM will meet your expectations with our dedicated personnel, innovative processes and technology, and commitment to client satisfaction. We employ 525 individuals in our Las Vegas office. Our entire organization stands behind this proposal and all of the commitments made to Academica Nevada.

It is our understanding that your key objectives include:

- Maintain Somerset Academy sites at a high visible standard all times
- Provide a pristine condition of classrooms, restrooms and traffic areas at all times
- Professional follow up and follow through

In order to accomplish these objectives and deliver consistent results, ABM proposes to

- Provide best practices in professional management, training and motivation of crew
- Implement the latest equipment and chemical selection to keep the property in a pristine condition
- Utilize the Las Vegas Branch Manager and Operations Manager's 46 years combined building maintenance experience to ascertain needs and deliver results

Our team is proud to present this proposal and we hope to develop a long-term partnership with Somerset Academy. We look forward to meeting with you to discuss our program in detail.

Sincerely,

*Richard Peden*

Richard A.C. Peden  
Branch Manager- Southern Nevada

**Table of Contents**

Executive Overview.....4

ABM At A Glance .....5

Experience in Education K-12.....6

Your Service Quote.....8

Organized to Respond to Your Needs .....9

Service Delivery for Your District ..... 12

Planning for a Seamless Transition ..... 15

Our People ..... 17

Employee Training and Development..... 19

Managing Risk through Safety Programs ..... 24

Billing Flexibility and Custom Reports..... 27

Ensuring Quality in Your District ..... 28

Equipment, Supplies and Chemicals ..... 31

Uniforms — Yours or Ours..... 35

Services through ABM ..... 36

What to Expect From ABM..... 37

**Service Specifications**

**Contract**



# Executive Overview

## Building Value for Your Schools

To provide an enriching, safe and healthy environment for your students and staff, Somerset Academy needs a customized custodial program delivered by an experienced, flexible partner that will listen and respond to your needs while keeping costs low, managing labor effectively and integrating into your district's family. To meet your district's needs, we'll apply our industry expertise backed by 40 years' of experience serving school districts.

### **Keeping costs down**

We'll keep your costs low with our controlled labor solutions and efficient processes. As your budget changes year-to-year, we'll work with you to adjust contract levels to meet your changing needs. In our experience, we've been able to adjust contract level without sacrificing quality or compromising the learning environment.

### **Ensuring security and reducing turnover**

Your district will be staffed by employees who are not only qualified to service school environments, but also safe for you and your students. Our screening tools will ensure that Somerset Academy's service workers pass stringent background checks. Additionally, we'll provide the training and incentives necessary to improve employee production and reduce turnover.

### **Quality service**

Your comprehensive custodial program will cover common areas, such as restrooms, grounds maintenance, floor and carpet care, cafeterias and gymnasiums. To promote a healthy learning environment, we'll make sure that door handles and other touch points are thoroughly sanitized on a regular basis. For your everyday maintenance needs, we'll provide reliable and proficient handymen. We'll also apply our strict standards to equipment selection and use, employee training, safety, security and quality control.

### **Local experts in your community**

ABM's local branch office in Las Vegas, NV is staffed with a team of experts who understand your locale and are committed to becoming a part your district's community. This local team will provide personalized support and be fully accountable to you for the quality of our service. We'll understand the specific needs of each of your schools and continually tailor solutions to your needs as they evolve.

We encourage you to call our references listed in this proposal — a sample of the more than 100 school districts that are currently benefitting from our solutions.



## ABM At A Glance

We provide commercial cleaning and maintenance, facility engineering, energy efficiency, and parking for sites of all sizes in the United States and abroad. With fiscal 2015 revenues of \$5 billion, nearly 118,000 employees and 300+ office locations, we build value for our clients with our stand-alone and integrated service solutions.

### Highlights

\$4.9 billion in annual sales  
300+ branch offices in the United States, Puerto Rico and British Columbia, Canada  
Nearly 100,000 service employees  
ABM GreenCare<sup>®</sup> Program  
D&B rating of 5A2

Expansive technology platform  
Founded in 1909  
ISO 9000 compliant for quality and reliability\*  
Over 20,000 clients  
Public Corporation (NYSE: ABM)  
Sarbanes Oxley Compliant (SOX)

### Solutions

Electrical  
Energy  
HVAC and Mechanical  
Janitorial  
Landscape and Grounds  
Maintenance and Repair  
Parking and Transportation

### Industries We Serve

Aviation and Transportation  
Banking and Financial Services  
BioPharma  
Commercial Buildings  
Education  
Golf Courses  
Government  
Healthcare  
High-Tech  
Hospitality  
Improvement Districts  
Industrial and Manufacturing  
Residential  
Retail  
Sports and Entertainment

# Experience in Education K-12

## Similar Clients

ABM provides facility services to hundreds of schools across the country. Below is a sampling of ABM's K-12 clients:

- Baltimore City Public Schools – Baltimore, MD
- Cherry Creek School District – Englewood, CO
- Dalton School – New York, NY
- Douglas County Schools – Castle Rock, CO
- Tolleson Elementary School District – Tolleson, AZ
- Evergreen Public Schools – Vancouver, WA
- Hamilton County Department of Education – Chattanooga, TN
- Harris County School District – Hamilton, GA
- Milwaukee Public Schools – Milwaukee, WI
- Nebraska City Public Schools – Nebraska City, NE
- New York City Department of Education – New York, NY
- School District of Beloit – Beloit, WI
- Scottsdale Unified School District – Scottsdale, AZ
- Stratford Public School – Stratford, CT
- Turner County Schools – Ashburn, GA
- Whitfield County Schools – Dalton, GA

## Associations

ABM is an active member and participant in the following educational industry professional and trade organizations:

- Association of School Administrators (ASA)
- Association of School Business Officials (ASBO)

### DID YOU KNOW?

- ABM cleans over **95 million square feet** of K-12 space each year.
- *“Customer service has been excellent. The Board of Education is pleased. The schools are cleaner, and staffing levels and employee productivity are higher than we experienced with in-house service.”*

- Gary Waters, Assistant Superintendent Auxiliary Services, Hamilton County Board of Education

## Proven Partnerships

### Evergreen Public Schools

- ABM has been servicing EPS for over 30 years
- 3.2 million square feet serviced
- Organic waste program/ food composting
- \$3,800 a month in savings due to change in carpet cleaning
- District saved on labor costs due to staffing adjustments



### Hamilton County School District

- ABM services all 80 schools, 7.6 million square feet
- Savings as a result of outsourcing
- Cleaner schools, higher staffing levels and employee productivity vs. in-house service
- Services including custodial and grounds maintenance



### New York City DOE

- Services since 2012
- Servicing 25 schools city wide
- 2.4 million square feet serviced daily
- Providing full facility management including custodial, maintenance and contract management



### Carroll County School System

- Services since 2013
- Servicing 26 campuses county wide
- Providing custodial services to approximately 2.3 million square feet daily
- Savings exceeding \$1.8 million through outsourcing
- Consistently high inspection ratings



# Your Service Quote

## We'll help you create new efficiencies to improve your bottom line

To reduce your costs and build value for your facilities, we focus on new, efficient methods and management of labor and technology to eliminate unnecessary costs and maintain quality. Based on Somerset Academy's walk-throughs and specifications, discussions with you, and our Education, K-12 expertise, we determined the best practices for you and infused them into a program designed to meet your service needs.

Prepared for:	Somerset Academy
CAMPUS:	ADDRESS:
Lone Mtn.	4491 N Rainbow Blvd. Las Vegas, NV 89108
Losee	4650 Losee Rd. Las Vegas, NV 89080
North Las Vegas	385 W Centennial Pkwy Las Vegas, NV 89804
Sky Pointe	7038 Sky Pointe Dr. Las Vegas, NV 89131
Stephanie	50 North Stephanie St. Henderson, NV 89074

Academica Site	Square Footage	Monthly Janitorial Services Price	Monthly Floor Care Pricing Floors/Carpets 2x Year / Common Area Floors 1x Year	**Gym Floor Sealant / 1x Year (Billed Separate from the monthly)	GRAND TOTAL MONTHLY Janitorial/Floors/Carpets
Lone Mtn.	54,637'	\$4,985.00	\$570.00	\$960.00	\$5,555.00/month
Losee	101,917'	\$8,995.00	\$1,109.00	\$960.00	\$10,104.00/month
NLV	62,540'	\$5,889.00	\$595.00	\$960.00	\$6,484.00/month
Sky Pointe	139,000'	\$14,109.00	\$1,690.00	\$960.00	\$15,799.00/month
Stephanie	55,000'	\$4,985.00	570.00	\$960.00	\$5,555.00/month

\*\*Additional new footage – approximately \$.10 cents a foot

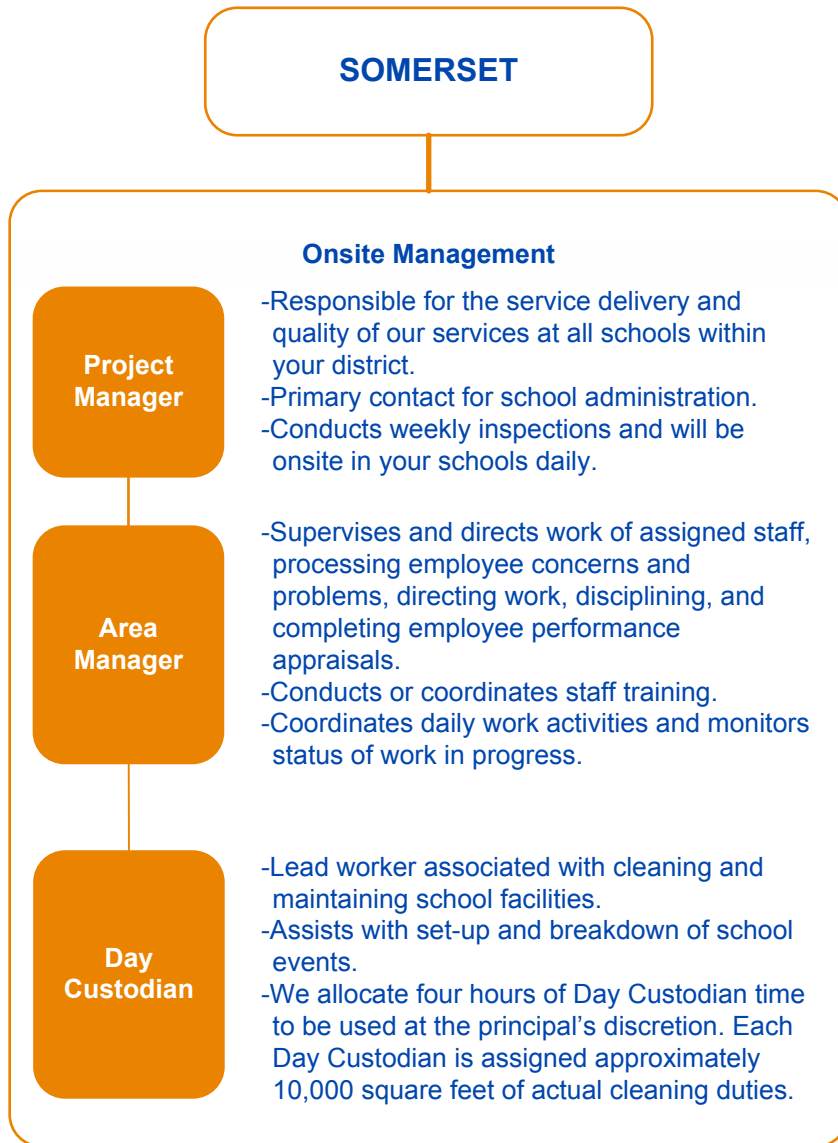




# Organized to Respond to Your Needs

## Onsite Management

Your schools will be staffed with a management and supervisory team that understands the unique needs of each school and implements best practices across the district.



## Offsite Management

Our onsite management team will be supported by an offsite team that provides resources and support to ensure that our service exceeds your expectations.



## Conveniently Located to Serve You

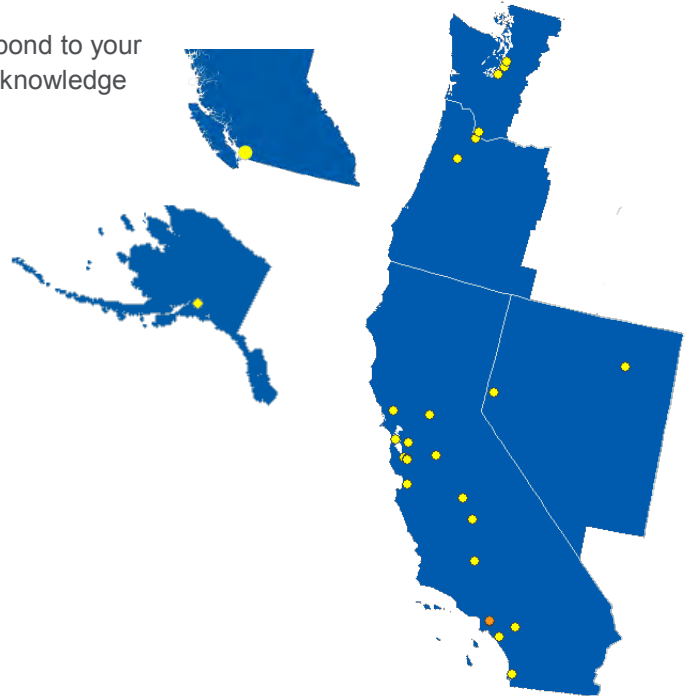
### West Region Profile

We have local resources to serve you, and to respond to your on-demand needs. ABM will provide you with the knowledge and manpower when, and where you need it.

### Regional Office Information:

600 Harrison St. Suite 600  
 San Francisco, CA  
 Telephone: 415.351.4428  
 Fax: 415.351.4445

**Square Footage Cleaned:** 471 million sf  
**Number of Employees:** 12,042  
**Number of Customers:** 3,852  
**Annual Sales:** \$471.1 million



### Branch Offices (City/State)

Anchorage, AK	Vancouver, B.C.	Bakersfield, CA
Los Angeles, CA	Fresno, CA	Irvine, CA
Modesto, CA	San Diego, CA	San Francisco, CA
San Jose, CA	Riverside, CA	Pleasanton, CA
Santa Rosa, CA	Visalia, CA	West Sacramento, CA
Elko, NV	Sparks, NV	Portland, OR
Salem, OR	Bellevue, WA	Everett, WA
Sea-Tac, WA	Seattle, WA	Tacoma, WA
Vancouver, WA	<b>Las Vegas, NV</b>	

# Service Delivery for Your Facility

## Floor Care

### Hard Surfaces

We approach floor care by balancing aesthetics with concerns for safety. While bright, shiny floors are a sign of a well-maintained building, we understand that, in order to prevent accidents, we have to achieve a high-gloss finish without sacrificing slip coefficient. We develop our floor care services to match your floor types and their usage, which ultimately extends their lifespan.

The key to quality floor service is supervision. ABM's Project Managers and Supervisors are trained to visually inspect all areas before any wax is applied. This procedure prevents wax from being applied to a floor where old wax is still present in the corners and on the edges.



Keeping clean and shiny floors in common areas is a year-around process. It starts with a properly stripped floor, then the correct amount of floor finish will be applied. The floor must be scrubbed and buffed on a regular schedule throughout the year to achieve the proper look. ABM's team is well versed in these procedures and will ensure the correct maintenance is performed.

### Carpet Care

In K-12 environments, proper maintenance of carpeted floors is crucial to improving indoor air quality. We will care for your carpets by taking carpet type, traffic volume, wear patterns and requirements of each school into consideration. With a proper care routine, we can reduce the number of pollutants in the air and ensure your carpets last as long as the manufacturer intended.

## Gym Floors (Optional Program)

Your synthetic gym floors will be maintained daily with proper dust mopping and a soft brush on a scrubber utilizing a neutral detergent for cleaning. Periodic care will be done with a stiffer brush and low speed buffer using a medium level detergent for heavy dirt removal.

Your wood floor gyms will be maintained with proper dust mopping and low moisture flat mopping of the surface. Annually, the wood gym floors generally require a light grit screening followed by proper cleaning and application of solvent-based gym finish.



The more traditional method of wood care calls for our solvent-based high solids gym finish or 40% gym finish. These products incorporate an oil-modified urethane seal and finish that offer excellent durability, gloss, slip and scratch resistance. Each assures the very best leveling and easiest application possible. High solids gym finish or 40% gym finish provide a tough, long-lasting, high gloss film that is easy to maintain and is UL classified as to slip resistance. In addition, high solids gym finish meets or exceeds all federal regulations for volatile organic compound (VOC) content. Both are Maple Flooring Manufacturer's Association approved.

## Green Cleaning

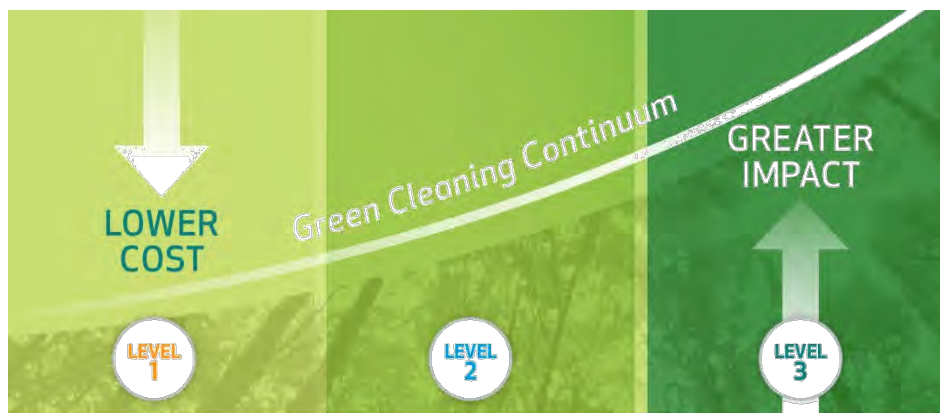
### Creating a Healthy, High-Performance Environment for Your Students

The ABM Green Care™ program focuses on products, tools, equipment, processes and policies. It promotes a healthier environment for your students, faculty and staff while significantly reducing the harm done to the environment. Green cleaning also preserves your capital investments (floors, furniture, etc.) because green products are less harsh than traditional products. We use environmentally preferable products and sustainable procedures following the requirements of the U.S. Green Building Council, Green Seal, Environmental Protection Agency, Environmental Choice, and the Carpet and Rug Institute, who provide nationally recognized standards for green products and procedures. Our program is overseen by Alan France, our dedicated Sustainability Director. He is supported by LEED APs and Green Associates located throughout the country.

Over 361.8 million sf at more than 800 client sites have implemented ABM GreenCare®

### A Flexible Program to Meet Your Sustainability Goals

We've made the program flexible by offering three distinct levels. We'll help you take a more holistic approach to green cleaning, whether it's switching to green cleaning products, implementing sustainable equipment and processes or assisting with LEED certification. Based on your sustainability goals, we are recommending Level 2, but if you would like to select components from different levels to customize your program, we will gladly accommodate your request. We'll use our Assessment and Transition Plan Tool to assess your existing sustainability efforts and develop pricing and a transition plan to implement green cleaning.



- Green Chemicals
- Green Paper Products

- Processes and Prevention
- Microfiber, Entry Way Mats, Early Spill Notification
- Chemical Dilution
- Green Equipment

- LEED Certification Support
- Low Environmental Impact Policies
- Innovative Programs
- Occupant Responsibility and Education
- Measurement & Tracking
- Auditing



# Planning for a Seamless Transition

## It's an easy shift

Your transition process will be painless because we identify your service needs, select the appropriate personnel, create a detailed implementation plan, and communicate it to everyone involved. Our teams will work to create a smooth start-up, free from time-consuming disruptions.

## Estimated Timeframe

Having reviewed your number of locations, breadth of service and requirements, we will transition your account within approximately 30 days. Our service start-up plan customarily takes place during a four- to six-week period and typically starts within thirty days of an award.

## Importance of ongoing communication

In our years of experience, we've learned that the key to a successful transition is clear, ongoing communication of expectations, objectives and outcomes with all parties involved, particularly with management at all levels on both sides.

From the beginning, ABM will hold regular meetings with you to discuss all phases of the transition, identify best practices and implement them, as needed. We will survey everyone on your staff who will be affected by the transition in order to address key concerns.

## Support and coordination

A start-up team will work with Somerset Academy's designated Project Manager to implement the transition plan. The team will remain dedicated until your planned level of service is achieved and your objectives are being met.

The Somerset Academy transition team will consist of the following key staff:

- Richard A.C. Peden - Branch Manager
- Mark Lammers - Operations Manager
- Rosa Mendivil - Night Operations Supervisor



## Start-Up Plan

Below is an example of a start-up plan, showing how ABM becomes an integrated part of your workflow. As we move forward, we will provide a more detailed and customized plan. Once the plan is finalized, we complete your transition timetable, identifying each task, who owns it and its expected completion date.

Task	Week 4	Week 3	Week 2	Week 1	Post Start Up
<b>Initial Activities</b>	[Task bar spanning Week 4]				
<ul style="list-style-type: none"> <li>• Kick-off meeting - transition team</li> <li>• Assign roles &amp; responsibilities</li> <li>• Finalize and review contract and specifications</li> <li>• Review current situation with incumbent</li> <li>• Create stakeholder register</li> </ul>					
<b>Key Start Up Activities &amp; Discussion Topics</b>	[Task bar spanning Week 4]				
<ul style="list-style-type: none"> <li>• Transition plan and timeline</li> <li>• Client involvement in transition process</li> <li>• Reporting requirements</li> <li>• Special facility needs and considerations</li> <li>• Waste management and recycling procedures</li> <li>• Uniform requirements</li> <li>• Develop and document schedules</li> </ul>					
<b>Human Resources Process</b>	[Task bar spanning Week 4]				
<ul style="list-style-type: none"> <li>• Assign management team and review current personnel</li> <li>• Conduct interviews, background checks &amp; drug testing (as applicable)</li> <li>• Setup time recording and payroll procedures</li> <li>• Complete training</li> <li>• Distribute uniforms and badges to employees</li> </ul>					
<b>Site Setup</b>		[Task bar spanning Week 3]			
<ul style="list-style-type: none"> <li>• Site location verification</li> <li>• Identify and document janitor closets</li> <li>• Location access - receipt of keys and/ or alarm codes</li> </ul>					
<b>Equipment and Supplies</b>	[Task bar spanning Week 4]				
<ul style="list-style-type: none"> <li>• Determine equipment/supply needs &amp; procurement process</li> <li>• Order equipment, supplies and communication devices</li> <li>• Set up equipment, supplies, communication devices, and inventory control processes</li> </ul>					
<b>Billing and Accounting</b>	[Task bar spanning Week 4]				
<ul style="list-style-type: none"> <li>• Review billing and accounting requirements &amp; set up procedures</li> <li>• Test procedures</li> </ul>					
<b>Quality Control Program</b>	[Task bar spanning Week 4]				
<ul style="list-style-type: none"> <li>• Communicate customer requirements to Quality Control Implementation team</li> <li>• Problem resolution and escalation procedures</li> <li>• Develop Quality Control program (inspections, surveys &amp; KPIs)</li> <li>• Train field/customer on communication devices, work order system &amp; QMS inspection systems</li> </ul>					
<b>Work Order/Call Center Management Program</b>	[Task bar spanning Week 4]				
<ul style="list-style-type: none"> <li>• Define overall process &amp; call center interaction</li> <li>• Upload periodic task schedule into QMS WO Management System</li> </ul>					
<b>Risk Management</b>		[Task bar spanning Week 3]			
<ul style="list-style-type: none"> <li>• Order and distribute customer &amp; landlord COIs</li> </ul>					
<b>Service Partner Management (if applicable)</b>		[Task bar spanning Week 3]			
<ul style="list-style-type: none"> <li>• Review sites and areas to self perform and where to subcontract</li> <li>• Review selection of subcontractors and hire as necessary</li> </ul>					
<b>Finalize Transition</b>				[Task bar spanning Week 1]	
<ul style="list-style-type: none"> <li>• Identify outstanding tasks &amp; verify completion of all transition tasks</li> </ul>					
<b>Post Start Up</b>					[Task bar spanning Post Start Up]
<ul style="list-style-type: none"> <li>• Confirm start ups and review transition issues &amp; successes</li> </ul>					

## Our People

Our promise to you is fulfilled by our people. Your expectations need to be met by custodians and managers who are willing and able to give their best, every day—which ABM’s employees have demonstrated consistently.

We attract, select and retain employees who will exemplify our core values—respect, integrity, collaboration, innovation and excellence—at every job site. We hire superior employees from diverse backgrounds, give them thorough training, encourage them to be accountable for their work and reward them for exceptional performance.

With well-managed people in the right jobs, Somerset Academy benefits in many ways:

- Higher quality service
- Increased productivity and reliability
- Professional interaction with students, faculty and staff
- Reduced turnover, resulting in more familiar faces and more consistent service
- Lower costs as a result of a safer workplace

### Attract and Recruit

#### Recruiting the best

Your district will be staffed by highly qualified professionals who were attracted to ABM because of our strong reputation for employee development and retention.

Your schools require personnel who are able to adapt to your culture and present themselves in a friendly, professional manner. That is why we make great efforts to recruit employees who don’t just match the job profile, but also will adapt to meet your schools’ needs and ABM’s culture of learning, teamwork and providing high-quality service.

### Screen and Select

#### Careful selection to ensure safety and quality

The safety of your students is paramount. Through professional interviewing and selection processes, we select quality candidates who meet your needs. To that end, we provide a range of employee screening packages. We will conduct tiered screening based on our K-12 best practices and your district’s requirements.



Our screening packages can include any of the following:

- Standard background checks
- Criminal/sex offender background checks (CORI/SORI)
- Credit checks
- Drug screening (upon contract requirement)
- Professional certification checks
- Additional reference checks

## Train and Develop

### **An emphasis on safety and training**

To deliver you the reliable, high-quality service that you expect, we develop training programs and the national and regional level, and emphasize best practices and safety. For more detailed information, see the section titled “Training Program” in this proposal.

## Retain

### **Employee benefits and incentives attract and keep good people**

Maintaining a broad, competitive benefits program enables us to keep well-trained, experienced employees who are committed to your district and ABM. We provide you with the flexibility to personalize a benefit package that meets your cost objectives while still achieving a work/life balance for the employees.

Based on the terms of your contract or collective bargaining agreement requirements, the service workers staffing your facilities will be offered a selection of benefits that can include the following:

- Health and Dental
- Life Insurance
- Accidental Death and Dismemberment
- Paid Vacation
- Paid Holidays
- 401 (k)
- Anniversary Awards
- Workers' Compensation
- Employee Stock Purchase Plan

## Grow

### **Encouraging professional growth**

Another component of our retention program is the support we provide to employees as they grow in their careers. Your district will be serviced by employees who are allowed to grow, which typically results in higher productivity and better service quality. Our culture encourages each employee to openly communicate with his or her manager to develop a career path that builds on individual strengths. The quality of each individual employee's service continually improves because of the ongoing coaching facilitated by regular performance reviews.



# Employee Training and Development

We provide you with employees that have the training they need to successfully perform their duties in your schools, improve efficiency, and develop new skills. After completing training, all ABM employees understand that our services are centered on creating a clean and safe environment for your students. We emphasize a culture of ownership, which leads to higher productivity, quality and retention. Every ABM employee meets the following criteria:

- Technically proficient with chemicals, equipment and methods
- Familiar with the rules and regulations of your schools
- Thoroughly trained in job safety
- Committed to providing outstanding service

## New Hire Orientation and Training

During the start-up phase, our Project Managers and Supervisors conduct employee training sessions at one of your locations in a classroom setting. These sessions include site-specific rules and regulations, ABM policies and procedures and basic job training.

Training for service workers concentrates on specific work tasks. Our Supervisors demonstrate each task step-by-step, detailing the importance of each step along the way, and train them to perform visual inspections before completing work. The Supervisors also provide guidance to the service workers as they work.

Once initial training is complete, Supervisors perform recurring reviews to make sure that they are maintaining Somerset Academy's and our standards. By empowering our employees with comprehensive training, we are able to minimize deficiencies and quickly identify opportunities for improvement.

## Recurrent Training Sessions

Our managers conduct recurrent training sessions for current and replacement employees at your site(s). These sessions are more technical in nature and concentrate on specific job tasks and duties, such as specialized certifications and interdisciplinary training. Employees are trained in groups specific to their function. Compliance is measured and tracked by attendance, job performance, tests, etc. to ensure all employees are receiving the proper level of training.





ABM provides ongoing support to our employees as they grow and develop in their careers. Our culture encourages each employee to openly communicate with his or her manager to develop a career path that builds on individual strengths and talents. Performance reviews further facilitate ongoing coaching and development so that each employee continues to prosper.

## Management Training

Satisfied and highly-trained employees who recognize the potential for career advancement are eager to serve clients with excellence. Training is an investment in our employees' – and company's future. We support our managers' continuing education efforts with training curricula and support related to a myriad of relevant topics, including:

- Business acumen
- Client service
- Communication skills
- Leadership and managerial development
- Employment law and supervisory skills
- Software training
- Professional association memberships
- Safety certification courses
- Conferences or seminars
- Key Control Procedures

Development opportunities such as the ones offered at ABM, help employees hone leadership, management and other skills that can be directly applied on the job. Thus, employees feel encouraged to move forward both personally and professionally. Our commitment to training helps the company retain top talent, which directly impacts ABM's, superior levels of quality, and client service that our clients expect and demand.

## Custodial Training Agenda

- Orientation to ABM and to the school(s)
- Orientation to specific facility rules and regulations
- ABM policies and procedures
- Safety training (policies, emergency procedures, chemical use and handling, personal protective equipment, blood-borne pathogens, hazard recognition, lifting and material handling, etc.)
- Office, restroom and common area cleaning procedures
- Green cleaning processes via ABM Green Care™
- Explanation of individual job duties
- Key control policies and procedures
- Proper use of tools and equipment
- Waste Disposal
- Site security rules and procedures
- Newly branded ABM Uniform distribution
- Recurrent Training Sessions (particularly if service levels change)
- Understanding contracts and agreements for after-hours access
- Observing and reporting student behavior
- Data services/systems that monitor key usage



## QuikSteps Training

The goal of QuikSteps training is to help the employees understand the procedures for basic cleaning and improve their efficiency, productivity and capabilities. During initial training our instructor demonstrates the five basic cleaning skills of vacuuming, dusting, spot cleaning, trash removal and restroom cleaning. Instructional videotapes are sometimes used to supplement the hands-on instruction. All of the following QuikSteps training guides are available to your custodial staff and can be provided by your area or project manager upon request:

- Carpet Care
- Resilient Floor Care
- Matting
- Spotting
- Surface Cleaning
- Dust Mop
- Deep Cleaning Restoration
- Floor Care Maintenance
- Sports Floor Care
- Upright Vacuum Cleaning
- Dusting
- Office Cleaning
- Restroom Cleaning
- Job Skill – Cleaning Procedure Manual

## Chemical Safety & Training

In addition to ensuring that we provide products that are safe to use and are environmentally friendly we also assure the following:

- Proper Product labeling
- All products have easy to read labels that surpass OSHA standards are laminated to ensure durability.
- Products are assigned a numeric and color coded identifier to aid employees in recognizing the product.
- Telephone numbers are provided to allow the employees to call with questions and/or address any emergency question 24 hours a day.
- Chemical Specific Training for All Employees
- Chemical training includes but is not limited to:
- School Maintenance DVD Training Videos
- Accessible Material Safety Data Sheets. MSDS are maintained at each work site in addition to being available at any time by contacting our Supply Division directly.

## Safety Training

ABM Safety Services administers the safety communication program, which includes safety training materials in compliance with government requirements for employee notification. Each month, service workers are trained on a different topic. The training is provided by various departments to ensure that it is comprehensive.

ABM's DVD presentation training has a heavy emphasis on performing work in a safe manner. Topics covered include employee professionalism, PPE utilization, HazComm, MSDS, ABM cleaning products, and corrective action for violating safety policies and rules. This training program is implemented on an on-going basis using hands-on practice; personal, videotape and classroom instruction; seminars and on-site training meetings.

Current topics include:

- Safe Driving
- Blood-borne pathogens
- Electrical safety
- HazComm
- Ergonomics
- Ladder safety
- Fire safety
- Hand and finger safety
- Back injury prevention
- Asbestos awareness
- Accident prevention
- Basic first aid
- Emergency evacuation
- Personal protective equipment
- Lockdown procedures (site specific)



## K-12 Pod Training Program

ABM attributes a large amount of its success in K-12 school systems to our highly trained staff. Our semi-annual specialized “pod” training program is designed specifically for the K-12 environment, and ensures that each employee is given proper training to deliver the standard of service our customers expect.



# Managing Risk through Safety Programs

## Commitment and Belief

To maintain our high levels of productivity and work quality and decrease the chance of incidents, we teach safety awareness to each employee. We take these preventative measures to enhance the safety of your tenants and we ensure that training, inspections and reporting are in compliance with government agencies and company policy—yours and ours.

In the event that an accident happens, we have developed procedures that enable us to report it immediately, file claims documentation properly, and provide employees with the resources to be able to return to work in a reasonable timeframe.

## Safety and Risk Management Programs

The programs we have embedded into the ABM culture provide opportunities to significantly reduce the amount of injuries that occur among our workforce. However, some accidents still occur and the utilization of risk management programs becomes essential to get employees back to good health and back to work as quickly as possible. Our Safety and Risk Management teams have made powerful developments in our company's ability to monitor and administer hazards, claims and other risk-related issues.

### Current Programs

- **ThinkSafe:** A recently rolled out program that is intended to reflect the idea that almost all workplace accidents are preventable if you make safety an integral part of your day. At ABM, we are striving to create a world-class culture in all we do - safety is a large part of that objective.
- **Telematics:** All ABM fleet vehicles are equipped with telematics systems that monitor the employee's driving habits, including speed of travel, seatbelt use, idle time, and location of vehicle at every stop. Data is collected automatically, and audible alerts are sounded whenever a driver exhibits unsafe behavior. Driving habits, patterns, and violations of the policy are reviewed monthly and remain on the driver's record for 12 months.
- **Nurseline:** A "first call" nurse triage program to assess on the job injuries for appropriate treatment.
- **Concentra National Clinic Program:** A specialized national network of clinics focused on the assessment and treatment of work-related injuries (for all areas outside of California).
- **Stay-at-Work Program:** A specific focus on returning injured employees to work once the provider has released the employee with appropriate "light-duty" assignment.
- **Telephonic Nurse Case Management (TCM):** Utilization of qualified nurses to assist with the medical management component of the claim, with the goal of prompt return to work.
- **Prompt Notification of Injury:** The reduction in lag time between the injury and report can minimize exacerbation of injuries; allow additional time to properly and expeditiously investigate the claim and implement proper corrective and preventive actions to avoid recurrence; decrease legal and claim related expenses; and ensure compliance with state and federal laws.

- **Loss Accountability Program (LAP):** An opportunity-based insurance premium collection mechanism designed to measure safety and claim performance. The foundation of the LAP collection system rewards branches and regions that have successfully reduced the frequency and severity of claims year-over-year and, conversely, penalizes those areas that have performed poorly in the safety and claim arena. Data analytics and dashboard reporting will be ABM leadership's primary tools to effectively measure each location's success.

## Resources

As an ABM client you'll have resources to depend on, including specialists in safety, training, prevention, workers' compensation, Sarbanes-Oxley (SOX), liability, claims and insurance management. To manage the safety of your sites and stay ahead of the latest safety procedures, ABM's Safety Committee meets monthly to:

- Report on training, inspections and incidents
- Revisit safety objectives and loss prevention goals
- Provide recommendations for the prevention of future incidents
- Review monthly Branch Safety Reports

Below are a few of the primary tools we use to teach safety awareness and manage performance:

- **ABM Safety and Health Manual:** This manual describes the essential policies related to organizational responsibilities, safety program organization, safe work practices and recordkeeping requirements. It helps us apply procedures consistently at every site.
- **Safety Communications:** ABM supervisors have online access to the ABM library, which includes over 130 training topics. Also available in English and Spanish.
- **OSHA Injury and Illness Recordkeeping:** ABM maintains and monitors the OSHA 300 Log recordkeeping process to comply with Federal requirements, and also to track safety performance at the local level, providing real-time incident rate data.
- **Motor Vehicle Record (MVR) Check and Driver's Alert Programs:** We check employees' personal driving records if they are to drive a company vehicle. Periodic re-checks are made to determine their continued eligibility. In addition, all ABM vehicles have a decal asking the public to report unsafe driving via a toll-free number and are equipped with telematics technology.
- **Loss Control:** ABM monitors our Experience Modification Rates (EMR) to better understand and lower our workers' compensation costs. Since an EMR compares our claims experience to other employers of similar size in our industry, it is a measure of how ABM's loss prevention and control practices stack up to the competition. Our intrastate EMR has been consistently below 1.0, better than the industry average.
- **Medical Coverage:** ABM has partnered with a medical telephonic triage service to give our employees 24/7 access to medical professionals in case of an injury. This program not only advises our employees of the proper care for injuries and when to seek emergency services, but also provides timely reporting of all on-the-job incidents.



### Monthly Safety Training Topics

All ABM employees receive safety orientation upon hire and monthly thereafter. A schedule will be sent out quarterly along with the training material. The material is available in video, CD, on-line and hard copy formats. The attendance roster must be available for inspection at the branch office. A copy of each month's attendance rosters is submitted to the Regional Safety Director by the middle of the following month. Copies must be kept on location as well for the duration of the contract.



# Billing Flexibility and Custom Reports

## Billing

You'll be presented with a variety of flexible billing options. Depending on your needs and contractual requirements, your billing will be administered either out of a local branch or our national office. We have established an internal goal of 100% accuracy the first time, however, if a problem should occur, ABM will resolve all invoice issues as quickly as possible.

Your invoices can be delivered electronically or in hard copy format. Should you desire consolidated billing for all your ABM services, we can easily handle this, giving you:

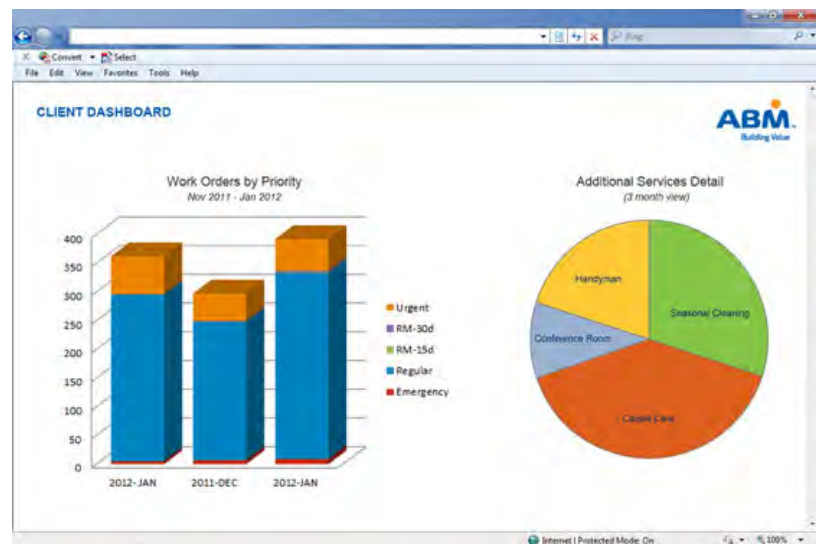
- Fewer invoices and less paperwork, saving time and money
- Better money management because work is billed routinely and accurately
- Better review and control of budgets
- No additional cost for the customization of your billing

## Reporting

Moreover, our goal is to provide you with timely, relevant information. We will customize reports to meet your requirements and fit your format. You can view these reports online or receive them in hard copy. We will provide reports weekly, monthly, quarterly and annually with a roll-up of the information to illustrate year-to-date performance. We can provide report recommendations, however, the format of the report and the frequency are up to you.

Examples of standard reports we can provide include:

- Total Spend
- Additional Service Detail
- Work Order Status
- Work Order Priority
- Response Time
- Inspection Results
- Timekeeping
- Training and Safety



## Ensuring Quality in Your District

We've established a quality culture that focuses on client satisfaction, involves employees, measures performance, and is continuously improving. To support your quality goals and requirements, we use a unifying quality management system that places a variety of processes into a single framework. This framework acts as a starting point from which Somerset Academy and ABM will customize a quality program for your schools. The program will improve efficiencies and allow for greater transparency into your account activity.

Your account will be managed with innovative technology tools that improve communication, increase worker productivity and integrate processes to measure results. Your ABM Project Manager and service workers will be utilizing laptops, tablets or other wireless devices for data entry and communication. The staff servicing your schools will be more dependable because of the efficiency and transparency of our systems.



### Benefits You'll Receive:

- Automated communication, resulting in reduced response time
- Complete, up-to-date work order status
- Round-the-clock access, communication and tracking
- Periodic scheduling and tracking
- Customized inspection and work order reports providing data for process improvement
- Improved client satisfaction
- Less time spent managing issues

## Quality Management System

ABM's quality management system is our proprietary, web-based control system that supports your quality goals and requirements. The system allows both Somerset Academy and ABM to view inspection results, work order statuses, periodic maintenance schedules, and reports through a central online portal. ABM focuses on:

- Analyzing inspection results
- Automating work order management
- Establishing and tracking accountability
- Continually improving processes

### Custom School District Work Orders and Reports

ABM understands the importance of being able to provide custom work order requesting, along with resulting custom reports, to your school district. For example, we can create custom work orders and reports for graffiti removal and resistance. The flexibility of our system makes it easier for you to request and view the status of the services that are most important in your district, and for individual schools.

### Tracking Accountability

In order to provide you with transparent accountability, all work requests will clearly define who is responsible for the work and the time involved for completion. The requests will be time stamped, and automatic escalations are triggered by that time, notifying management. You will have the opportunity to measure, quantify and analyze service delivery, alongside ABM management. This process makes it easy to identify and disseminate best practices.

As work is accomplished and work orders are closed, the reporting system is updated. Supervisory personnel will follow up with service workers on issues and requests to make certain all work is completed to our high standards. Any problems that emerge from this follow-up are immediately corrected and the communication loop is then closed—but only when you are absolutely satisfied.

Your schools will be inspected on a regular schedule, and the data is entered into the system via a wireless device, allowing for real-time access to inspection results. During inspection, tasks are rated on a scale from one to five, producing a percentage of the maximum possible. The total for all tasks during that inspection becomes the quality score for the site(s). Customized quality control inspection reports, showing results and trends will be accessible online or via an Excel spreadsheet. This information allows our managers to determine what actions are necessary to maintain compliance, continuous improvement, and ultimately, your satisfaction.

### Process Improvement

We optimize our processes to achieve more efficient results for you through planning, standardization, employee engagement and other means. We continuously look to identify areas of opportunity and target any problem areas, formulate a detailed strategy, and promptly execute the solution. When we engage in a proactive process improvement strategy, we are able to build upon our foundation of best practices, procedures and processes so you receive the best service. Our quality management system helps us identify where to focus our efforts.



## Key Control Procedures

ABM is committed to assuring our clients and their visitors that their facilities will be kept secure at all times. All employees have the responsibility to properly maintain the door keys assigned to them so that they do not get lost or stolen. In doing so, our ABM Key Control Policy requires that all employees and supervisory personnel strictly follow the key handling and control guidelines outlined in this policy. Failure to do so will result in disciplinary action including possible termination.

Account supervision or lead personnel must keep door keys locked in a secure key lock box at all times. Only trained and assigned employees will have direct access to the key lock box. The key lock box must be securely mounted to a wall or locked inside a desk drawer or cabinet when not in use.

Either the site manager or assigned assistant (key controller) will check out and distribute door keys to the cleaning staff. The key controller will keep the door key inventories on file and match them against the full key lock box at the end of each shift after the employees have returned the assigned door keys. Key box inventories should include a mapping system so that all keys are maintained in a known location within the box.

If you prefer to maintain control over the door keys, the building management or security office may retain possession of the keys when not in use. In this case, employees need to sign all keys in and out from the security guard or building management representative.

## Equipment, Supplies and Chemicals

The quality of the service that you'll receive is enhanced by our commitment to providing the best delivery, service and employee training on the equipment, supplies and chemicals we use. You save money because we use superior products and methods, requiring fewer man hours.

ABM has strong, established relationships with industry-leading supply, chemical and raw material manufacturers that share our commitment to excellence. This affords us cost-control advantages over our competitors and provides you with several distinct advantages:

- Best quality products available at the best possible prices
- Cost control due to our ability to negotiate long-term, fixed-price contracts with our suppliers
- Access to new products and concepts that save time while increasing productivity
- Personal attention when it comes to problem solving for you and managers
- Prompt deliveries and comprehensive training

### Equipment

ABM has standardized the equipment that our service workers use, providing benefits for you, including:

- Better cleaning results due to better product and equipment selection
- Increased safety because our employees are thoroughly trained and familiar with the equipment
- Reduced training time and expense because we limit the types of equipment used
- Our proposed staffing plan includes a full-time warehouse, equipment repair employee. Most equipment that we will utilize on your sites can be repaired within 24 hours. For more complex repairs, we can guarantee repair time to take no more than three consecutive days.

A sample list of our standard equipment is on the following page.

## Equipment List

Below is a sampling of the kinds of equipment we'll use to service your district.

### Sample Equipment List



#### **Kaivac No Touch Systems for Gang Restrooms and Locker Rooms**

Kaivac offers a variety of No-Touch Cleaning Systems, each combining automatic chemical metering and injection, an indoor pressure washer, and a powerful wet vacuum into an integrated system. Empowering workers to deep clean and sanitize without ever having to touch soiled, contaminated surfaces, Kaivac No-Touch Cleaning Systems not only clean better, but also cut labor, chemical and equipment costs while raising worker morale and image. In fact, scientific research shows them to be 60 times more effective at reducing bacterial contamination than mops, which are more likely to spread contaminants than remove them.

#### **Square Scrub Machines for Hard Surfaces and Wood Floors**

With Square Scrub Surface Preparation Machines, the process is not only more user friendly, it is environmentally friendly as well. Operators will enjoy manpower savings through our chemical free process. Where chemical stripping requires a minimum of two people, the Square Scrub chemical free process requires only one. With Square Scrub Surface Preparation Machines, operators will use significantly less water, wax and other chemicals. Our pads are made of recycled materials and at less than 73 decibels - the Square Scrub is ultra QUIET.



#### **Tennant Autoscrubbers**

Scrub without chemicals with ec-H2O™ electrically converted water technology.

Clean with 90% less detergent and decrease detergent packaging by 80% with FAST® foam-activated scrubbing technology.

Make your water last 90% longer and reduce water waste by 70% with FaST® foam-activated scrubbing technology.



## Sample Equipment List

### Tennant Carpet Extractors

Deep clean stains and odors in carpeting with Tennant's deep cleaning carpet extractors. Remove surface stains and odors with Tennant's interim cleaning carpet extractors. -variety of options give you maximum flexibility to clean in large or small spaces, including riders, pull back, and forward push designs.



### Tennant Upright, Backpack and Wet/Dry Vacuums

Clean almost anywhere with Tennant's complete line of upright, backpack, and canister vacuums. Count on Tennant vacuums for durability and versatility for application in almost any environment with heavy-duty, lightweight, single motor, dual motor, wet-dry, and wide-area options available.

### Tennant Burnishers

Scrub, polish, and strip almost any floor, including uneven surfaces, with Tennant's complete line of burnishers and single disc machines. Count on Tennant burnishers and floor machines for durability and versatility in almost any environment.





## Supplies

ABM selects supplies based on our quality standards, and the product's overall ability to meet the rigorous requirements established for your district. We have a range of products to suit your environment that will maintain maximum efficiency, safety and hygiene. We can tailor product selection as needed to best suit your requirements and offer you a complete solution.

## Chemicals

By aligning environmental issues with key business goals, our chemical cleaning program is not only good for the environment—it's good for your schools. We consider environmental impact, worker safety and product performance when selecting cleaning products. The chemicals we use are premixed by the manufacturer which eliminates the possibility of improper dilution of cleaning. Also, having fewer types of chemicals on-site reduces the risk of property damage, and the packaging of our various types of chemicals helps you and the service workers easily identify improper chemical usage.

Our chemical cleaning program benefits you in several ways:

- Cleaner, healthier environment for occupants and visitors to your facility.
- Improved indoor air quality
- Reduced possibility of property damage due to improper use of chemicals
- Possibility of reduced liability insurance premiums for your facility

ABM advocates consistency at all of our clients' locations by establishing:

- Standardized packaging and dilution ratios
- Optimal choices of products for each cleaning application
- Uniform training on product use
- Simplified HazCom programs

## Uniforms — Yours or Ours

People in your school will always be able to recognize the janitorial services staff because they'll proudly be wearing either the ABM uniform or a special uniform chosen to reflect the character of your school. The professional image of our service employees is just one more way ABM works to enhance the overall image of your school. We understand that establishing an identity and presence at your sites is imperative as security has become heightened in recent years.

The power of a uniform doesn't stop there. It also gives our service employees a greater sense of responsibility and accountability. They are required to keep their uniforms looking clean and presentable.

Our agreement with Cintas, a leader in the uniform industry and ABM's primary supplier, enables us to provide you with an array of well-made, high-quality apparel to choose from.

For this proposal, the uniforms can be:

- Work shirts, knit polo shirts, slacks and trousers
- Windbreakers, parkas and outerwear
- Smocks and aprons
- T-shirts



# Services through ABM

## Become more productive with a single facility service provider

Should your needs expand, we offer a wide range of services to meet your requirements.



### **HVAC & Mechanical**

- HVAC technicians
- Electrical and plumbing service
- Carpentry, locksmith service
- General repairs / handyman



### **Energy**

- Energy reduction specialists
- Equipment preventative maintenance plans
- Assistance to minimize your carbon footprint
- Feasibility analysis and rebate application



### **Security**

- Parking lot and building access control
- After-hour building lockup
- Emergency response; evacuation planning
- Parent pick-up and drop-off monitoring



### **Landscape & Turf Maintenance**

- Grounds maintenance
- Athletic field maintenance
- Landscaping
- Playground upkeep



### **Parking & Transportation**

- Charter services
- Daily bus routes
- Event parking management
- Crossing guard services

## What to Expect From ABM

ABM provides solutions that lower your operating costs, preserve your assets and maximize their value. We focus on these core areas in order to deliver the best service possible:

### Service Excellence

With our highly-trained, in-house workforce, you can trust that we'll provide you with services that increase efficiencies and lower your operating expenses—all while maintaining a uniform standard of service excellence.

### Breadth of Services

We'll provide you with an unrivaled range of facilities solutions that will keep your properties safe, clean, comfortable and energy efficient.

### Deep Industry Expertise

From our national office to our local branches, we've made sure our workforce understands your industry. After all, in over 100 years' of service, we've developed the expertise to make our solutions work best for you.

### Technology-Enabled Workforce

Your facilities will be serviced with the support of innovative technology solutions that will simplify service delivery and allow for greater transparency.

### Guaranteed Sustainability Solutions

We've got expertise to support all of your sustainability goals, including green cleaning, LEED support, bundled energy solutions, and more.

***We Are Ready to Build Value for Somerset Academy.***







**ACCURATE**  
Building Maintenance

Jeremiah Gibbs, Business Development  
| jeremiah@accurateclean.com



## **Janitorial Service**

Proposal Prepared for:

**Somerset Schools**



ACCURATE  
Building Maintenance

THE DEEPEST CLEAN. EVERY TIME.

**Proposal Prepared For  
Somerset Schools**

April 14, 2017



# Table of Contents

Cover Sheet ..... 2

Cover Letter ..... 5

## Who We Are

---

01 Who We Are-384865 ..... 6

CIMS 1 ..... 12

## Who We Serve

---

Who We Serve ..... 13

## What We Offer

---

03 What We Offer-384871 ..... 16

## Quality Assurance

---

Quality Assurance ..... 29

## Personnel and Training

---

Personnel and Training ..... 37



## Scope of Work and Pricing Summary

---

Exhibit A - Scope of Work. . . . .	44
07 Exhibit B - Pricing Summary-390656 (3) . . . . .	49

## Contract

---

08 Contract-387016 (4) . . . . .	50
----------------------------------	----

## Licenses and Insurance

---

Buisness License 2017 . . . . .	62
Evidence of Insurance . . . . .	63





April 14, 2017

Jacob Smoot

Somerset Schools

Subject:

Dear Jacob Smoot:

Thank you for allowing Accurate Building Maintenance to prepare a professional cleaning service proposal customized to your facility's specific requirements for your consideration. We know it takes considerable time and effort to show any potential vendor partner your facility, and to provide them with the necessary information. *So again, thanks!*

Here are a few important highlights:

**Before we start...** All of our cleaners are thoroughly trained on how to perform each cleaning task, as well as on important safety issues. Our goal is to clean your building professionally and safely.

**During the start...** We know a seamless; no-hassle start-up is important to ever customer. So at Accurate we combine up-front preparation and training with strong management and direction to ensure a smooth, successful startup.

**After the start...** A systematic approach to keep you building looking great! At Accurate, we offer strong management and quality control to plan for, and not lose track of, the many necessary cleaning details.

We look forward to the opportunity of becoming a trusted and valued partner in improving and maintaining the appearance of your building. Please call if you have any questions, or need additional information as you review our proposal.

A handwritten signature in black ink on a light-colored background. The signature is written in a cursive style and reads 'Jeremiah Gibbs'.

Jeremiah Gibbs  
Business Development



# Who We Are



# WHO WE ARE

## COMPANY BACKGROUND & EXPERIENCE

Accurate Building Maintenance is a Service-Disabled Veteran Owned Small Business founded by Ron and Rebecca Finken in November of 1994. Accurate is headquartered in Las Vegas, NV, with regional offices in Arizona.

Since 1994, the company has grown rapidly, growing from zero employees to over 300 full time employees. Providing cleaning services, to a variety of facility types including, but not limited to, professional office buildings, large industrial facilities, government facilities, medical facilities, schools, hospitality, and selected retail facilities. These services include commercial janitorial services, hard surface floor care, carpet cleaning, and other general maintenance services. In 1996, Accurate became the only authorized 3M Marble Applicator in the state of Nevada. Subsequently, each of Accurate's floor technicians are qualified in marble cleaning, polishing, and restoration. In addition to the services mentioned above, Accurate provides various janitorial supplies and peripheral services, such as concrete cleaning, carpet cleaning, window cleaning, hard surface floor care, stone care, etc., to its contract client base.

Since 1994 we have adhered to a different set of standards for the commercial cleaning service industry. Standards that demand that performance should not be rated on the ability to simply finish the job, but rather on whether the commercial janitorial service provides that absolute best job possible thus ensuring that your facility stays cleaner longer. Our industry-leading stringent standards make certain our clients always receive the best quality for the best value.



## COMPANY PHILOSOPHY

Accurate's approach is really simple, if it needs to be cleaned – WE CLEAN IT, providing the deepest clean, doing it right the first time every time. Our focus and goal is that if one of our competitors calls on one of our accounts there is no hesitation in their response to keep us as their cleaning contractor.

We have formed many partnerships with our clients as well as our vendors. We are extremely solution oriented and by partnering with our clients and vendors to create solutions for various challenges we have been able to provide quality service and save our clients money. We take a proactive approach to every aspect of your business. Our goal is to constantly be one step in front of you, thus allowing us to keep you informed of all aspects of your facility. Our intent is to constantly improve on quality and creatively save you money.

### Mission Statement:

Accurate's team of professionals is dedicated to partnering with our clients and vendors. We are known and recognized as an organization taking leadership and setting new standards in our industry.

Accurate provides all employees with the best training in the industry and the opportunity to enhance their lives in a fun and friendly environment. Through respect, integrity, and honest relationships with clients, vendors, and employees, we are able to attract and retain clients that desire exceptional service.





## Core Commitments

### **Quality Commitment and Process Improvement:**

We strive to achieve the highest standards of quality assurance in all that we do. Accurate invested in and utilizes a web-based Quality Assurance Program called CleanTelligent. This Quality Assurance Program is both web-based and smart phone based. Providing real time Client access to job requirements, periodic cleaning schedule, client requests and many other features.

### **Customer Service Commitment:**

Every employee at Accurate is in the Customer Service Business, we want to know what is working and what is not working for our clients at all times. We coach our people to communicate everything, including things that are broken by our cleaners. Our employees are specifically instructed in orientation that no employee has nor will be terminated for telling us that something has been broken. We encourage them to communicate everything so that we can communicate to you. Our goal is to be an extension of our clients' organization through consistent communication, immediate responsiveness and accountability to our clients.

### **Training and Development Commitment:**

We are 100% dedicated to *training, training, and more training*. We are very confident that we have the best-trained cleaning team in the area. We know that by training our employees, they know what is expected and they will take care of our clients. The added benefit is that our employees know that we care about them and this increases employee retention. We constantly encourage our employees and remind them of how important they are to the daily operation of the facility.



## Meeting Your School's Needs

We have earned the trust of a large number of school districts throughout Nevada, and as a result, we thoroughly understand, and are equipped to meet, the particular needs of K-12 schools, colleges and universities. A proactive management approach gives our team the flexibility and responsiveness to anticipate each customer's changing needs.

At Accurate, we have put in place ongoing training and quality control programs, which are unmatched in the industry, assuring we can deliver on our promises, each and every time. The staff we select to maintain your facilities are thoroughly screened prior to being assigned to your schools and buildings.

Our educational customers consistently report that our janitorial team fit in exceptionally well, and are a welcome addition to their school's "family".

When you partner with Accurate, you can expect superbly trained staff to cover all your needs. Our janitorial team supplies the latest, most efficient equipment necessary to make your entire campus sparkle. Well-trained janitorial teams ensure that schools and facilities are not only clean, but also completely safe for faculty, students, and invitees.



# What CIMS Means For You

## **Janitorial Industry Certifications Take the Guess Work Out Of Finding An Effective Company**

An ISSA CIMS certified company is one that has proven itself to be dedicated to an elevated standard of service and that continually strives for customer satisfaction in every facet of its operations, from the initial bidding to the day to day service to invoicing and special projects. ISSA CIMS certification means a company is run effectively and efficiently, with a solid management system and a competent staffing plan, allowing it to keep its own costs down, which translates into savings and value for you, all without sacrificing quality, effective facility management. When you select from companies with ISSA Cleaning Industry Management Standard certification, you know exactly what you're getting.

## **Your Commercial Cleaning Company Must Have Systems to Assure Reliability Through Accountability**

While most building maintenance companies want to deliver effective service, only a few make that a reality through systems and processes that help your cleaning company keep track of all of the moving parts required to deliver consistent, responsive, exceptional janitorial services. So ask your current commercial janitorial services about how they assure quality service. Do they conduct regular janitorial inspections? Do they offer employees ongoing or specialized training? Do they have software or apps that help get information or feedback from you to teams in the field fast?

## **Your Cleaning Contractor Must Be Committed to Health, Safety & Environmental Stewardship**

Not all janitorial services providers can be counted and far too many take shortcuts on health and safety. Maybe they neglect to properly screen employees or they turn a blind eye to illegal hiring. Maybe they take shortcuts with adequate safety training or fail to keep up with OSHA and other regulatory and compliance issues. The harsh reality is that commercial janitorial services that take shortcuts take them everywhere. The best commercial janitorial services are committed to best practices and never take short cuts with health and safety because they know an ounce of prevention is worth a pound of cure. Effective commercial maintenance companies understand both the science of cleaning to be safe and effective in cleaning for health.



## **Conclusion**

So when you are searching for effective, affordable janitorial services you need clear janitorial pricing and cleaning quotes, you need a company with below average janitorial turnover and great people who have the training and support to deliver very good service. You also need an experienced commercial cleaning company that understands how to help you deliver efficiencies and meet your budget without throwing your facility maintenance out the window. Ideally, your janitorial service company will be ISSA CIMS certified to take the guesswork out of contracting with a new commercial cleaning company and if they offer a large menu of facility maintenance services, well even better.





# Who We Serve

## Who We Serve

The Accurate Building Maintenance team has the expertise and experience to provide commercial janitorial services, hard surface floor care, carpet cleaning, and other general maintenance services to a variety of facility types.



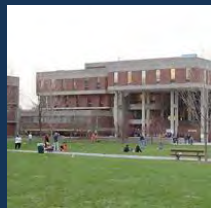
Manufacturing and  
Distribution Facilities



Arenas & Event  
Venues



Government Buildings



K-12 & Higher  
Education



Commercial Offices



Environmental Health  
Services



Retail Shopping  
Centers



Hospitality & Hotels



High End Residential





# References

## UNLV

1001 Shadow Lane  
Las Vegas, NV 89106  
Mr. Kevin Raschko  
Manager  
(702) 774-2389  
Higher Education  
230,000 square feet  
Day Porter, Evening Janitorial  
Contract since 2004 to present

## Las Vegas Day School

3275 Red Rock Street  
Las Vegas, NV 889146  
Mr. Frank Daseler  
Manager  
(702) 362-1180  
K thru 12 Education  
180,000 square feet  
Day Porter, Evening Janitorial  
Contract since 2005 to present

## Turnberry Place

2747 Paradise Road  
Las Vegas, NV 89103  
Mr. Wayne Trautman  
Manager  
(702) 732-4242  
High End Condominiums  
Day Porter, Evening Janitorial  
Contract since 2006 to present



# What We Offer





## What We Offer

Accurate Building Maintenance consistently delivers the very best care, the highest quality, and the most professional janitorial service available. We promise that our service and commitment to your commercial cleaning service project will be noticeably different than any you have previously received. You'll see it in our work. You'll see it in our communications. You'll see it in a deeper, more professional clean every time. Our results are measurable by our CleanTelligent Quality Assurance Program and provided to our Clients during our regularly scheduled meetings.

- ✓ Cleaning for Health & Improving Efficiencies
- ✓ Systematic Approach to Cleaning
- ✓ Environmentally Friendly Green Cleaning Program
- ✓ CleanTelligent Quality Assurance Program
- ✓ Customer Service available 24/7
- ✓ Emergency and After Hours Response Services

## Cleaning for Health and Improving Efficiencies

Accurate Building Maintenance is committed to Cleaning for Health and improving efficiencies. We put great emphasis on the health of our clients and their customer.

The concept of cleaning for health rather than for appearance only, has gained momentum over the years. Facility executives now have a better understanding of how cleaning can affect the building's occupants, and consumers are becoming more savvy on the subject thanks to the media.

Cleaning with an eye on health helps reduce "sick building syndrome," infections and respiratory problems and it benefits not only the building's occupants, but also the cleaning employees, since cleaner and healthier workplaces tend to experience less absenteeism among workers.



## Systematic Approach to Cleaning

### Team Cleaning

Team Cleaning is a cleaning program that operates at maximum efficiency with minimal problems; a product of 'systems thinking' design. It is flexible, efficient and cost-effective cleaning system for custodial operations. Team Cleaning offers solutions to the many challenges that managers face through better deployment of labor, effective cleaning methods, improved appearance levels and simplified training programs.

#### Team Cleaning Defined:

Within a facility, Specialists are independently deployed in a systematic method and perform assigned cleaning tasks in designated areas based on allotted time.

There are four distinct positions and seven skill sets of Specialists with diverse duties. Depending on the type and size of the facility and the cleaning specification, the staffing pattern may have any number of Specialists in various configurations.

#### Team Cleaning Explained:

**Independently deployed** – each Specialist position performs their specialists assigned cleaning tasks

**Cross Trained positions** – in addition there is a cross-trained position used for smaller facilities and replacement for absenteeism.

**Systematic method** – the process is driven by 'systems thinking' which creates a practice that is easy to train, measure and improve.

**Assigned cleaning tasks** – the Specialists all follow clear instructions from the Job Cards as to what tasks to perform.

**Designated areas** – different tasks and frequencies, which may change from day to day, will be performed in designated areas.

**Allotted time** – all tasks are time-bound based on tested production rates.

**Various configurations** – Depending on the type and size of the facility, there can be various combinations of Specialists.

## Zone vs. Team Cleaning

### Traditional Zone Cleaning

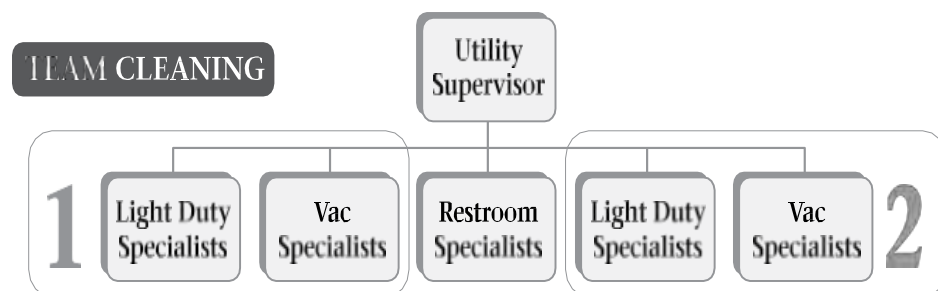
Workers are responsible for all cleaning tasks in a particular area, such as an entire floor or the wing of a building.



### Team Cleaning

Team Cleaning allows for work simplification and redistribution. As seen by this org chart of Team Cleaning, Team 1 & Team 2 are comprised of one Light Duty Specialists & one Vacuum Specialists.

The other Specialists have different duties and routing.





# THE TEAM CLEANING

## Specialists Duties

**In Team Cleaning**, each of the four positions are well defined. By design, like a lean machine, the team system is a simple precision approach to cleaning. Training is straightforward and easy to understand, with few cleaning tasks to learn and perform. By focusing primarily on one type of work (while cross-training and rotating for flexibility), each team member becomes more skilled, more effective and more knowledgeable about safe, sound procedures for that job.

### Light-Duty Specialist (Starter)

- ✓ Empties trash and reinstalls liners.
- ✓ Dusts all horizontal and vertical surfaces.
- ✓ Picks up paper clips, paper and pencils from floor.
- ✓ Spot-cleans door glass.
- ✓ Positions trash in a strategic location for the Utility Specialist to pick up and take to the dumpster.
- ✓ Relay prudent information to Closer.



### Vacuum Specialist (Closer)

- ✓ Checks each trash can before vacuuming under it (double-check system).
- ✓ Vacuums all traffic areas and spot-vacuums all other areas.
- ✓ Removes crumbs, ashes or other spills on furniture.
- ✓ Repositions all furniture correctly.
- ✓ Turns out lights upon completion of the room and secure area as required.
- ✓ Inspect Starters performance.



### Restroom Specialist

- ✓ Empties trash; cleans and disinfects all fixtures and mirrors.
- ✓ Spot-cleans and disinfects partitions and doors.
- ✓ Refills toilet tissue and refills all other dispensers.
- ✓ Sweeps and mops tile floors.
- ✓ Checks all fixtures, and makes a note of any damage or burned-out light bulbs to the supervisor.



### Utility Specialist 1, 2, 3, 4

The Utility Specialist is the most varied. Based upon cleaning specs & facility usage.

- ✓ Entrances, Elevators & Stairs
- ✓ Trash collection to dumpster
- ✓ Hard floor care
- ✓ Carpet cleaning



# Green Cleaning Program

Accurate Building Maintenance is committed to sustainability through our green cleaning program, to reduce the environmental impact, improved human health and productivity. We only use the most advanced and environmentally friendly cleaning equipment, supplies, and systems in the industry. We continually update our green skills from the top down by attending regional and national seminars that focus on the newest cleaning technology and techniques available. We continue to explore new ways to improve building cleaning and maintenance quality while reducing costs.

Green Cleaning Program ▶	Environmental Impact ▶	Health/Productivity ▶
Sustainable Cleaning Chemicals Cleaning For Health & Improving Efficiencies Green Cleaning Tools & Equipment	Improved indoor air quality Reduced use of water/chemicals Meets LEED requirements	Environmentally Safe Reduced Sick Days Improved Air Quality

# Cleaning Chemicals

## Clean On The Go Chemical Dispenser

Provides safe dispensing of cleaning chemicals, at the correct dilution. Meets LEED requirements.



## Xcelente™ 24 All Purpose Cleaner

Enjoy the fresh, clean fragrance of lavender while you clean with Xcelente™ multi-purpose, hard surface cleaner. The phosphate-free formula is great for floors, and other surfaces where a bright, shiny, streak free finish is desired. With a long-lasting, fragrant bloom of lavender.



## BioRenewables® Glass Cleaner 18

Clean on the Go BioRenewables Glass Cleaner is a biobased product designed to clean mirrors, glass, and Plexiglas® surfaces. BioRenewables Glass Cleaner incorporates a state-of-the-art surfactant system offering excellent surfactant/wetting agents with emulsification abilities through the use of more readily biodegradable alternative surfactant chemistries.



## Halt™ Disinfectant

Halt™ is a hospital grade, one-step cleaner, bactericidal, virucidal, mildewcidal, fungicidal, disinfectant proven effective against norovirus, canine parvovirus and blood borne pathogens. At 1:64 dilution, Halt economically disinfects and deodorizes. With a fantastic, fresh scent, Halt leaves surfaces clean, germ-free, and safe!





# Equipment

## Vacuum Cleaners:

Backpack Vacuums with HEPA filtration are used for carpet edges, upholstery, high dusting, and hard floor surfaces. Using Backpack vacuums allows us to stay in our team clean method as well as giving us the highest solution without damaging your carpet.



## Microfiber Cleaning Cloths:

These color coded cloths clean with less water, less streaking and less effort. A color-coded system to reduces cross-contamination, improve performance, and lead to cleaner facilities. Cleans better because tiny fibers penetrate small irregular surfaces and pull out dirt.



## Dusting Equipment:

When we dust a surface we use dusters that are covered with a pro-duster sleeve. These sleeves attract the dust to them rather than using a feather duster which moves the dust off of the object being dusted into the air to settle again later. Additionally, the pro-dusters are disposable.



# Hard/Carpet Floor Care

## Hard Floor Care Services

Accurate Building Maintenance Floor Care Program is designed to maintain your VCT wax flooring and Non-Resilient Floor Surface at a consistent acceptable level of both cleanliness and appearance.

### **Routine –**

Dust and Damp Mop Flooring.

### **Interim –**

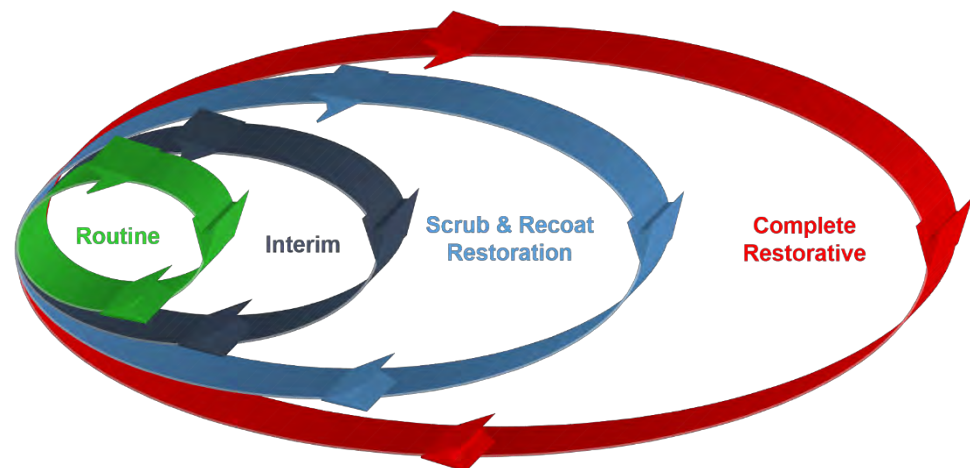
High speed burnishing with a restorer to repair floor and maintain uniform gloss.

### **Scrub & Recoat –**

Scrub and Recoat VCT flooring to remove top level of ground in soil and maintain an acceptable level of finish to protect flooring.

### **Restoration –**

Strip and Wax VCT flooring to remove top level of ground in soil and maintain an acceptable level of finish to protect flooring.



Hard Floor Care Cycle

## Carpet Cleaning Care Services

Accurate Building Maintenance Carpet Care Program is designed to maintain your carpet flooring at a consistent acceptable level of both cleanliness and appearance.

### **Routine –**

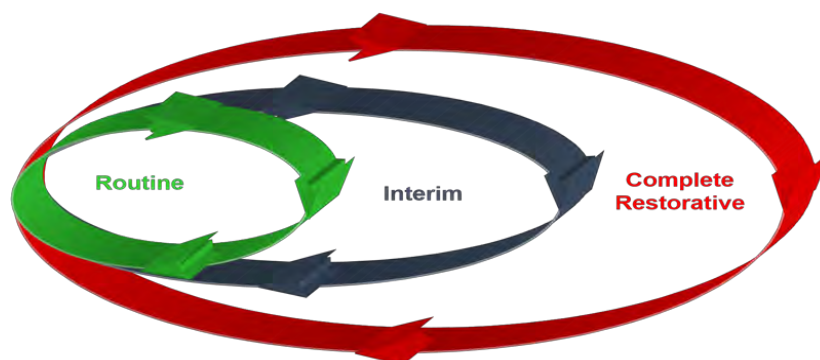
Vacuuming utilizing a commercial grade HEPA filter backpack vacuum and carpet spot cleaning, using CRYSTAL SPOTTER®, It encapsulates the soil material, it may be vacuumed immediately or at the next scheduled vacuum cycle. CRYSTAL SPOTTER® has received the Seal of Approval from the Carpet & Rug Institute.

### **Interim –**

Encapsulation carpet cleaning, using CRYSTAL DRY® cleaning agent, which entirely encapsulates foreign soils in a clear polymer. The soil is there, but all that can be seen is bright and clean carpet. The soil-laden crystals are removed easily by vacuuming, which may occur at any time without adverse effect.

### **Restorative–**

Hot Water Extraction. Accurate uses a combination of the GLS Crystal Dry Carpet Cleaning System to lift the pile and follows this with the extraction system for all periodic cleaning. Air movers are placed to assist with drying. The hot water extraction units will be dispatched from the office/warehouse and operated by Certified Technicians only.



Carpet Cleaning Cycle

## Emergencies:

1. Accurate is well equipped to deal with all emergency services within your facility. During normal working hours our Customer Service Department can be reached by calling 702-220-8180. Customer Service will dispatch the personnel necessary to handle the emergency. Our goal is to respond within 2 hours or less from the time of the notification.
2. After hours, weekends, and holidays our on call Manager can be reached by dialing 702-220-8180. Our customers can leave their name and phone number and the on call Manager will return the call within 15 minutes. The on call Manager has the authority to dispatch the necessary personnel for all emergencies.
3. Additionally, we will give you the project Manager's cellular phone number upon assignment.





# Effective Quality Assurance

# We Offer Proof through Effective **Quality** **Assurance**

- /// Know that services will be completed as outlined
- /// Easily submit messages that are documented
- /// Receive customer service that exceeds your expectations
- /// Consistently get a cleaner building for what you are paying



# Inspections

We input and document the services from our contract into CleanTelligent.

## GENERAL CLEANING

### A. Daily Services:

1. Empty wastepaper baskets and other receptacles: damp wipe or wash if necessary. Reinstall liners if necessary. Haul trash to the dumpster.
2. Spot clean door and partition glass, desks, counters and tables
3. Dust conference rooms, break rooms and receptionist areas Spot dust other areas if necessary
4. Clean drinking fountains. Remove hard water deposits on drinking fountains if necessary
5. Clean carpet spots smaller than one square foot.
6. Vacuum all carpet in common areas and traffic ways, as recommended by the Carpet and Rug Institute
7. Vacuum under desks and tables if necessary
8. Sweep/vacuum and then damp mop hard surface floors
9. Spot vacuum crumbs or other dry spills on furniture.
10. Sweep/vacuum and spot mop stairwells
11. Reposition all furniture correctly, turn out lights upon completion, and secure all areas as required



- ✓ We inspect those services
- ✓ to make sure they are
- ✓ performed to above
- ✓ industry standards.

Inspection results are available for review so you can see that we are honoring our contract.

# Scheduling

All work is scheduled based on the areas and frequencies specified in the contract.

[Inspection Details](#)   [Expand All](#) - [Collapse All](#)   [Inspection Legend](#)  
 Group By: [SubLocation/Section](#)   [Show Tracking Item Details](#)

**1st Floor - Offices, Lobby**

**Service Items:**

100%	<input type="checkbox"/> Empty wastepaper baskets, ashtrays, sand urns and other receptacles; damp wipe or wash if necessary. Reinstall liners if necessary. Haul trash to the dumpster.	Offices - SXW - General Cleaning
100%	<input type="checkbox"/> Spot clean door and partition glass, desks, counters and tables.	Offices - SXW - General Cleaning
100%	<input type="checkbox"/> Dust conference rooms, break rooms and receptionist areas. Spot dust other areas if necessary.	Offices - SXW - General Cleaning
100%	<input type="checkbox"/> Clean carpet spots smaller than one square foot.	Offices - SXW - General Cleaning
50%	<input type="checkbox"/> Clean drinking fountains. Remove hard water deposits on drinking fountains if necessary.	Offices - SXW - General Cleaning
0%	<input type="checkbox"/> Reposition all furniture correctly, turn out lights upon completion, and secure all areas as required.	Offices - SXW - General Cleaning
100%	<input type="checkbox"/> Sweep/vacuum and spot mop stairwells.	Offices - SXW - General Cleaning
100%	<input type="checkbox"/> Sweep/vacuum and then damp mop hard surface floors.	Offices - SXW - General Cleaning
100%	<input type="checkbox"/> Vacuum all carpet in common areas and traffic ways, as recommended by the Carpet and Rug Institute.	Offices - SXW - General Cleaning
100%	<input type="checkbox"/> Vacuum under desks and tables if necessary.	Offices - SXW - General Cleaning

**1st Floor - Offices, Lobby Score:**

Service Detail Score: 85% - 8.5/10

Detailed job schedules ensure that all services are completed as promised.

3rd Manager   [<<](#)   [Today](#)

Wed, Sep 1, 2010   [Month](#)   [Week](#)

**Locations**   [Expand All](#)   [Collapse All](#)

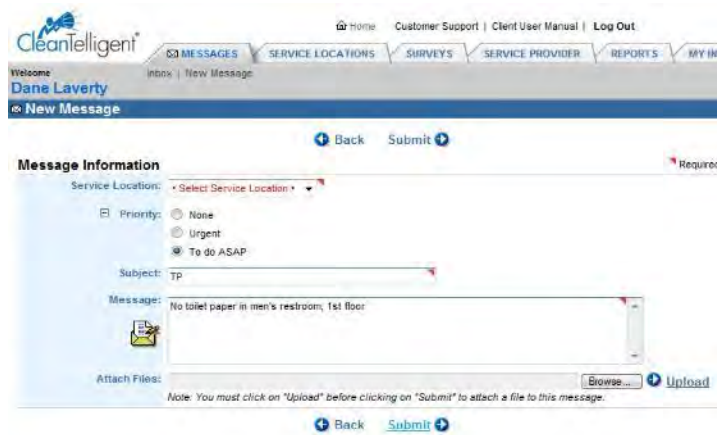
- 1st Floor
  - Offices, Lobby
    - Empty wastepaper baskets, asht...
    - Spot clean door and partition gla...
    - Dust conference rooms, break ro...
    - Clean drinking fountains. Remov...
    - Clean carpet spots smaller than ...
    - Vacuum all carpet in common ar...
    - Vacuum under desks and tables
    - Sweep/vacuum and then damp r...
    - Sweep/vacuum and spot mop st...
    - Reposition all furniture correctl...

7 am	6:44 a-8:07 a Zion's Bank; 1st Floor; Offices, Lobby; Empty wastepaper baskets, ashtrays, sand urns and other receptacles
8 am	8:10 a-9:05 a Zion's Bank; 1st Floor; Offices, Lobby; Spot clean door and partition glass, desks, counters and tables
9 am	9:08 a-10:31 a Zion's Bank; 1st Floor; Offices, Lobby; Dust conference rooms, break rooms and receptionist areas. Spot dust other areas if necessary
10 am	10:32 a-11:26 a Zion's Bank; 1st Floor; Offices, Lobby; Clean drinking fountains. Remove hard water deposits on drinking fountains if necessary
11 am	11:27 a-1:10 p Zion's Bank; 1st Floor; Offices, Lobby; Sweep/vacuum and then damp mop hard surface floors
12 pm	
1 pm	1:11 p-2:56 p Zion's Bank; 1st Floor; Offices, Lobby; Sweep/vacuum and spot mop stairwells



# Communication

Submit any issues using your current email system or submit directly into CleanTelligent.



All responsible personnel are immediately notified and if the request does not receive a prompt response, management is informed.

### CleanTelligent Client Notification

Dane Laverty from Boyer Company has SUBMITTED the following NEW message:

**Client:** Boyer Company  
**Service Location:** Boyer Company Offices  
**Subject:** No Toilet Paper

**Message:** Hi. There is no toilet tissue in the men's restroom on the 1st floor. **Date:** February 26, 2010 09:23 PM

Please choose one of the actions below:

[Reply](#) [View](#)

We respond to your message and updates are logged as progress is made.

### CleanTelligent Client Notification

Michael Jenkins from CleanBrain Software, Inc. has REPLIED to the following message:

**Client:** Boyer Company  
**Service Location:** Boyer Company Offices  
**Subject:** RE: No Tp

**Message:** Taken care of. Thanks for letting us know! **Date:** December 20, 2010 09:44 PM

### **Message History**

**Author:** Dane Laverty - Boyer Company **Date:** December 20, 2010 09:30 PM  
There is no TP in the restroom.

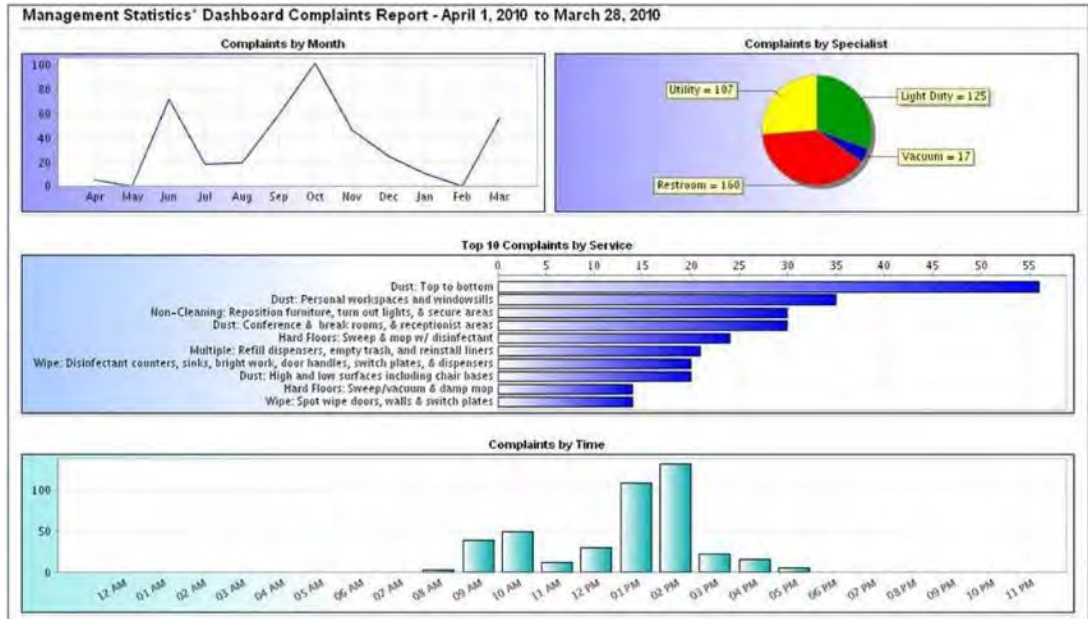
TO REPLY TO THIS MESSAGE:

A. Click on links below

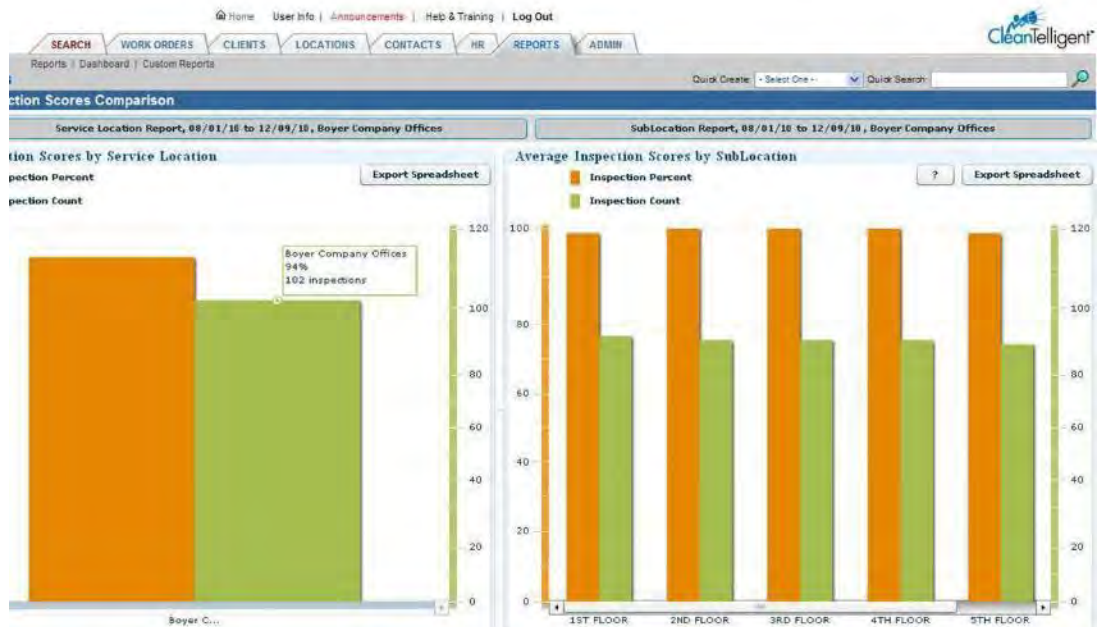
[Reply](#) [View](#)

# Reports

Performance reports help us increase accountability and improve internal training.



View average inspection scores to know that you are getting real value for the price.



# With Effective Quality Assurance you can **KNOW**

- /// Services are completed as contracted
- /// Your messages are documented and responded to quickly
- /// You receive customer service that exceeds your expectations
- /// You consistently get a cleaner building for what you are paying



# CleanTelligent Implementation

- /// You receive a username and password
- /// You can have a desktop icon linking to the website login
- /// Easily submit and retrieve information within seconds
- /// All data is secure and encrypted







# Personnel & Training

# Personnel and Training

## Personnel Hiring Process

Accurate Building Maintenance hiring process and policies ensures the people working at your facility are qualified, trained and professional.

## Background Screening

All potential Accurate employees are screened for the following:

- ✓ Employment History Verification
- ✓ Criminal Background Check
- ✓ Social Security Verification



Additionally, all positions within the Company have been surveyed to determine the best profile for each position. Each potential employee is given a word survey, and Human Resources reviews their profile to determine which position within our company is a good match for each employee. This method of screening has improved employee retention, therefore, improving on the consistency of cleaning in each account.

## Personnel Orientation

All Accurate employees are required to attend an extensive company orientation which consists of the following:

### **New Employee Orientation:**

#### ✓ **Company Handbook Training**

- Mission Statement and Vision
- Policies, Work Rules, and Procedures
- Benefits, Vacation, Leave of absence, etc.
- Issuing of Company Uniforms and I.D. Badges
- Clocking in and out procedures via our computerized timekeeping system
- Proper care of Client keys (all keys are carried on a retractable key backs that can only be removed if the employee removes their belt)
- Client Building Security, Key Control, and Building Access

#### ✓ **Safety Training**

- Hazard Communication Safety
- GHS Classification and Labeling of Chemicals
- Personal Protection Equipment
- BloodBorne Pathogen Standard Training
- Accident Reporting

## **Janitorial Training Program**

New employees are introduced to Accurate Building Maintenance through a comprehensive program of consisting of Classroom, Hands-On and On-The-Job Training.

Effective training is critical to happy and efficient employees. We found that effectively training our employees provides consistent quality and professionalism. While training is not without its expenses, it does save money through less employee turnover and fewer Client complaints. In addition, through our training program our employees know exactly what we expect of them. By the time they receive their Training Certification, our employees will have the confidence in their work and pride in their accomplishments.

## CleanCheck® Training System

Spartan's CleanCheck® Training system ensures that staff will master the proper procedures that promote a safe and clean environment. CleanCheck offers modules covering basic and advanced topics for cleaning Offices, Restrooms, Hard Floors, and Carpeting, as well as, Health Care and Educational facilities. In addition, comprehensive Safety modules demonstrate Bloodborne Pathogen Standard and GHS OSHA HAZCOM. All modules include bilingual, online and DVD based tutorials, laminated training cards, interactive tests, and an instructor manual. CleanCheck is a thorough program that trains employees and keeps cleaning operations compliant.



Spartan Chemical Company, Inc., a recognized leader in the formulation and manufacture of sustainable cleaning and sanitation solutions for the industrial and institutional market, Their CleanCheck® Training System has been verified through International Sanitary Supply Association (ISSA) as a Cleaning Industry Training Standard (CITS) Advanced Certification Program for cleaning professionals.

ISSA, the premier cleaning industry association, created CITS, specifically to help address the need for training and improved professionalism across all segments of the cleaning industry.

CITS is the sister program to ISSA's Cleaning Industry Management Standard (CIMS), which focuses on management of an organization. The CITS program was developed to verify training programs and training facilities to a set industry standard, as well as, improving the skills of industry trainers through a comprehensive workshop.





CITS verification demonstrates that the programs comply with the training best practice elements as outlined in the CITS Standards and are committed to promoting professionalism and increasing pride within the cleaning industry. The following CleanCheck modules (Hard Floor Care, Health Care/Acute Care/Long Term Care, Carpet Care, Restroom Care, Safety/Hazcom, Classroom, and Office) have been verified by ISSA as advanced specialty training programs.

## **Fire Safety Training**

All personnel will be trained on evacuation routes and identifying exits, how to respond in the event of an emergency, or evacuation and how to use a fire extinguisher. Assist security in the evacuation until help arrives. Identify suspicious packages or characters and how to report an emergency. Basic knowledge of sprinkler systems, and how to operate the fire alarms.

## **Management Training**

Always striving to provide our clients with excellent service and understanding the challenges facing our industry in conjunction with our commitment to our employees we have developed a thorough training program for our Management Team. We continuously add to this program in an effort to provide our clients with the best-trained team in our industry.

### **Safety Training:**

Provides information concerning laws and rules that govern our industry in the areas of human and environmental protection to include chemicals, personal protective equipment and preserving and creating a safe work place.

### **BloodBorne Pathogen Training:**

Provides instruction on how to respond to body fluid spills. Primary function to protect employees and clients.

### **Computer Training:**

To familiarize management with Accurate's computerized timekeeping system (TeamTime), as well as how to do an inspection on their Smart Phone or the project computer using the Quality Control Inspection Program as well as how to access and respond to work orders from customer service or the client.

**The Law and Managing Employees:**

Provides different methods of handling what could be considered a difficult situation. Primary function employee retention and avoid escalation. Provides basic knowledge of labor laws. Primary function employee retention, avoid litigation and establish boundaries.

**Business Communication:**

Provides a universal way of relating information that reflects the company philosophy and mission. Primary function clarity in interjection, employee retention, eliminates confusion and saves time.

**Decision Making:**

Provides an orderly manner to process and collect information in a productive way to reach a decision. Primary function is employee retention and arriving to the conclusion utilizing the same criteria.

**Documentation:**

Provides manager with the knowledge of forms required to be completed in all cases, stresses the importance of documenting and processing the information collected. Primary function to protect management team, company, and client.

**Leadership Training:**

Provides different styles to lead people understanding that each individual thinking process is unique. Primary function employee retention and creating continuity in Accurate Training: provides instruction and certification by a Chemical Manufacture Representative on how to train employees to clean. All Managers, Supervisors, and Mentors must complete and pass the Trainer course in order to qualify for management or the mentoring program.

**Employee Hand Book:**

Provides knowledge in the areas of rules, regulations, duties, responsibilities, promotions, disciplinary actions, reasons for termination and other pertinent information like benefits, vacations, leave of absence, etc.



Exhibit A  
**Scope of Work**



# EXHIBIT A

## Scope of Work

### Somerset Schools



#### offices, administration

SERVICES	FREQUENCY
Empty all trash containers. Replace soiled basket liners as required. (From owners stock)	1x/Daily
Remove all trash to disposal areas.	1x/Daily
Dust all tops of desks, furniture, window ledges, telephones, partitions, file cabinets and other horizontal surfaces. (Documents and other miscellaneous items will not be moved)	1x/Daily
Spot clean interior glass.	1x/Daily
Remove fingerprints from around doors and light switches.	1x/Daily
Dust/Mop all hard surface floors. Damp mop to remove spillage.	1x/Daily
Secure all office doors and turn off lights as indicated.	1x/Daily
Dust all lower areas of chairs, file cabinets, desks, etc.	1x/Week
Dust tops of picture frames and high ledges.	1x/Week
General high dust partitions and other vertical surfaces.	1x/Week
Spray buff all resilient and hard surface floors.	1x/Month
Power vacuum upholstered furniture.	1x/Month
Dust Venetian blinds.	1x/Month
Edge vacuum all exposed baseboards with crevice tool as needed.	4x/Year
Clean all baseboards and door jambs.	3x/Year
Dust with treated cloths, all wood wall surfaces.	3x/Year
Vacuum all ceiling air vents.	3x/Year
Strip and wax all resilient tile floors as needed. Buff to shine.	2x/Year
Deep scrub and buff to shine all concrete floors. (North Campus)	2x/Year
Shampoo all carpet and rugs.	2x/Year

#### Restrooms

SERVICES	FREQUENCY
Empty and clean waste receptacles.	1x/Daily
Physically restock all paper towel, toilet tissue, feminine products, deodorizers and hand soap dispensers. (From owners stock)	1x/Daily
Dust all ledges, dispensers and partitions.	1x/Daily
Clean top, bottom and side surfaces, inside and out of all stools and urinals using a disinfectant cleaner.	1x/Daily
Clean both sides of stool seats using a disinfectant cleaner.	1x/Daily

# EXHIBIT A

## Scope of Work

### Somerset Schools



Clean and polish all bright work.	1x/Daily
Clean sinks and counter tops to remove soil, stain and soap films.	1x/Daily
Clean mirrors.	1x/Daily
Mop all floors using a disinfectant cleaner.	1x/Daily
Spot clean both sides of doors to restrooms.	1x/Daily
Clean doorknobs/push plates using a disinfectant cleaner.	1x/Daily
Report malfunctioning equipment to supervisor.	1x/Daily
Wipe down all stall partitions and doors.	1x/Week
Clean stools and urinals with non-acid bowl cleaner as needed.	1x/Week
Pou water into floor drains.	1x/Week
Machine scrub restroom floors.	1x/Month
High dust all wall and air diffusers.	1x/Month
Damp wipe and clean wall tile using a disinfectant cleaner.	1x/Month

#### Entry Area(s), lobby and hallways

SERVICES	FREQUENCY
Empty all trash containers, replace liners as needed. (From owners stock)	1x/Daily
Clean, disinfect and polish drinking fountains.	1x/Daily
Maintain metal door and window frames.	1x/Daily
Power vacuum carpets and carpeted walk-off mats.	1x/Daily
Sweep and damp mop hard floor surfaces.	1x/Daily
Dust all medium and low level ledges.	1x/Daily
Dust all top ledges and walls.	1x/Week
Buff/spray buff resilient tile floors; and maintain other hard surface floors.	1x/Week
Auto scrub all floors.	1x/Week
Scrub walls to remove all marks and smudges.	1x/Week
High dust all wall areas.	4x/Year
Scrub all walls.	3x/Year
Strip and wax resilient tile floors as needed.	3x/Year

#### Classrooms

# EXHIBIT A

## Scope of Work

### Somerset Schools



SERVICES	FREQUENCY
Sweep and damp mop all hard floor surface floors.	1x/Daily
All classrooms entrance and exit doors cleaned including glass.	1x/Daily
All carpets vacuumed.	1x/Daily
Spot clean all stains on carpet.	1x/Daily
Fire hose and extinguisher cabinets cleaned inside and out.	1x/Daily
All student desks dusted with a micro fiber cloth. Check underside for gum.	1x/Daily
All sinks cleaned and wiped down with disinfectant. Run water in all sinks daily.	1x/Daily
Clean/polish all glass doors, glass partitions and framing to a bright condition, free of dust and streaks.	1x/Daily
Spot clean all vertical surfaces, bright work and fixtures to remove graffiti and soil, with special attention near switch plates, waste receptacles, fire extinguishers, door handles and frames.	1x/Daily
Empty and clean all waste receptacles. Remove all trash to designated trash area and replace liners as needed, (From owners stock)	1x/Daily
Brush/vacuum all common area and classroom furniture as necessary.	1x/Daily
Run water down all sinks and drains.	1x/Daily
Return furniture to neat and orderly position.	1x/Daily
Vacuum all area rugs.	1x/Daily
Clean whiteboards on Fridays only.	1x/Week
Extraction of all carpeted areas/rugs.	2x/Year
Strip and wax all floors.	2x/Year

#### multi-purpose room

SERVICES	FREQUENCY
Dust mop all floors after each lunch.	1x/Daily
Sweep and auto scrub all floors.	1x/Daily
Wipe down all tables.	1x/Daily
Wipe down walls.	1x/Daily
Spot clean all windows inside and out.	1x/Daily

#### Lunchrooms, Breakrooms, and Patio

SERVICES	FREQUENCY
Empty all trash containers. Replace soiled basket liners as required. (From owners stock)	1x/Daily

# EXHIBIT A

## Scope of Work

### Somerset Schools



Remove trash to disposal area.	1x/Daily
Clean tabletops with disinfectant cleaner.	1x/Daily
Wipe down chair seats and arms.	1x/Daily
Wet mop tile floor and or vacuum carpet.	1x/Daily
Spot clean walls.	1x/Daily
Wipe down fronts of vending machines, coffee makers, ice machine and change dispenser.	1x/Daily
Clean sink and counter top with disinfectant cleaner.	1x/Daily
Spot clean front of cabinet doors and outside front of refrigerators and microwaves.	1x/Daily
Dust any window ledges.	1x/Daily
Clean all windows inside and out.	1x/Week
Spray buff resilient floor.	1x/Month
Dust Venetian blinds.	1x/Month
Strip and Wax all resilient tiles floors as needed. Buff to shine.	3x/Year
Clean all baseboards and door jambs.	3x/Year
Vacuum ceiling air vents.	3x/Year

#### Additional Services

SERVICES	FREQUENCY
Maintain Janitor closets in an orderly condition.	1x/Daily
Burnish VCT (Vinyl Composition Tile)	As Requested
Machine scrub restroom floors.	As Requested
Scrub & Recoat VCT	As Requested
Strip and Wax VCT	As Requested





# Exhibit B

## Pricing Summary

April 14, 2017

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### Service Location(s)

Somerset Schools –  
4491 N. Rainbow Blvd. Las Vegas, NV 89108  
4650 Losee Rd. North Las Vegas, NV 89030  
385 W. Centennial Pkwy. North Las Vegas, NV 89084  
7038 Sky Pointe Dr. Las Vegas, NV 89131  
50 N. Stephanie St. Henderson, NV 89074

### Service Day(s) and Time

Service Days: Monday - Friday

Service Times:

Somerset Academy Lone Mtn. Campus	6:00pm - 12:30am
Somerset Academy Losee Campus	6:00pm - 2:30am
Somerset Academy NLV Campus	6:00pm - 2:00am
Somerset Academy Sky Pointe Campus	6:00pm - 2:30am
Somerset Academy Stephanie Campus	6:00pm - 12:30am

### Monthly Services Cost

Accurate Building Maintenance will provide uniformed, trained, properly identified and supervised cleaners to accomplish Somerset Schools Scope of Work (Exhibit A) for a monthly fee based on:

Somerset Academy Lone Mtn. Campus	\$6536
Somerset Academy Losee Campus	\$13465
Somerset Academy NLV Campus	\$7754
Somerset Academy Sky Pointe Campus	\$16464
Somerset Academy Stephanie Campus	\$6477
Total Monthly Cost	\$50696



# Contract to Provide **Services**



## CONTRACT TO PROVIDE SERVICES

This Contract to Provide Services (this “Contract”) is made and entered into as of May 01, 2017, by and between **Accurate Building Maintenance, LLC**, (“Accurate”), and Somerset Schools (the “Client”). The parties to this Contract, and in consideration of the mutual covenants, promises and stipulations contained herein, do mutually agree as follows:

### Section 1. Services, Performance and Terms of Contract

A. Accurate agrees to perform janitorial services (the “Services”) for the Client. The Services shall be performed at Somerset Academy Lone Mtn. Campus, Somerset Academy Losee Campus, Somerset Academy NLV Campus, Somerset Academy Sky Pointe Campus, Somerset Academy Stephanie Campus (the “Premises”). The Services will be provided 5 day per week, as detailed on the Exhibit A – Scope of Work Specifications attached hereto. The Services for the Premises shall commence on May 01, 2017, and continue through and including May 01, 2020, at which time this Contract shall automatically renew for an additional year, unless cancelled by either party giving written notice to the other of its cancellation not later than 30 days prior to the expiration of this Contract. To the extent either party desires to make changes to the Services, then the party requesting such changes will notify the other party of its requested changes to the Services and such changes must be confirmed and agreed upon by both parties.



- B. The Services shall be performed by Accurate in a good and workmanlike manner. Accurate shall also provide regular and systematic inspections by Accurate supervisory personnel of the Premises where the Services are to be provided in order to ensure a high quality of work by Accurate' employees. In the event that deficiencies are found, Accurate agrees to remedy such deficiencies within five working days after verbal notification by the Client of such deficiencies, or at such time as Accurate and the Client may agree. The Client may cancel this Contract if any deficiencies are not cured within five working days after verbal notification to Accurate' senior management. The Client shall provide Accurate with 30 days prior written notice if the Client decides to cancel this Contract as permitted herein due to such deficiencies.
- C. All tools, equipment, materials and supplies as required for the full and complete performance of the Services shall be furnished and paid for by Accurate. All consumable products shall be furnished by the Client (e.g., roll towels, trash liners, hand soap, & air freshener). Any consumables provided by Accurate will be billed to Client based on usage and paid by Client to Accurate.
- D. Accurate shall not be responsible for any failure to render the Services due to causes beyond its control, including, but not limited to, fires, civil disobedience, riots, rebellions, acts of God, blizzards or similar occurrences (collectively "Events of Force Majeure"). The Services shall be rendered by Accurate as soon as possible after the cessation of the Events of Force Majeure. Accurate shall exercise reasonable





care in assuring that only authorized persons employed by Accurate are allowed to enter any area within the Premises where the Services are to be provided.

## Section 2. Payment Schedule and Terms

- A. **Pricing** - In consideration of the performance of the Services, the Client shall pay to Accurate a monthly fee of:

**SEE EXHIBIT B - PRICING**

Invoicing is done on the first day of the month. Payment is due by the last day of the month and a late charge will be assessed after the 5<sup>th</sup> of the month. If payment is made by the use of a credit card, a 3.5% processing fee of the total invoice will be added.

**Holidays** – Accurate is not obligated to perform services on the following holidays, unless so stipulated in the cleaning specifications, Exhibit A; **New Year’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day.** Services on holidays, when requested, shall be charged on an over-time basis. A holiday falling on a Saturday shall be observed on the Friday before. A holiday falling on a Sunday shall be observed on the Following Monday.

Charges for additional hours not set forth herein, and thereafter requested by the Client, shall be invoiced by Accurate to the Client and paid by the Client within 30 days



of invoice date. All extra hours requested by the Client will be executed only upon written orders, and will become an extra charge as follows:

- B. If any payment required by this Contract is not made when due, a late charge of 18% per annum or the maximum rate allowed by applicable law, whichever is less, will accrue from the date on which payment was due until the date on which payment is paid in full and received by Accurate.
- C. In addition to interest charges, if the Client fails to pay Accurate the Monthly Fee or any other sum to be paid hereunder within five days after due, the Client will pay Accurate on demand a late charge of 10% of the past due amount, but in no event less than \$50.00 (the "Late Charge"). The Client agrees that in the event of any such late payment by the Client, the damages resulting to Accurate will be difficult to ascertain precisely, and that the Late Charge constitutes a reasonable and good faith estimate by the parties of the extent of such damages.

Notwithstanding anything to the contrary contained herein, if any payment is not paid when due, in addition to any other legal remedy available to Accurate, Accurate shall have the right to cease providing the Services until such past due amounts are paid, or to terminate this Contract upon prior written notice to the Client. Termination of this Contract by Accurate shall not release the Client from its obligation to make payments for any amounts due for the Services provided prior to the date of the termination. Failure of Accurate to enforce at any time any of the payment provisions of this Contract shall in no way be construed



to be a waiver of the right of Accurate to thereafter enforce each and every such payment provision.

### Section 3. Annual Price Adjustments

Accurate shall be entitled to adjust annually the labor and materials components of its pricing under this Contract. Such adjustments may exceed published cost of living adjustments such as the “consumer price index” and will be subject to the Client’s advance approval. Notwithstanding the foregoing, the Client hereby agrees to an annual adjustment of not less than 3%. Accurate and Client agree that if the state or federal minimum wage is increased after the contract is signed, that the client agrees to offset the wage increase to the contract. An Addendum to the current contract will be approved by the Client and Accurate.

### Section 4. Relationship Between the Parties

- A. Accurate shall at all times maintain a staff of trained personnel for efficient performance of the Services to be provided hereunder. The Client reserves the right to request that any employee be replaced/removed from the Client’s locations if the Client deems it necessary.
- B. Accurate shall remain at all times an independent contractor with respect to the Client. All persons employed by Accurate in the performance of the Services hereunder shall be construed to be the employees or subcontractors of Accurate, and for no purpose shall they be considered the employees of the Client.



- C. Accurate shall procure and maintain at its own cost and expenses, Worker's Compensation Insurance within statutory limits on coverage, employer's liability insurance, comprehensive general and automobile liability insurance coverage.
- D. Accurate shall indemnify, defend and hold the Client harmless from any and all claims, demands, liens, causes of action or suits (including costs, expenses and reasonable attorneys' fees) arising solely as a result of any gross negligence in the performance of the Services under this Contract, save and except to the extent any loss, claim or suit results from the negligence of the Client, its employees or agents. If any action or proceeding is brought against the Client by reason of any such claim for which Accurate has agreed to indemnify the Client, Accurate, upon written notice from the Client, will defend the same at Accurate expense, with counsel satisfactory to the Client.
- E. The Client agrees to indemnify, defend and hold Accurate harmless from and against any and all losses, claims or suits (including costs, expenses, and reasonable attorneys' fees) arising out of or incident to negligent acts or omissions of the Client, its employees or agents, save and except to the extent any loss, claim or suit results from the negligence of Accurate. If any action or proceeding is brought against Accurate by reason of any such claim for which the Client has agreed to indemnify Accurate, the Client, upon written notice from Accurate, will defend the same at the Client's expense, with counsel satisfactory to Accurate.



## Section 5. Assignments

The Client shall not assign or transfer this Contract, or any interest in this Contract, without the prior written consent of Accurate, which consent shall not be unreasonably withheld, conditioned or delayed. Accurate may assign or transfer this Contract to any corporation or other entity that controls, is controlled by, or is under common control with, Accurate, or any corporation or other entity that results from a merger or consolidation with Accurate. To the extent permitted hereunder, this Contract shall inure to the benefit of and be binding upon the heirs, personal representatives, assignees and successors of both parties hereto.

## Section 6. Legality of Contract

- A. If any part, term or provision of this Contract is held by any court of competent jurisdiction to be illegal or to be in conflict with the law of the State of Nevada, the validity of the remaining portions and provisions shall not be affected, and the rights and obligations of the parties shall be construed and enforced as if this Contract did not contain a particular part, term or provision held to be invalid.
- B. No waiver of any provision of this Contract shall be effective unless made in writing. No waiver of any breach of any provision of this Contract shall constitute a waiver of any subsequent breach of the same or any other provision of this Contract. Failure to enforce any term of this Contract shall not be deemed a waiver of future rights.

## Section 7. Legal Action

- A. Any action at law, suit in equity or judicial proceeding for the enforcement of this Contract or any provision thereof shall be instituted only in the courts of the State of Nevada. This Contract shall be governed by the laws of the State of Nevada, both as to interpretation and performance, without reference to its conflict of laws principles. Any court of competent jurisdiction in the City and County of Las Vegas, Nevada, may hear any such action.
- B. In the event of any litigation or arbitration between the parties relating to this Contract (including pretrial, trial, appellate, administrative, bankruptcy or insolvency proceedings), the prevailing party shall be awarded, as part of the judgment or settlement, all attorneys' fees, costs and expenses incurred in connection with such litigation, except as may be limited by applicable law. In any situation where a default by the Client occurs and is resolved without litigation, the Client shall also pay all of Accurates' costs and attorneys' fees relating thereto. In the interest of obtaining a speedier and less costly hearing of any dispute, the parties hereby each irrevocably waive the right to trial by jury.

## Section 8. Representations and Modifications

This Contract and any attachments or exhibits contain the entire Contract made between the parties hereto, and no statement, promises or inducements made by either party, or an agent of either party that is not contained in this Contract shall be valid or binding. This Contract may not be enlarged, modified or altered, except as specifically allowed in Section 1 and Section 2 hereinabove or otherwise by written agreement of the parties.



The parties will comply fully with all applicable laws, regulations, and guidelines, including any applicable state or federal OSHA requirements.



## Section 9. Notices and Place of Payment

Any notice or other communication required or permitted under this Contract shall be given in writing and will be deemed given when (A) personally delivered, (B) one business day after deposit with any nationally recognized overnight carrier that routinely issues receipts, or (C) three days after deposit with the United States Postal Service, postage prepaid, certified mail, return receipt requested, addressed to the party for whom it is intended at its address set forth below. Either Accurate or the Client may add additional addresses or change its address for purposes of receipt of any such communication by giving 10 days' prior written notice of such change to the other party in the manner prescribed in this section. All payments to be made by the Client under this Contract shall be made to Accurate at the below address or at any other address when proper notice is given pursuant to this section.

The Client: Somerset Schools

Accurate: Accurate Building Maintenance, LLC  
4435 W Sunset Road  
Las Vegas, NV 89118





## Section 10. Other Provisions

During the term of this Contract and for a period of 365 days after termination, the Client agrees not to hire any person from, or solicit or induce any person to leave, the employment of Accurate. If the Client does wish to hire any of Accurate personnel, the Client may do so only after receiving written permission from Accurate and paying Accurate a sum equal to 30% of annual salary of the person or persons hired.

IN WITNESS WHEREOF, the parties hereto have caused their authorized representatives to execute this Contract effective as of the date first set forth above.

**THE CLIENT:**

Somerset Schools

\_\_\_\_\_  
Authorized Representative

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date

**Accurate:**

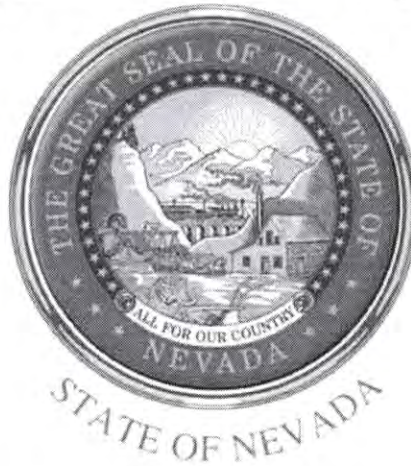
Accurate Building  
Maintenance, LLC

Jeremiah Gibbs  
\_\_\_\_\_  
Authorized Representative

Business Development  
\_\_\_\_\_  
Title

April 14, 2017  
\_\_\_\_\_  
Date

SECRETARY OF STATE



## NEVADA STATE BUSINESS LICENSE

**ACCURATE BUILDING MAINTENANCE, LLC**

Nevada Business Identification # NV19991074849

**Expiration Date: September 30, 2017**

In accordance with Title 7 of Nevada Revised Statutes, pursuant to proper application duly filed and payment of appropriate prescribed fees, the above named is hereby granted a Nevada State Business License for business activities conducted within the State of Nevada.

Valid until the expiration date listed unless suspended, revoked or cancelled in accordance with the provisions in Nevada Revised Statutes. License is not transferable and is not in lieu of any local business license, permit or registration.



IN WITNESS WHEREOF, I have hereunto set my hand and affixed the Great Seal of State, at my office on September 27, 2016

*Barbara K. Cegavske*

BARBARA K. CEGAVSKE  
Secretary of State

***You may verify this license at [www.nvsos.gov](http://www.nvsos.gov) under the Nevada Business Search.***

**License must be cancelled on or before its expiration date if business activity ceases.  
Failure to do so will result in late fees or penalties which by law cannot be waived.**

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

**IMPORTANT:** If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

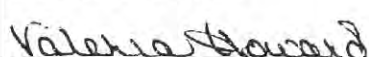
PRODUCER <b>USI Colorado, LLC</b> P.O. Box 7050 Englewood, CO 80155 800 873-8500	CONTACT NAME: <b>Client Manager</b>
	PHONE (A/C, No, Ext): <b>800 873-8500</b> FAX (A/C, No): <b>303-831-5295</b> E-MAIL ADDRESS: <b>den.contractors@usi.biz</b>
INSURED  <b>Accurate Building Maintenance, LLC</b> <b>4435 W. Sunset Road</b> <b>Las Vegas, NV 89118</b>	INSURER(S) AFFORDING COVERAGE      NAIC #
	INSURER A: <b>Travelers Indemnity Company</b> <b>25658</b>
	INSURER B: <b>Travelers Property Cas. Co. of</b> <b>25674</b>
	INSURER C: <b>Employers Insurance Group</b> <b>10640</b>
	INSURER D: <b>Travelers Indemnity Co. of Amer</b> <b>25666</b>
	INSURER E: INSURER F:

**COVERAGES      CERTIFICATE NUMBER:      REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> <b>COMMERCIAL GENERAL LIABILITY</b> <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> <b>BI/PD Ded:1,000</b> GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input checked="" type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:	X	X	6603G385453I	11/16/2015	11/16/2016	EACH OCCURRENCE      \$1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence)      \$100,000 MED EXP (Any one person)      \$5,000 PERSONAL & ADV INJURY      \$1,000,000 GENERAL AGGREGATE      \$2,000,000 PRODUCTS - COMP/OP AGG      \$2,000,000 \$
D	<input checked="" type="checkbox"/> <b>AUTOMOBILE LIABILITY</b> <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS <input checked="" type="checkbox"/> Drive Oth Car	X	X	BA3G38545315	11/16/2015	11/16/2016	COMBINED SINGLE LIMIT (Ea accident)      \$1,000,000 BODILY INJURY (Per person)      \$ BODILY INJURY (Per accident)      \$ PROPERTY DAMAGE (Per accident)      \$ \$
B	<input checked="" type="checkbox"/> <b>UMBRELLA LIAB</b> <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED <input checked="" type="checkbox"/> RETENTION \$0			CUP3G385453T	11/16/2015	11/16/2016	EACH OCCURRENCE      \$2,000,000 AGGREGATE      \$2,000,000 \$
C	<input checked="" type="checkbox"/> <b>WORKERS COMPENSATION AND EMPLOYERS' LIABILITY</b> ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED?    Y/N (Mandatory in NH) <input checked="" type="checkbox"/> N    N/A If yes, describe under DESCRIPTION OF OPERATIONS below		X	EIG215727701	11/16/2015	11/16/2016	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT      \$1,000,000 E.L. DISEASE - EA EMPLOYEE      \$1,000,000 E.L. DISEASE - POLICY LIMIT      \$1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)  
**RE: Any and All Operations As required by written contract or written agreement, the following provisions apply subject to the policy terms, conditions, limitations and exclusions: the State of Nevada, its subsidiaries, affiliates, directors, officers and employees, only as their interest appears as party to the contract are included as Additional Insured for work, acts or omissions under the General Liability but only with respect to liability arising out of the Named Insured's work performed on behalf of the certificate (See Attached Descriptions)**

<b>CERTIFICATE HOLDER</b>  <b>Board of Regents Nevada System of Higher Education</b> <b>4505 Maryland Parkway</b> <b>Las Vegas, NV 89154-0000</b>	<b>CANCELLATION</b>  SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.  AUTHORIZED REPRESENTATIVE 
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## DESCRIPTIONS (Continued from Page 1)

holder. This insurance will apply on a primary and non-contributory basis. A Blanket Waiver of Subrogation applies to General Liability.



**PROPOSAL DOWNLOAD RECEIPT**

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**DOWNLOADED: 04-17-2017**

**PROPOSAL ID: 159772**



Brilliant General Maintenance Inc. *Serving all your facility maintenance needs*

## *Janitorial Service Contract*

Somerset Academy Campus Managed Locations Lone Mountain,  
Losee, NLV, Sky Pointe, and Stephanie Campuses

Las Vegas, N. Las Vegas and Henderson, Nevada

Academica-Nevada



*Prepared For:*  
*Jacob Smoot*  
*Academica*

*Prepared By:*  
*Mary Houston*



April 14, 2017

*Jacob Smoot  
Academica Nevada  
6630 Surrey Street  
Las Vegas, NV 89119*

Dear Mr. Smoot,

We are pleased that you have requested a proposal for our janitorial services. Per your request, attached is a janitorial service contract for *Academica Nevada-Somerset Academies 630 Surrey Street, Las Vegas, NV 89119*. We believe the specifications listed within this package, and those you have specified, will provide adequate coverage in maintaining high quality standards in your facility.

After walking through several Somerset campuses, additional phone calls, and talking with campus personnel, I am confident that your facilities will be best served with a total integrated team approach. The facilities currently do not exceed the Brilliant General Maintenance cleaning standard, and as you know, campus personnel are very frustrated. It is extremely important to implement the intense INITIAL BGM start up, which includes (at no additional cost to Somerset!) additional janitors, supervisors, and project managers to completely CLEAN and establish cleaning standards. I would also propose to set up a Quality team at each facility, that can work together to set expectations and to set up communication channels to insure success for both Somerset and BGM. I would be a facilitator for that team at each campus. Our experience over the past 30 plus years has mandated that to be successful, BGM must do what we say we are going to do every single day.

By utilizing our current experiences at Pinecrest Academies, Apple, Google and other clients, I am confident we will bring our best to you in the Las Vegas market. This is an extremely short window from award to contract start up and we are ready at BGM. When we do our job every day, campus personnel will be successful doing their job and you will be successful doing your job.

Thank you for taking the time to allow us the opportunity to bid the Somerset Academy campuses. We appreciate any business that *Academica Nevada-Somerset Academies 630 Surrey Street, Las Vegas, NV 89119*, may award us. If you need additional information please feel free to call me anytime or you can view our website at [brilliantincorporated.com](http://brilliantincorporated.com).

We are committed to providing you the best of service and to become your preferred service provider.

Sincerely,

*Mary Houston*

Mary Houston  
Director of Business Development  
[mhouston@rcc-bgm.com](mailto:mhouston@rcc-bgm.com) 702.742.9695

This package contains Confidential Information of Brilliant General Maintenance, Inc. and is only to be viewed by the addressed recipient and his/her company representatives.

## *Table of Contents*

### SECTION 1: Introduction

About BGM

### SECTION 2: Employees

Employee Benefits

Safety and Training

### SECTION 3: Quality Control

Quality Program

Customer Satisfaction Form

### SECTION 4: Our Performance

Janitorial Specifications

Phase In

### SECTION 5: Your Program

Staffing

### SECTION 6: Additional Information

Recent Accounts

References

Proposed Amounts





*Welcome to Brilliant General Maintenance Inc.*

Since 1983, BGM has provided businesses with the very finest in janitorial services. By providing our clients like Google, Apple, and ADP with worry free guaranteed service we have been able to expand our organization every year. Our services and solutions work for any size company. We have many happy customers because of our competitive advantages:

- Family Owned and Operated with 1800+ Employees
- We work with our clients to create a custom-tailored maintenance package
- Leader in the industry – 5 states, 8 branches
- Safety, sustainability, environmental concerns, and technological advancements are reasons why our client retention rate is unrivaled
- Competitive pricing
- Turnover rate - less than 35% (industry standard 200%)
- Site Supervisors & Cleaners - regular training sessions on new equipment and cleaning techniques
- Quality Assurance Program – Independent from operations
- Full-Service: Janitorial, day-porters, floor stripping, carpet shampoo, window/pressure washing, floor coatings, parking lot sweeping, duct cleaning, landscaping and many other services.
- Several industries served: manufacturing, luxury hi-rise apartments, corporate headquarters, auto dealerships, hi-rise offices, medical clinics, retail malls, etc.

Our cleaning program is designed in such a manner as to reflect the high standards you want with strict adherence to your specifications. We recognize continued control of these specifications is dependent upon in-depth management, supervision, communication, and our flexibility to serve your requirements.

BGM is a Service Oriented and Quality Driven company which prides itself on ensuring customer satisfaction, quality control and safety in the work place. For the convenience of our customers, we have developed a 24-hour service hotline to dispatch all incoming requests. BGM brings a team concept environment allowing for ability to provide personalized service to our customers. All personnel are equipped and trained to respond on short notice, which has been proven to be a valuable asset for our customers.



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Our organization holds a HubZone Certification and a Minority Owner Certification to assist you in meeting diversity KPIs. BGM personnel who are active committee, board, or associate members of the U.S. Green Building Council, NPFMA, NCSDC, CCR, IFMA, NFIB, CoreNet, AGC, BOMA, ISSA, and BSCAI.







### *Employee Benefits*

The following is a summary description of the benefits which Brilliant General Maintenance, Inc. currently provides to our maintenance and janitorial employees.

1. *Medical Insurance* - BGM maintains for all its full time employees a plan of medical insurance benefits.
2. *Dental Insurance* - BGM maintains for all its full time employees a plan of dental insurance benefits.
3. *Vision Insurance* - BGM maintains for all its full time employees a plan of vision insurance benefits.
4. *Paid Holidays* - BGM compensates employees for 7 recognized holidays throughout the year.
5. *Vacation Benefits* - BGM compensates employee's up to (3) weeks per calendar year based on continuous years' service.
6. *Sick Leave* - BGM compensates employee's up to (5) days of sick leave per calendar year based on continuous years' service.
7. *Funeral Leave* - BGM compensates employee's up to (3) days of funeral leave.
8. *Mileages Allowance* - BGM reimburses mileage for employees that move from location to location in the course of performing his/her work assignment.
9. *Leave of Absence* - Any employee with (1) or more years of continuous services is eligible for (30) day's unpaid leave of absences every calendar year.
10. *Education Fund* - BGM reimburses employees for any formal training and/or education that will assist them with their job.

*Other Benefits* - As statutory required, BGM pays old age, survivors, and disability insurance (OASDI), hospital insurance (Medicare), federal and state un-employment insurance, and worker's compensation insurance.

## *Safety and Training*

### *Safety Program*

Safety in the work place is a main priority at BGM. We understand a comprehensive safety program is essential to our success. Accident prevention is a major factor in ensuring a high performing safety program and is strongly emphasized by our Executive and Management teams. We conduct regularly scheduled and detailed safety trainings on many jobsite hazards such as: reporting and correcting unsafe conditions, slip and fall prevention, electrical shock prevention, blood borne pathogen handling, driving safely in all conditions, handling chemicals, working in a controlled environment, and of course all OSHA requirements.

BGM has always made safety a top priority when conducting day-to-day operations. All BGM personnel are provided with all necessary personal protective equipment (PPE) to perform their daily functions safely. Some of our standard PPE includes safety gloves, back supports, eye glasses/shields, ear protection, and other specialized protective equipment. Additionally, we keep "Right to Know" kits in an easily accessible location which provide information for all products being used by BGM on that site including ESD's.







Brilliant General Maintenance Inc. *Serving all your facility maintenance needs*

### *Emergency Preparedness Program*

Our Emergency Preparedness Program provides an automatic response to our clients without the need for facilities to contact our company in case of a natural disaster. We assign qualified personnel from our company to work and understand the needs of the *Academica Nevada-Somerset Campuses 630 Surrey Street, Las Vegas, NV 89119*. These employees will be local to the surrounding geographical area of your building. Prior to implementation, this plan is setup and presented to your facilities management and the ERT teams.



### *Training Program*

At BGM, we don't just talk about training; we invest a significant amount of time and effort into developing a serious on-going training program for our employees. The different training techniques we offer include classroom, video, seminar, manuals, and most importantly Hands-On training. We have an organizational philosophy that janitorial service should be a stepping stone into other trades. We offer our employees who have proven their eagerness to learn and grow within our organization the ability to do so when such opportunities arise.



Our sister company Reliable Concepts Corporation offers a wide variety of maintenance services such as Carpentry, Painting, Electrical, HVAC, Plumbing, Landscaping and Irrigation, and many other services. This allows those who choose to grow within our organization the ability to do so and using their current role as a stepping stone into other areas of building services.



## *Quality Program*

### *Quality Goals*

Some of the quality goals for *Academica Nevada, Somerset Campuses* are as follows:

- Employ a teamwork atmosphere to ensure effective communication and collaborative service is performed each service day
- Maintain a standardized service method to ensure service is performed at the same quality each day
- Regularly inspect service areas to identify root causes of problem areas and remedy them before end-users are effected
- Implement preventative programs which will help prevent rework and other deficiencies

### *Overview of Personnel*

We have a created a multi-tier Quality Management structure to ensure all areas are seen and reviewed on multiple occasions and by multiple inspectors. Our first Tier consist of our site Supervisors or Leads. Leads are required to inspect their area of responsibility to ensure they are customer ready before the end of their shift. Leads report any issues they find to Account Supervisor and/or Manager who will then implement corrective action on the areas of concern. The Account Manager oversees all operations within the site and meets regularly with the Account Supervisors and Leads. The Account Manager is responsible for client interface and acts as a liaison between customer and BGM



employees. Additionally, the Account Manager is responsible to ensure periodic inspections are performed as scheduled and corrective actions are taken immediately on areas which fail inspections, they will also ensure that regularly scheduled and periodic maintenance is performed as scheduled in the scope of work, janitorial agreement, standard operating procedures, or through communication with building contacts.





*CUSTOMER SATISFACTION FORM*

Dear *Somerset Academy-Academica Nevada* Representative

In an effort to serve you better, we have developed a Customer Satisfaction Index form. This form will help us audit on a monthly basis with any complaints or service improvements needed to your facility.

DATE: \_\_\_\_\_ NAME: \_\_\_\_\_

BUILDING NO: \_\_\_\_\_ AREA: \_\_\_\_\_

	A	A-	B+	B	B-	C	D-UNACCEPTABLE
%	<b>100</b>	<b>90</b>	<b>85</b>	<b>80</b>	<b>75</b>	<b>0</b>	<b>-100</b>
QUALITY							
DELIVERY							
COMMUNICATION							
SERVICE							
RESPONSE							
OVERALL							

**COMMENTS:**

- QUALITY
- DELIVERY
- COMMUNICATION
- SERVICE
- RESPONSE
- OTHER

**When completed please return**  
 2125 E Howell Ave Suite 3,  
 Anaheim, Ca 92806

If you would like to schedule a meeting with a BGM Representative please do not hesitate to contact us directly or complete this bottom portion and a representative will confirm the appointment.

Date & Time: \_\_\_\_\_ Location: \_\_\_\_\_

Contact Person: \_\_\_\_\_ Phone: \_\_\_\_\_

## Academica Managed Facilities

### 2016-2017 School Year

Campus:	Address:	Facility Type:	Sq. Footage	Student Population	For Walk Through Contact
Somerset Academy Lone Mtn. Campus	4491 N. Rainbow Blvd., Las Vegas, NV 89108	Existing	54,637	780	Jennifer Ramirez - (702) 685-9150
Somerset Academy Losee Campus	4650 Losee Rd., N. Las Vegas, NV 89030	Existing	101,917	1380	Helene Wirjum(ES) (702)-902-5466 Koami Jensen(MS) - (702)-826-4373
Somerset Academy NLV Campus	385 W. Centennial Pkwy., N. Las Vegas, NV 89084	Existing	62,540	1200	Lisa Evans - (702)-633- 5616
Somerset Academy Sky Pointe Campus	7038 Sky Pointe Dr., Las Vegas, NV 89131	Existing	140,336	1620	Trisha Sprague(ES) Mark Mattson(MS) - (702)-478-8888
Somerset Academy Stephanie Campus	50 N. Stephanie St., Henderson, NV 89074	Existing	55,000	750	Andrew Chapin - (702)-998-0500
		<b>Total Sq. Footage</b>	<b>414,430</b>	<b>5,730</b>	<b>Total Student Population</b>





## Academica – Nevada Somerset Academies

The Following Specification reflect the BGM required cleaning schedule for

*Somerset Academies-Lone Mountain, Losee, NLV, Sky  
Pointe and Stephanie*

### **EXTERIOR:**

### **Frequency**

- |                                       |         |
|---------------------------------------|---------|
| 1. Police all common areas.           | 5x Week |
| 2. Empty and clean outside.           | 5x Week |
| 3. Empty trash and wipe down          | 5x Week |
| 4. Wipe interior and exterior         | 5x Week |
| 5. Report damage/breakage of plumbing | 5x Week |

### **CONFERENCE ROOMS:**

- |   |         |
|---|---------|
| 1. Wipe entrance door to remove finger marks using clean towel.<br><i>(No polish)</i> | 5x Week |
| 2. Empty wastebaskets.  | 5x Week |
| 3. Wipe clean all tables removing finger marks.                                       | 5x Week |
| 4. Dust all chairs, windows sills, telephones, office equipment etc.                  | 1x Week |
| 5. Dust all baseboard and partitions trims.   | 1x Week |
| 7. Vacuum carpet.   | 5x Week |
| 8. Check credenza. <i>(Remove leftover food) If applicable</i>                        | 5x Week |

### **ELEVATORS/STAIRS**

- |                                   |         |
|-----------------------------------|---------|
| 1. Clean and polish elevators     | 5x Week |
| 2. Sweep and dust stairs          | 5x Week |
| 3. Clean and disinfect hand rails | 5x Week |
| 4. Wet mop stairs                 | 5x Week |



**BREAK AREA:**

- |  |              |
|--|--------------|
| 1. Wipe doors to remove finger marks.                      | 5x Week      |
| 2. Empty all trash and recycle containers.                 | 5x Week      |
| 3. Clean all tables and chairs.                            | 5x Week      |
| 4. Clean all sinks and counters.                           | 5x Week      |
| 5. Re-stock all dispensers and check for proper operation. | 5x Week      |
| 6. Sweep all tiled floors.                                 | 5x Week      |
| 7. Wet mop floors.   | 5x Week      |
| 8. Clean refrigerator.                                     | Upon Request |

**RESTROOMS:**

- |  |         |
|--|---------|
| 1. Announce your arrival and place signs.  | 5x Week |
| 3. Empty wastebaskets and replace liners.  | 5x Week |
| 4. Re-stock all paper & soap dispensers.<br>Check dispensers for proper operation. | 5x Week |
| 5. Re-stock feminine napkin dispenser.<br>Check dispenser for proper operation.    | 5x Week |
| 6. Empty feminine napkin receptacle & replace bag.                                 | 5x Week |
| 7. Thoroughly clean and disinfect commodes, urinals, sinks, and faucets.           | 5x Week |
| 8. Polish chromed fixtures.  | 5x Week |
| 9. Clean mirrors and wipe splash marks from walls.                                 | 5x Week |
| 10. Wipe all doors and woodworks, removing finger marks.                           | 5x Week |
| 11. Wet mop floors using an effective disinfectant.                                | 5x Week |
| 12. Dust all ledges, doors, and trims.   | 5x Week |
| 13. Remove the signs only when floor is completely dry.                            | 5x Week |

## Service Specifications

Janitorial services will be delivered Monday through Friday to all occupied areas as outlined.

### OFFICES / ADMINISTRATION

#### Daily

1. Empty all trash containers. Replace soiled basket liners as required.
2. Remove all trash to disposal areas.
3. Dust all tops of desks, furniture, window ledges, telephones, partitions, file cabinets and other horizontal surfaces. (Documents, equipment and other miscellaneous items will not be moved.)
4. Spot clean interior partition glass.
5. Wash both sides of glass doors.
6. Remove fingerprints from around doors and light switches.
7. Dust/Mop all hard surface floors. Damp mop to remove spillage.
8. Secure all office doors and turn off lights as indicated.
9. Report all irregularities to management.

#### Weekly

1. Dust all lower areas of chairs, file cabinets, desks, etc.
2. Dust tops of picture frames and high ledges.
3. General high dust partitions and other vertical surfaces.

## OFFICES / ADMINISTRATION (CONTINUED)

### Monthly

1. Spray buff all resilient tile and hard surface floors.
2. Power vacuum upholstered furniture.
3. Dust Venetian blinds.
4. Fire extinguishers will be damp wiped.

### Quarterly

1. Edge vacuum all exposed baseboards with crevice tool as needed.

### Tri Annually

1. Clean all baseboards and door jambs.
2. Dust with treated clothes, all wood wall surfaces.
3. Vacuum all ceiling air vents.

### Bi Annually

1. Strip and wax all resilient tile floors as needed. Buff to shine.
2. Deep scrub and buff to shine all concrete floors. ( North Campus)
3. Shampoo all carpet area rugs.

## RESTROOMS

### Daily

1. Empty and clean waste receptacles.
2. Physically restock all paper towel, toilet tissue, feminine products, deodorizers and hand soap dispensers.
3. Dust all ledges, dispensers and partitions.
4. Clean top, bottom and side surfaces, inside and out of all stools and urinals using a disinfectant cleaner.
5. Clean both sides of stool seats using a disinfectant cleaner.
6. Clean and polish all bright work.
7. Clean sinks and countertops to remove soil, stain and soap films.
8. Clean mirrors.



## **RESTROOMS (CONTINUED)**

9. Mop all floors using a disinfectant cleaner.
10. Spot clean both sides of doors to restrooms.
11. Clean doorknobs/push plates using a disinfectant cleaner.
12. Report malfunctioning of equipment to supervisor.

### **Weekly**

1. Wipe down all stall partitions & doors.
2. Clean stools and urinals with non-acid bowl cleaner as needed.
3. Pour water into floor drain.

### **Monthly**

1. Machine scrub restroom floors.
2. High dust all walls and air diffusers.
3. Damp wipe and clean wall tile using a disinfectant cleaner.

## **ENTRYAREA(S) AND LOBBY AND HALLWAYS**

### **Daily**

1. Empty all trash containers.
2. Clean, disinfect and polish drinking fountain.
3. Clean both sides of entrance doors and door windows up to 80" in height.
4. Maintain metal door and window frames.
5. Power vacuum carpets and carpeted walk-off mats.
6. Sweep and damp mop hard surface floors.
7. Dust all medium level and low-level ledges.

## ENTRY AREAS AND LOBBY AND HALLWAYS (CONTINUED)

### Weekly

1. Dust all top ledges and walls.
2. Buff / spray buff resilient tile floors; and maintain other hard surface floors.
3. Auto scrub all floors.
4. Scrub walls to remove all marks and smudges.

### Quarterly

1. High dust all wall areas.

### Tri Annually

1. Scrub all walls.
2. Strip and wax resilient tile floors as needed.

## CLASSROOMS

### Daily

1. Sweep and damp mop all hard surface floors.
2. All classrooms entrance and exit doors cleaned including glass.
3. All carpets vacuumed.
4. Spot clean all stains on carpet.
5. Fire hose and extinguisher cabinets cleaned inside and out.
6. All student desks dusted with a micro fiber cloth. Check underside for gum.
7. All sinks cleaned and wiped down with disinfectant. Run water in all sinks daily.
8. Clean/polish all glass doors, glass partitions and framing to a bright condition, free of dust and streaks.
9. Spot clean all vertical surfaces, bright work and fixtures to remove graffiti and soil, with special attention near switch-plates, waste receptacles, fire extinguishers, door handles and frames.
10. Empty and clean all waste receptacles. Remove all trash to designated trash area and

replace trash liners as appropriate.

11. Brush/vacuum all common area and classroom furniture as necessary
12. Run water down all sinks and floor drains
13. Return furniture to neat and orderly position.
14. Vacuum all area rugs.
15. Clean whiteboards on Friday's only.

#### **Bi Annually**

1. Extraction of all carpeted areas/ rugs
2. Strip and wax all floors.

#### **MULTI- PURPOSE ROOM**

##### **Daily**

1. Dust mop all floors after each lunch.
2. Sweep and auto scrub all floors.
3. Wipe down all tables.
4. Wipe down all walls.
5. Spot clean all windows inside and out.

#### **EMPLOYEE BREAKROOMS**

##### **Daily**

1. Empty trash containers. Replace soiled basket liners as required.
2. Remove trash to disposal area.
3. Clean tabletops with disinfectant cleaner.
4. Wipe down chair seats and arms.
5. Wet mop tile floor and or vacuum carpet.
6. Spot clean walls.

7. Wipe down fronts of vending machines, coffee makers, ice machine, and change dispenser.
8. Clean sink and countertop with disinfectant cleaner.
9. Spot clean front of cabinet doors and outside front of refrigerators and microwaves.
10. Dust any window ledges.

#### **Weekly**

1. Clean all windows inside and outside.

#### **Monthly**

1. Spray buff resilient tile floor.
2. Dust Venetian blinds.

#### **Tri Annually**

1. Strip and wax all resilient tile floors as needed. Buff to shine.
2. Clean all baseboards and door jambs.
3. Vacuum ceiling air vents

#### **JANITOR CLOSETS**

Daily - Maintain in an orderly and clean condition.

#### **KITCHEN**

Daily -

1. Daily - Empty trash containers. Replace soiled basket liners as required.
2. Remove trash to disposal area.
3. Clean tabletops and sinks with disinfectant cleaner.
4. Mop all tile floors using a disinfectant cleaner.
5. Spot clean walls.



**NOTE SPECIAL ATTENTION:**

1. Bi Annual school wide floor care (winter & summer) included in monthly price.
2. Spring Break floor care in common areas (Bathrooms, Hallways, MPR, etc...) included in monthly price.
3. Kitchen Cleaning included in monthly price.
4. Reduced scope for summer cleaning
5. All detail work is scheduled around the schools calendar.
6. Summer- clean/ wipe down all walls.



## *Phase-In*

During the first month of the contract, the Account Manager will be on-site to help establish lines of communication with *Academica Nevada Somerset Academies-Lone Mountain, Losee, NLV, Sky Pointe and Stephanie*. Account Manager will also prepare weekly, monthly, and annual work schedules to be submitted to the coordinator. Here are the proposed action items for the Phase-In at *Academica Nevada Somerset Academies-Lone Mountain, Losee, NLV, Sky Pointe and Stephanie*.

### Before the Start Date of Project

- 1.1 Start off meeting; review contract with Phase-in team 4/25/17.
- 1.2 Order the equipment and material for the service to be performed.
- 1.3 Staff the project.
  - Review contract specifications
  - Train personnel
  - Survey buildings
- 1.4 Introduce BGM Management and staff to *Academica Nevada Somerset Campus locations* representatives.
  - Set up schedules for contract cleaning specifications in detail
  - Security
  - Scheduling and planning
  - Quality Assurance
  - Establish Communications
  - Input *Academica Nevada Somerset Campus locations* contact information into BGM database.
- 1.5 Deliver the equipment and material.
  - Set up supplies and equipment in storage
- 1.6 Start the project.
- 1.7 Introduce BGM personnel to *Academica Nevada Somerset Campus locations*, employees such as; principals, office managers, receptionists, nurses, maintenance staff, etc.



## Staffing

### I. STAFFING AND SCHEDULING:

LOCATIONS:

DAYS PER WEEK:

Academica-Nevada Somerset Academies-Lone Mountain, Losee, NLV, Sky Pointe and Stephanie	5
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This is a detailed plan on how we will perform the services as explained in Janitorial Specifications.

### **OPERATION PLAN:**

#### II. INITIAL CLEANING:

The most immediate need for your facility is to have a walkthrough inspection of the entire facility to determine all maintenance work to be improved. An initial cleanup will then be developed and scheduled. Our trained janitorial crew will then be shown the facility; they will then maintain the high standards achieved by the initial clean-up.

Customized janitorial services will be provided by the night crew after business hours, with the specifications mentioned below:

#### III. SUPERVISION:

Brilliant General Maintenance, Inc. supervisor will make sure that janitors are there on time and supervise that all services are performed in a professional manner.

1. Make sure the crew is on the job site on time and in uniform and badges and has all necessary supplies.
2. Take care of complaints or requests given by our customer.
3. Complete or schedule any complaints or requests written by the customer and document how and when job will be completed.
4. Inspect Priority Areas.
5. Inspect equipment and supply inventory.
6. Lead will secure the facility.
7. Weekly and monthly inspections and reports will be done by our supervisor.

Supervisor will act as a liaison between the staff and the employees and management. We will make sure the janitorial staff follows all safety procedures when working around other people, that they are courteous to the staff and their clients of the Company and that they protect the interest of the Company at all times.





### *Recent Accounts*

- Academica Nevada Pinecrest Academies
- ADP
- Cruzan-Plaza Del Mar
- Fenway – Wateridge Pavilion
- E Bioscience
- Ingram Micro
- Schlumberger
- PND Consultants
- La Costa Resorts

### *References*

- Siba Persuitte, Office Manager  
Pinecrest Cadence  
(702)202-2227
- Katrina White, General Manager  
Premier Business Centers  
(714)937-0707
- Richard Fineo, Director of Development  
C&W/Bank of America  
(760) 636-8500
- Lorraine Pedretti | Facility Manager  
CBRE | GWS - ADP Account  
400 Covina Blvd | San Dimas, CA 91773  
T +1 909 394 6929 | F +1 909 394 6679  
[lorraine.pedretti@cbre.com](mailto:lorraine.pedretti@cbre.com)
- Miguel A. Zavala  
Ingram Micro  
*Manager, Facility Maintenance  
Advance Logistics Centers*  
Direct +1 (951) 727-3302  
[miguel.zavala@ingrammicro.com](mailto:miguel.zavala@ingrammicro.com)
- Anabel Vargas, Facilities Supervisor  
Palo Alto Medical Foundation  
(650) 934-3577





## SOMERSET ACADEMIES

### PROPOSED AMOUNTS FOR JANITORIAL SERVICES

### MONTHLY PRICES

<b>Option 1</b> Cleaning without Floorcare	\$	.0875 per sq. ft.
<b>Option 2</b> Floorcare (All Floors 2 times per year)	\$	.0830 per sq. ft.
<b>Option 3</b> All Inclusive Monthly Pricing (Cleaning plus Floor Care)	\$	.1080 per sq. ft.

#### SEPARATE SERVICES

MP Room Gym Floor Sealant (1 time per year-Summer Break) \$ TBD per sq. ft.

(This will require an inspection of each floor at each campus to determine any repairs or additional cleaning prior to application of appropriate sealant)



## *Janitorial Agreement*

This agreement is entered on May 1, 2017, by and between *Somerset Academy of Nevada*, 6630 Surrey Street, Las Vegas, NV 89119, "OWNER" and Brilliant General Maintenance, Inc., "CONTRACTOR", on the following terms and conditions:

1.1 CONTRACTOR shall furnish all labor and material to perform services pursuant to the *Somerset Academy of Nevada Somerset Academy* Janitorial Specifications as set forth in the janitorial specifications attached hereto and incorporated herein by this reference, for the property known as SOMERSET ACADEMY CAMPUS LOCATIONS HORIZON-1360 S. Boulder Highway, Henderson, NV 89015, INSPIRADA-2840 Via Contessa, Henderson, NV, 89044, ST. ROSE-1385 E. Cactus Ave., Henderson, NV 89052 AND CADENCE-225 Grand Cadence Drive, Henderson, NV 89015.

1.2 Periodic services stated in the *Somerset Academy of Nevada*, 6630 Surrey Street, Las Vegas, NV 89119, Janitorial Specifications attached hereto will be performed on a confirmed, scheduled day based on the calendar year. If additional work is needed due to situations beyond the CONTRACTOR'S control, including but not limited to acts of God, earthquakes, natural disasters, unscheduled work or major construction improvements, or otherwise, such work will be handled on a Time and Material basis, as provided for in the Labor Rates attached hereto. When CONTRACTOR is called to perform emergency work, CONTRACTOR will provide OWNER or authorized employee a Special Work Request Form attached hereto. Though not a condition precedent to CONTRACTOR'S right to payment, OWNER shall sign the special emergency work request form prior to the performance of any such emergency work, and confirm the requested emergency work within a twenty-four hour period and provide CONTRACTOR with a purchase number. If no purchase order is given, the OWNER'S signature will be considered an acceptable verification for proper payment to CONTRACTOR for services rendered.

1.2.1. OWNER'S authorized employees who have verbal or written authority to bind OWNER and authorize emergency work are:

- A. Jacob Smoot
- B.

1.2.2. Any additional requested work and/or emergency work will be charged on time and material plus 13% material markup. Minimum charge of four (4) hours charge per call on "As Needed Basis" with your authorization. Enclosed is a list of rates for work performed for each category attached hereto. Such rates will not increase during the course of this agreement. Emergency work could be subject to an overtime rate on an hourly, time and a half basis.

1.2.3 Change orders for extra work or elimination of work already provided for in the maximum contract price shall be billed (add or deduct to maximum cost of project) to OWNER at the subcontracted or direct labor and material plus thirteen percent (13%) material markup.

1.2.4. Any savings in the maximum cost of the change orders shall be returned to owner one hundred percent (100%). A maximum cost (not to exceed) is to be provided prior to any project commencement and a complete cost breakdown shall be provided upon each completion.

1.2.5. CONTRACTOR observes the following Holidays:





President's Day  
Memorial Day

Independence Day  
Labor Day  
Thanksgiving Day  
Christmas Day

Any work performed by CONTRACTOR on any of the above-observed Holidays would be charged to OWNER on an hourly, time and a half basis.

- 2.1 Systematic audits will be conducted by the supervisor and account manager of the CONTRACTOR to ensure that all services are properly performed. One (1) time monthly audits will be conducted by CONTRACTOR'S Operations Manager, and OWNER'S authorized representative, on a pre-set, monthly schedule that is convenient to the OWNER'S work schedule.
- 2.2 OWNER agrees that during or in the event of cancellation or other termination of this contract, OWNER will not solicit or otherwise attempt to hire, lure away from CONTRACTOR, or hire any of CONTRACTOR's personnel or other employees of CONTRACTOR during the term of this contract or for a period of one (1) year following its termination.
  - 2.2.1 OWNER acknowledges that CONTRACTOR's employees are essential to the continued smooth and efficient operations of OWNER's business and that a disruption in CONTRACTOR's personnel causes its efficiencies to suffer and costs to increase. Therefore, in an effort to provide a cost efficient service to OWNER, during the term of this contract, or any extension thereof, and in the event of the cancellation or other termination of this contract, for any reason, and for a period of one (1) year thereafter, OWNER will not solicit, attempt to hire, lure away, or participate in any scheme to hire or lure away from CONTRACTOR, or hire any of CONTRACTOR's personnel or other employees.
  - 2.2.2 With respect to the OWNER's obligations under 2.2 of the contract only, CONTRACTOR and OWNER agree that CONTRACTOR will waive enforcement of this provision upon the payment by OWNER to CONTRACTOR the sum of five thousand dollars. After giving due consideration to all factors affecting this matter, OWNER and CONTRACTOR agree that (1) it would be impractical or extremely difficult to determine the actual damages to CONTRACTOR in the event of OWNER's failure to comply with the provisions of 2.2; (2) the amount of the payment specified herein is a reasonable estimate of the damages which CONTRACTOR would incur as a result of OWNER's breach of its obligations under 2.2; and (3) payment to CONTRACTOR by OWNER of the amount specified herein shall be CONTRACTOR's liquidated damages and CONTRACTOR's sole remedy in the event of OWNER's breach thereunder, and CONTRACTOR hereby waives any other remedy at law or in equity for OWNER's breach of 2.2.
- 2.3 OWNER has the right to refuse any of CONTRACTOR'S employees.
- 3.1 In performing the services required of it under this Agreement, CONTRACTOR shall comply with all applicable federal, state, county, and city statutes, ordinances and regulations. If such compliance is impossible for reasons beyond its control, CONTRACTOR shall immediately notify OWNER of the fact and the reasons therefore in writing and delivered to OWNER'S authorized employee.
- 4.1 CONTRACTOR shall carry complete workmen's compensation, public liability, and property damage insurance. All of CONTRACTOR'S employees shall at all times be covered by a blanket fidelity bond





at CONTRACTOR'S sole expense. CONTRACTOR will supply copies of these documents to OWNER for verification will be given to OWNER, if CONTRACTOR modifies or changes said documents.

- 5.1 Term of Agreement. The term of Agreement shall commence on or about the   1st   day of   May  , 2017 and shall continue in full force and effect thereafter for a period of   t h r e e   (3) years unless it is terminated for cause on thirty (30) days' notice from either party to the other. Should the Agreement not be terminated by either party within three (3) years, it shall continue in full force and effect from year to year subject to a cost of living adjustment and other terms that are agreeable to both CONTRACTOR and OWNER. CONTRACTOR may pass on (one per calendar year) to OWNER actual costs associated with the Collective Bargaining Agreement wage rate increases throughout the life of contract. OWNER shall receive a 60 day written notice before effective date of increase.
- 6.1 Schedules, Riders, Attachments or Addenda. Any schedules, riders, attachments or addenda hereto are incorporated herein as though set forth in full.
- 7.1 OWNER shall pay CONTRACTOR the sum of   \$ per attached pricing document based upon current square footage   per month for the contracted janitorial services herein agreed upon. CONTRACTOR shall send OWNER a bill at the beginning of each month and the OWNER shall make payment of Net 30 days of the billing date at 954 Chestnut Street, San Jose, California, 95110, or at such other place or places as may be designated from time to time by the CONTRACTOR.
- 7.2 For purposes of this provision "cause" on the part of OWNER shall mean failure of OWNER to pay for the services rendered by CONTRACTOR under this Agreement.
- 7.3 For purposes of this provision "cause" on the part of CONTRACTOR shall mean persistent failure to perform its duties under this Agreement as stated in the Scope of Work. Janitorial Specifications attached hereto provided that OWNER presents to CONTRACTOR within three (3) days of any deficiency a Notice of Objection to Performance on the form attached hereto. CONTRACTOR'S failure to perform shall be persistent if OWNER, in good faith, presents to CONTRACTOR a Notice of Objection to Performance in the form attached hereto within any given time and the deficiency in performance as set forth in the notice is not cured within 48 hours of receipt of such notice or other mutually agreed upon time.
- 7.4 If OWNER is purchased, merged or acquired by another Company for whatever reasons, this Agreement can be terminated by the heirs, successors or legal representatives only if the new OWNER gives the CONTRACTOR opportunity to re-negotiate this Agreement. If no mutual agreement can be made, the new OWNER may terminate the Agreement, with a written 60-day notice.
- 7.5 This Agreement may be terminated, for reasons defined as "cause" by either party, with a written 30-day notice.
- 8.1 In the event of disagreement or dispute between OWNER and CONTRACTOR arising out of or connected with this agreement which cannot be adjusted by and between the parties, the disputed disagreement shall be submitted to arbitration shall be pursuant to the rules of the American Arbitration Association, which rules are by this reference incorporated herein, and California Code of Civil Procedure Sections 1280 *et seq.*





- 9.1 In the event either party brings any legal action or other proceeding, to enforce or protect any of its rights hereunder in any dispute pertaining to this contract the prevailing party shall be entitled to recover reasonable attorney's fees as a cost and not as damage. The "prevailing party" shall be the party who would be entitled to recover his costs of suit had the dispute been litigated in a civil action, whether or not the action or proceeding proceeds to final judgment.
- 9.2 ALL WARRANTIES, CONDITIONS, REPRESENTATIONS, INDEMNITIES AND GUARANTEES, WHETHER EXPRESS OR IMPLIED, ARISING BY LAW, CUSTOM, PRIOR ORAL OR WRITTEN STATEMENTS BY CONTRACTOR OR OTHERWISE (INCLUDING, BUT NOT LIMITED TO, ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR PARTICULAR PURPOSE OR OF ERROR-FREE AND UNINTERRUPTED USE) ARE HEREBY OVERRIDDEN, EXCLUDED AND DISCLAIMED.
- 9.3 Except for payment obligations, neither party will be liable for any failure or delay in performing an obligation under this Agreement that is due to causes beyond its reasonable control, such as natural catastrophes, governmental acts or omissions, laws or regulations, labor strikes or difficulties, transportation stoppages or slowdowns or the inability to procure parts or materials. If any of these causes continues to prevent or delay performance for more than thirty (30) days, the affected party may terminate this Agreement, in whole or in part, effective immediately upon notice to the other party
- 9.4 EXCEPT WITH RESPECT TO SECTION 2.2, NEITHER PARTY WILL BE LIABLE TO THE OTHER PARTY FOR ANY CONSEQUENTIAL, INDIRECT, SPECIAL, PUNITIVE OR INCIDENTAL DAMAGES, WHETHER FORESEEABLE OR UNFORESEEABLE, BASED ON CLAIMS OF THE OTHER PARTY OR ANY THIRD PARTY (INCLUDING, BUT NOT LIMITED TO, CLAIMS FOR LOSS OF DATA, GOODWILL, PROFITS, USE OF MONEY OR USE OF PRODUCTS, INTERRUPTION IN USE OR AVAILABILITY OF DATA, STOPPAGE OF OTHER WORK OR IMPAIRMENT OF OTHER ASSETS), ARISING OUT OF BREACH OF EXPRESS OR IMPLIED WARRANTY, BREACH OF CONTRACT, MISREPRESENTATION, NEGLIGENCE, STRICT LIABILITY IN TORT OR OTHERWISE, EXCEPT ONLY IN THE CASE OF PERSONAL INJURY WHERE AND TO THE EXTENT THAT APPLICABLE LAW REQUIRES SUCH LIABILITY.
- 9.5 In the event CONTRACTOR fails to provide the required services to OWNER's satisfaction, the exclusive remedy against CONTRACTOR and CONTRACTOR's sole liability, is, at CONTRACTOR's sole option, either the (i) waiver or return of the compensation for the services or (ii) providing duplicate but satisfactory services.
- 9.6 OWNER shall indemnify, defend and hold CONTRACTOR harmless from any and all claims, liability, costs, damages and expenses, including without limitation attorneys' fees, arising out of or relating to the negligence of OWNER or its agents.
- 9.7 Notices given pursuant to the provisions of this Agreement, or necessary to carry out its provisions, shall be in writing and delivered personally to the person to whom the notice is to be given, or mailed postage prepaid, addressed to OWNER at Academica Nevada-Somerset Campuses 630 Surrey Street, Las Vegas, NV 89119 and the CONTRACTOR at 2700 E. Patrick Ave, Suite 3, Las Vegas, NV 89102.
- 10.1 This Agreement shall be governed by the laws of the State of Nevada. It constitutes the entire agreement between the parties regarding its subject matter. If any provision in this contract is held



by any court to be invalid, void or unenforceable, the remaining provisions shall nevertheless continue in full force.

The parties hereto have executed this Agreement as of the date set forth above.

ACCEPTED BY:

ACCEPTED BY:

*Academica Nevada  
6630 Surrey Street  
Las Vegas, NV 89119*

Brilliant General Maintenance, Inc.  
954 Chestnut Street  
San Jose, CA. 95110

\_\_\_\_\_  
Authorized Signature:

\_\_\_\_\_  
Authorized Signature:

\_\_\_\_\_  
Title

\_\_\_\_\_  
Title

\_\_\_\_\_  
Purchase Order Number





## SOMERSET ACADEMIES PROPOSED AMOUNTS FOR JANITORIAL SERVICES MONTHLY PRICES

<b>Option 1</b> Cleaning without Floorcare	\$	.0965 per sq. ft.
<b>Option 2</b> Floorcare (All Floors 2 times per year)	\$	.0930 per sq. ft.
<b>Option 3</b> All Inclusive Monthly Pricing (Cleaning plus Floor Care)	\$	.1080 per sq. ft.

### SEPARATE SERVICES

MP Room Gym Floor Sealant (1 time per year-Summer Break) \$ TBD per sq. ft.  
 (This will require an inspection of each floor at each campus to determine any repairs or additional cleaning prior to application of appropriate sealant)







Contact: Mary Houston  
 702-742-9695  
 mhouston@rcc-bgm.com

**Brilliant General Maintenance Inc.**  
*Serving all your facility maintenance needs since 1983*

**Services Provided**

- Green Consulting and LEED Certification
- Cleanroom Services
- Full Janitorial Services
- Interior and Exterior Window Cleaning
- Specialized Floor Refinishing
- Full Service Carpet and Upholstery Cleaning
- Design and Implementation of Recycling Programs



**Clients and References**

- Technology Campuses
- Academia
- Stadiums
- Commercial High Rise
- Branch Offices
- Data Centers
- Health Care
- Fortune 500
- Non-Profit
- Manufacturing
- Transportation

**Service Partnerships**

- Service Partnerships based on performance and transparency
- Financial results driven by processes and systems aligned with our client
- Safety driven culture
- Value added innovations through integrated service and technology
- Procurement benefits of BGM purchasing power
- Human capital optimization through training and cultural sensitivity
- Development of sustainability programs resulting in healthy work spaces
- Work order systems compatible to client's CMMS
- Industry leader in client retention and minimizing work force turnover
- Comprehensive background checks and screening
- Adherence to corporate social responsibility principles



**Certified Minority Business Enterprise (MBE)**



## **EDUCATIONAL FACILITIES COMMERCIAL CLEANING PROPOSAL**

**Prepared for:**



**April 14, 2017**



April 14, 2017

Jacob Smoot  
Facilities Manager  
Academica Nevada  
6630 Surrey St.  
Las Vegas, NV 89119

RE: Commercial Cleaning Proposal

Dear Jacob,

Thank you for letting us provide you this proposal for the janitorial contracts for five ( 5 ) of the Somerset Academy locations. It has been a pleasure dealing with you on this, we are asking that you please be open minded about using a new provider.

JAN-PRO focuses exclusively on customers that require quality cleaning services, and we have built our client base and reputation on that premise. JAN-PRO's branded processes, outstanding client services and the **JAN-PRO Guarantee** have positioned us as the industry leader in client retention. Approximately ninety-nine percent of our customers renew with us year after year.

We currently provide cleaning services for the one of your largest vendors, ISS. I know from our experience working with them that they have a limited budget to work with, ( paying sub-contractors ) and that is why many times some of the special cleaning tasks do not get done according to the customer's satisfaction. It is always better to deal with the actual cleaning company that is doing the work, as I am sure you know. I do know that they are very aggressive with their pricing and that I what I tried to do in this proposal. I feel confident that, because we are doing the actual work, we can do a great job at the prices we have proposed.

I hope our pricing is easy to understand and I hope the format we put them in, is something that you like. If you or any of the decision makers have any questions at all, on any part of the proposal, please call Ernesto or I, at 702-952-1111. We thank you in advance for your consideration.

Sincerely,

John Santaniello  
President, JAN-PRO of Las Vegas

JAN-PRO Cleaning Systems

1050 E. Flamingo Rd Suite N-334 • Las Vegas NV • 89119 • 702-952-1111 Phone • 702-952-1112 Fax • [www.jan-pro.com/lasvegas](http://www.jan-pro.com/lasvegas)



## Somerset Academy Commercial Cleaning Proposal

### Our Private School Focus

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#### JAN-PRO CAN PUT YOUR SCHOOL IN A CLASS OF ITS OWN

JAN-PRO brings a thorough knowledge of the specialized needs of private school environments including:

- The most thoroughly trained cleaning crews in our industry, each of whom receive five weeks of training.
- Because we respect your secure environment every JAN-PRO crew member wears a uniform and displays a picture ID.
- We know how to work with your staff resources to complement their skills and help strengthen their capabilities.
- A set of branded processes that are unique to JAN-PRO and by which we can both measure our cleaning program.
- A commitment to green practices, products and equipment.
- The use of hospital strength disinfectants on high touch surfaces to reduce the risk of cross contamination. WE NEVER USE BLEACH!
- A commitment to operating under accepted industry standards such as Exposure Control Plan and Compliance and MSDS Compliance Chemical Handling.
- An experienced cleaning crew that knows your business and understands the idiosyncrasies specific to your environment.
- Caring, compassion and commitment every day we service your facility!
- Exceptional disinfecting performance utilizing hospital grade disinfectants to insure your staff and customers are well protected.
- Certified technicians have completed a rigorous training program and passed a comprehensive examination including our new MedMetrix branded process program will service your facility.





## Somerset Academy Commercial Cleaning Proposal

### Why Choose JAN-PRO?

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#### WHY CHOOSE JAN-PRO?

It is simple – we provide **Measurable Cleaning. Guaranteed Results™**. JAN-PRO focuses exclusively on clients that require quality-cleaning services, and we have built our client base and reputation on that premise. JAN-PRO’s operating systems, branded processes and outstanding client service have formed the foundation for delivering exceptional cleaning services.

#### GUARANTEED SATISFACTION

We are so confident of our services that we actually **guarantee** your satisfaction with us. JAN-PRO guarantees to respond to and promptly resolve any specific service issues within one business day. If for any reason, JAN-PRO should fail to meet either of these obligations, you are entitled to a complimentary cleaning service call. ***This is a key differentiator between JAN-PRO and other suppliers.***

#### THE JAN-PRO GUARANTEE

“Jan-Pro guarantees to complete all of its regularly scheduled cleaning commitments on time. Jan-Pro also guarantees to respond to, and promptly resolve, any specific issues within one business day. Should Jan-Pro fail to meet either of these obligations, a complimentary cleaning call will be scheduled.



#### THE JAN-PRO WAY

A consistently clean facility should be viewed as an *investment*, as it provides a real dollar return by not only projecting an image of professionalism and quality to customers but also creating a safe, healthy working environment for your employees. In addition, JAN-PRO increases your return on investment by providing the following:

- A well-trained and experienced cleaning crew that you know and trust because they are bonded
- A comprehensive cleaning schedule designed specifically for your facility
- The expertise and ability to provide additional services when needed
- Proactive communication and a ready response any time the need arises
- Quality assurance processes that consider your point of view
- Top-of-the-line cleaning equipment that removes dust and dirt, rather than redistributing it
- “Green” cleaning chemicals that promote improved air quality
- Hospital-grade disinfectants that kill bacteria and germs
- Material safety data sheets
- Monitoring supplies and informing you when they are low, or restocking them if that is your preference
- The ability to disinfect your entire facility to prevent a bacterial or viral outbreak
- A partner who helps you manage your facility

## Branded Processes

If you ask 100 people to define the word “clean”, you will likely get 100 different answers. However, at JAN-PRO, you will only get one answer:

“It’s Only Clean When Our Processes Confirm It’s Clean.”

Here is how JAN-PRO takes the guess-work out of what clean really means:

### **JAN-PRO Signature Clean – *Defines Quality***

**JP Signature Clean** describes our quality commitment and our quality processes. To achieve **JP Signature Clean** results, our owner-operators receive the most rigorous training in the industry – a five week program to prepare themselves to become career cleaning professionals who are:

- Owners of their own JAN-PRO enterprise
- Financially vested in the satisfaction of each and every client
- Well-versed in the latest and most effective cleaning technologies
- Attuned to the importance of even the smallest details

As a result of our **JP Signature Clean** program, you can expect consistent and reliable service from a cleaning team that will:

- Wear a photo ID badge
- Wear a professional JAN-PRO uniform
- Have completed the **JP Signature Clean** certification program
- Be insured with Worker’s Compensation, \$2 million liability coverage and a \$50,000 janitorial bond
- Understand and comply with OSHA
- Know the importance of dwell time when disinfecting
- Know how to maintain bacteria-free high touch surfaces
- Know how to thoroughly dust offices without disrupting desktops
- Know thorough carpet cleaning techniques
- Know which treatments to use on hard floor surfaces
- Know how to work safely in public areas
- Know how to work cleaner....and greener
- Know how to look for ways to add value for their clients




## Somerset Academy Commercial Cleaning Proposal

### JAN-PRO Tracker – Measures Quality

**JP Tracker** represents our “hands on” practice of routinely checking our work and benchmarking our results. This branded process is one of the reasons we consistently earn high satisfaction ratings from our clients. Many cleaning companies promise this, but unfortunately, few deliver it with sufficient regularity or depth of measurement. At JAN-PRO, our approach is much more demanding. Here is how it works:

- When you sign up with JAN-PRO, **JP Tracker** begins with a first impressions survey. We check every aspect of your cleaning requirements, and determine what and where to focus our attention and expertise.
- After an agreed initial period, usually 30 days, a JAN-PRO Operations Specialist physically inspects your property and measures our lasting impressions. This process uses a 50-point checklist, so nothing is left to chance.
- Any adjustments to service are made, and the inspections continue on a regular schedule.
- Regular client service calls are made to ensure your complete satisfaction with the quality of service you receive with JAN-PRO.
- Your monthly rating from our Communications Log Book, on a scale of 1-10.



Measurable Cleaning. Guaranteed Results.™

### HOUSEKEEPING INSPECTION REPORT

Center Number: \_\_\_\_\_ Overall Inspection Score: \_\_\_\_\_

Center Director: \_\_\_\_\_ Inspected By: \_\_\_\_\_

Franchisee: \_\_\_\_\_ # Days Cleaned: \_\_\_\_\_ Date of Inspection: \_\_\_\_\_

**Scoring**    1=Needs Improvement    2=Satisfactory    3=Outstanding

<p><b>Restrooms</b></p> <p>Hi Dusting/Vents <input type="checkbox"/></p> <p>Mid Level Dusting <input type="checkbox"/></p> <p>Flooring <input type="checkbox"/></p> <p>Glass/Mirrors <input type="checkbox"/></p> <p>Dispensers <input type="checkbox"/></p> <p>Sinks/Counter Tops <input type="checkbox"/></p> <p>Toilet/Urinals <input type="checkbox"/></p> <p>Wall/Partitions <input type="checkbox"/></p> <p>Floor Drain <input type="checkbox"/></p> <p>Stainless Steel <input type="checkbox"/></p> <p>Trash <input type="checkbox"/></p>	<p><b>Classrooms:</b></p> <p>Hi Dusting/Vents <input type="checkbox"/></p> <p>Mid Level Dusting <input type="checkbox"/></p> <p>Low Level Dusting <input type="checkbox"/></p> <p>Hard Surface Floors <input type="checkbox"/></p> <p>Glass/Mirrors <input type="checkbox"/></p> <p>Furniture <input type="checkbox"/></p> <p>Walls/Doors <input type="checkbox"/></p> <p>Trash <input type="checkbox"/></p> <p>Carpet/Throw rugs <input type="checkbox"/></p> <p>Window Blinds <input type="checkbox"/></p>	<p><b>Kitchen</b></p> <p>Hi Dusting/Vents <input type="checkbox"/></p> <p>Mid Level Dusting <input type="checkbox"/></p> <p>Low Level Dusting <input type="checkbox"/></p> <p>Trash <input type="checkbox"/></p> <p>Cabinets <input type="checkbox"/></p> <p>Appliances <input type="checkbox"/></p> <p>Sinks/Counter Tops <input type="checkbox"/></p> <p>Flooring <input type="checkbox"/></p> <p>Doors/Frames <input type="checkbox"/></p>	<p><b>Center Directors Office</b></p> <p>Hi Dusting/Vents <input type="checkbox"/></p> <p>Mid Level Dusting <input type="checkbox"/></p> <p>Low Level Dusting <input type="checkbox"/></p> <p>Hard Surface Floors <input type="checkbox"/></p> <p>Glass/Mirrors <input type="checkbox"/></p> <p>Furniture <input type="checkbox"/></p> <p>Walls/Doors <input type="checkbox"/></p> <p>Carpet <input type="checkbox"/></p> <p>Trash <input type="checkbox"/></p>
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Condition of hard floors

Condition of carpets

Scoring Comments: (Provide details and resolutions for any task needing improvement)

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Customer Comments/instructions:

\_\_\_\_\_

\_\_\_\_\_

Center Director: \_\_\_\_\_ Print: \_\_\_\_\_

Assistant Director: \_\_\_\_\_ Print: \_\_\_\_\_

**REMINDER**  
ENCOURAGE AND TEACH THE MANY  
BENEFITS OF NEUTRAL FLOOR CLEANERS  
Unauthorized Chemicals: BLEACH, PINE SOL, MR CLEAN  
The elevated pH levels of these products are not favorable for  
maintaining the proper luster and shine required by the customer

## Somerset Academy Commercial Cleaning Proposal

### JAN-PRO Technics – *Delivers Quality*

**JP Technics** provides the science behind our services. We take our definition of quality commercial cleaning, overlay our measurement of it, and then make sure we deliver it using the most advanced products and equipment available, including:

- Microfiber cloths designed to trap dirt and hold it in a positively charged state for more effective cleaning; these cloths are also color-coded to eliminate cross-contamination
- Backpack vacuums with four filters and ratings that exceed HEPA standards for clean air
- Cleaning chemicals that cover a greater area while using less product – our “cleaning greener” initiative
- Hospital strength disinfectants for broad spectrum coverage

### Microfiber Technology



JAN-PRO has replaced conventional cleaning cloths with an anti-microbial impregnated micro-fiber system, which cleans greener and dryer while removing more dust contaminants. JAN-PRO uses a four-color coded microfiber system, which virtually eliminates cross-contamination. A highlight of this approach is that the red microfiber cloths are only used for disinfecting restrooms, which reduces the spread of germs and harmful bacteria to other areas of your property. Our microfiber mops also work efficiently to clean and disinfect floor surfaces with fewer chemicals and faster results.

- Microfiber is 1/16 the size of a human hair and holds eight times its weight in water.
- The tiny fibers penetrate the microscopic pores of surfaces increasing cleaning quality and saving time in the process.
- Microfiber is positively charged and literally removes 100% of all dust particles.

### Back-Pack Vacuum Technology

JAN-PRO operators are trained to exclusively use our approved backpack vacuums, which use a four-part HEPA filter system. This removes up to 99.9% of particles up to the size of 0.3 microns from the inside air. Unlike beater bar vacuums that spread dust and dirt into the air, the JAN-PRO system *removes* it. These powerful vacuums:

- Capture up to 99% of dust mites, pollen, viruses, bacteria and chemical residue
- Leave less dust in your environment, so there is less dust to collect on equipment and furniture
- Help reduce the risk of respiratory infection
- Create a healthier environment for your property and its occupants





## Somerset Academy Commercial Cleaning Proposal

### EnviroShield™ – The Science of Disinfecting



EnviroShield is a revolutionary new system that combines a unique disinfecting sprayer process with an equally unique disinfecting product, Sniper®. The unit uses an electrostatic charge applied to the spray, causing a natural attraction between spray droplets and target surfaces. As the Sniper product is sprayed, it picks up this charge giving it **75 times the force of gravity to completely wrap around and cover every surface it touches.**

The spray evaporates easily on surfaces and can be used in high clutter areas and “touch areas” such as desks, papers, phones, restroom surfaces, etc. It is also highly effective on computer keyboards, recently reported the #1 source for spreading communicable diseases.

One of the main features of Sniper® is the fact that it meets **EPA Toxicity Category IV**, which means this is the **safest category allowed for disinfectants**. The EPA rates products on a scale of I – IV, with IV being the least toxic category. This product is a **100% non-toxic**, disinfecting cleaning solution that destroys 99.9% of a wide-range of disease-causing microorganisms.

The product is safe for all commercial environments and facility occupants. With the use of the EnviroShield system, you can promote having a safe and healthy environment and being proactive in the fight against preventing infection diseases. We look forward to discussing this application as an optional service.

#### **EnviroShield™ Facts:**

- It has been independently tested on numerous other bacteria and found to be highly effective.
- We exclusively use Sniper disinfecting solution, an EPA hospital-registered disinfectant in all applications
- The active ingredient in Sniper, Chlorine Dioxide, is a proven safe and highly-effective biocide.
- It kills and eliminates the most harmful bacteria including C-Diff (clostridium difficile).
- Its application method provides 100% coverage of surfaces not previously reachable or treatable with less effective disinfectants.

#### **EnviroShield™ Benefits:**

- Total disinfecting coverage on and around all surfaces
- Counters spread of bacterial infections
- No post-application after effects or precautions
- Can be applied routinely with no inconvenience
- Ensures cleaner, safer work spaces
- Reduces downtime due to absenteeism
- Safe for all commercial environments
- Green and environmentally friendly



## Additional Services

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### CARPET

- Spot removal.
- Bonnet cleaning.
- Hot water extraction.
- Mat replacement.

### LIGHTING

- Cleaning lights and light fixtures.
- Replacing bulbs

### UPHOLSTERY AND WORKSTATIONS

- Vacuum partitions.
- Spot removal.
- Extraction cleaning.

### PROCUREMENT OF SUPPLIES

- Paper products
- Hand soap
- Trash can liners
- Dispensers and containers
- Other consumable supplies

### WINDOWS

- Inside and/or outside of exterior windows other than entryway glass.

Upon request, and for an additional charge, Jan-Pro will procure such supplies on client's behalf. Once delivered, Client assumes responsibility for inventories of such supplies stored at the Client's location.

**Somerset Academy Commercial Cleaning Proposal**

**2016-2017 School Year**

**Janitorial Cleaning**

Campus	Address	Sq Footage	Price per month	Price per sq footage	Price for summer
<b>Somerset Academy Lone Mtn Campus 1</b>	4491 N. Rainbow Blvd, Las Vegas NV 89108	54,637	*\$7,301	\$0.13 per sq ft	\$3,278
<b>Somerset Academy Losee Campus Elementary</b>	4650 Losee Rd North Las Vegas NV 89030	50,958	*\$6,650	\$0.13 per sq ft	\$3,057
<b>Somerset Academy Losee Campus Middle School- High School</b>	4650 Losee Rd North Las Vegas NV 89030	50,958	*\$6,650	\$0.13 per sq ft	\$3,057
<b>Somerset Academy NLV Campus</b>	385 W. Centennial Pkwy. North Las Vegas NV 89084	62,540	*\$8,761	\$0.14 per sq ft	\$3,752
<b>Somerset Academy Sky Point Campus Elementary</b>	7038 Sky Pointe Dr. Las Vegas NV 89131	70,168	*\$9,177	\$0.13 per sq ft	\$4,210
<b>Somerset Academy Sky Point Campus Middle School – High School</b>	7038 Sky Pointe Dr. Las Vegas NV 89131	70,168	*\$9,185	\$0.13 per sq ft	\$4,210
<b>Somerset Academy Stephanie Campus</b>	50 N. Stephanie St. Henderson NV 89074	55,000	*\$7,370	\$0.13 per sq ft	\$3,300
<b>TOTAL</b>		<b>414,430</b>	<b>\$39,259</b>		<b>\$19,630</b>

- \* Price Includes Kitchen Cleaning
- \* Price down not include Consumables

*Somerset Academy Commercial Cleaning Proposal*

**Floor Care Maintenance Pricing**

<b>Campus</b>	<b>All Floors, full Care 2(x) Christmas &amp; Summer</b>	<b>Common Areas, Full Care 1(x) Spring Break</b>	<b>MP Room Gym Floor Sealant 1(x) Summer Break</b>
<b>Somerset Academy Lone Mtn Campus</b>	\$10,800 per clean	\$2160	\$720
<b>Somerset Academy Losee Campus Elementary</b>	\$10,192 per clean	\$2038	\$699
<b>Somerset Academy Losee Campus Middle School – High School</b>	\$10,192 per clean	\$2,038	\$699
<b>Somerset Academy NLV Campus</b>	\$12,508 per clean	\$2,501	\$726
<b>Somerset Academy Sky Point Campus Elementary</b>	\$14,033 per clean	\$2,806	\$755
<b>Somerset Academy Sky Point Campus Middle School – High School</b>	\$14,050 per clean	\$2875	\$775
<b>Somerset Academy Stephanie Campus</b>	\$11,000 per clean	\$2,200	\$700



## Service Specifications

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Janitorial services will be delivered Monday through Friday to all occupied areas as outlined:

### OFFICES / ADMINISTRATION

#### Daily

1. Empty all trash containers. Replace soiled basket liners as required.
2. Remove all trash to disposal areas.
3. Dust all tops of desks, furniture, window ledges, telephones, partitions, file cabinets and other horizontal surfaces. (Documents, equipment and other miscellaneous items will not be moved.)
4. Spot clean interior partition glass.
5. Wash both sides of glass doors.
6. Remove fingerprints from around doors and light switches.
7. Dust/Mop all hard surface floors. Damp mop to remove spillage.
8. Secure all office doors and turn off lights.
9. Report all irregularities to management.

#### Weekly

1. Dust all lower areas of chairs, file cabinets, desks, etc.
2. Dust tops of picture frames and high ledges.
3. General high Dust partitions.

#### Monthly

1. Spray buff all resilient tile and hard surface floors.
2. Power vacuum upholstered furniture.
3. Dust Venetian blinds.
4. Fire extinguishers will be damp wiped.

#### Quarterly

1. Edge vacuum all exposed baseboards with crevice tool as needed.

#### Tri Annually

1. Clean all baseboards and door jambs.
2. Dust with treated clothes, all wood wall surfaces.
3. Vacuum all ceiling air vents.

#### Bi Annually

1. Strip and wax all resilient tile floors as needed. Buff to shine.
2. Deep scrub and buff to shine all concrete floors. (North Campus)
3. Shampoo all carpet area rugs.

## **Somerset Academy Commercial Cleaning Proposal**

### **RESTROOMS**

#### **Daily**

1. Empty and clean waste receptacles.
2. Physically restock all paper towel, toilet tissue, feminine products, deodorizers and hand soap dispensers.
3. Dust all ledges, dispensers and partitions.
4. Clean top, bottom and side surfaces, inside and out of all stools and urinals using a disinfectant cleaner.
5. Clean both sides of stool seats using a disinfectant cleaner.
6. Clean and polish all bright work.
7. Clean sinks and countertops to remove soil, stain and soap films.
8. Clean mirrors.
9. Mop all floors using a disinfectant cleaner.
10. Spot clean both sides of doors to restrooms.
11. Clean doorknobs/push plates using a disinfectant cleaner.
12. Report malfunctioning of equipment to supervisor.

#### **Weekly**

1. Wipe down all stall partitions & doors.
2. Clean stools and urinals with non-acid bowl cleaner as needed.
3. pour water into floor drain.

#### **Monthly**

1. Machine scrub restroom floor.
2. High dust all walls and air diffuser.
3. Damp wipe and clean wall tile using a disinfect cleaner.

### **ENTRYAREA(S) AND LOBBY AND HALLWAYS**

#### **Daily**

1. Empty all trash containers.
2. Clean, disinfect and polish drinking fountain.
3. Clean both sides of entrance doors and door windows up to 80" in height.
4. Maintain metal door and window frames.
5. Power vacuum carpets walk-off mats.
6. Sweep and damp mop hard surface
7. Dust all medium level and low-level ledges.

### **ENTRY AREAS AND LOBBY AND HALLWAYS (CONTINUED)**

#### **Weekly**

1. Dust all top ledges and walls.
2. Buff / spray buff resilient tile floors; and maintain other hard surface floors.
3. Auto scrub all floors.

## **Somerset Academy Commercial Cleaning Proposal**

4. Scrub walls to remove all marks and smudges.

### **Quarterly**

1. High dust all wall areas.

### **Tri Annually**

1. Scrub all walls.
2. Strip and wax resilient tile floors as needed.

## **CLASSROOMS**

### **Daily**

1. Sweep and damp mop all hard surface floors.
2. All classrooms entrance and exit doors cleaned including glass.
3. All carpets vacuumed.
4. Spot clean **all** stains on carpet.
5. Fire hose and extinguisher cabinets cleaned inside and out.
6. All student desks dusted with a micro fiber cloth. Check underside for gum.
7. All sinks cleaned and wiped down with disinfectant. Run water in all sinks daily.
8. Clean/polish all glass doors, glass partitions and framing to a bright condition, free of dust and streaks.
9. Spot clean all vertical surfaces, bright work and fixtures to remove graffiti and soil, with special attention near switch-plates, waste receptacles, fire extinguishers, door handles and frames.
10. Empty and clean all waste receptacles. Remove all trash to designated trash area and replace trash liners as appropriate.
11. Brush/vacuum all common area and classroom furniture as necessary.
12. Run water down the sinks and floor drains.
13. Return furniture to neat and orderly position.
14. Vacuum all area rugs.
15. Clean whiteboards on Fridays.

### **Bi Annually**

1. Extraction of all carpeted areas/ rugs
2. Strip and wax all floors.

## **MULTI- PURPOSE ROOM**

### **Daily**

1. Dust mop all floors after each lunch.
2. Sweep and auto scrub all floors.

### ***Somerset Academy Commercial Cleaning Proposal***

3. Wipe down all tables.
4. Wipe down all walls .
5. Spot clean all windows inside and out.

#### **EMPLOYEE BREAKROOMS**

##### **Daily**

1. Empty trash containers. Replace soiled basket liners as required .
2. Remove trash to disposal area.
3. Clean tabletops with disinfectant cleaner.
4. Wipe down chair seats and arms.
5. Wet mop tile floor and or vacuum carpet.
6. Spot clean walls.
7. Wipe down fronts of vending machines, coffee makers, ice machine, and change dispenser.
8. Clean sink and countertop with disinfectant cleaner.
9. Spot clean front of cabinet doors and outside front of refrigerators and microwaves.
10. Dust any window ledges.

##### **Weekly**

1. Clean all windows inside and outside .

##### **Monthly**

1. Spray buff resilient tile floor.
2. Dust Venetian blinds .

##### **Tri Annually**

1. Strip and wax all resilient tile floors as needed . Buff to shine.
2. Clean all baseboards and door jambs.
3. Vacuum ceiling air vents

#### **JANITOR CLOSETS**

**Daily** - Maintain in an orderly and clean condition.



## *Somerset Academy Commercial Cleaning Proposal*

### **KITCHEN**

#### **Daily-**

1. Daily - Empty trash containers. Replace soiled basket liners as required .
2. Remove trash to disposal area.
3. Clean tabletops and sinks with disinfectant cleaner.
4. Mop all tile floors using a disinfectant cleaner.
5. Spot clean walls.

#### **NOTE SPECIAL ATTENTION:**

1. Bi Annual school wide floor care (winter & summer) included in monthly price.
2. Spring Break floor care in common areas (Bathrooms, Hallways, MPR, etc...) included in monthly price.
3. Kitchen Cleaning included in monthly price.
4. Reduced scope for summer cleaning
5. All detail work is scheduled around the schools calendar.
6. Summer- clean/ wipe down all walls.

## **Bidder Qualifications**

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**JAN-PRO of Las Vegas has a great deal of experience in providing day porter, cleaning, and summer deep cleaning services for educational and non-educational customers.**

- JAN-PRO of Las Vegas has been in operation since March 1, 2002 in Las Vegas. JAN-PRO cleaning systems of Las Vegas is independently owned and operated as a cleaning and maintenance business that performs commercial, industrial, and institutional cleaning. Jan-Pro of Las Vegas services all of Clark County and it is a Regional office of JAN-PRO International. John Santaniello is the local owner of the Jan-Pro office here and he has been since the business opened in 2002. JAN-PRO of Las Vegas had cleaning revenues of 7.6 million dollars for last fiscal year of 2016. The business has experienced revenue growth in every year, without exception, over the years 2002 to 2017.
- JAN-PRO of Las Vegas provides various janitorial services for various industries. From restaurants to office buildings, Jan-Pro feels confident in its training, staff and experience to provide you with exceptional service.
- JP of Las Vegas provides porter service to many large accounts all over the Las Vegas area and we are a sub-contractor to ISS at Sitel, a large call center here in Las Vegas. IN the call center we offer porter service around the clock and the tasks they are doing are very wide ranging.
- We will have the Cleaning Crews and Operations team ready within a 120 ( five days ) hour period of receiving your awarded contract. We are asking, with a facility of this size, to please allow 2-3 weeks for our crew to become 100% accommodated to your facility and the scope of work.
- JAN-PRO of Las Vegas will do daily walk thru with a member of the Facilities team at each school for the first week or until the management feels comfortable with us doing weekly or monthly walk thrus. All personal will be properly trained on how to clean an educational institution along with safety techniques on how to clean bloodborne pathogens and follow all OSHA regulations.
- There will always be a supervisor on-site that is easy to communicate with, in addition we will have a twenty four ( 24 ) hour emergency service number that anyone can all in the case of an emergency.
- JAN-PRO of Las Vegas provided all summer services to Cowabunga Bay in the summer of 2016, this included staff of eight ( 8 ) to ten ( 10 ) workers per day. The crew primarily power washed the concrete surfaces throughout the park dialy, but they also cleaned the rest rooms and the kitchens daily as well.

## **Somerset Academy Commercial Cleaning Proposal**

**JAN-PRO of Las Vegas will have all the necessary machines and equipment located on-site to follow the Cleaning Schedule; this includes but is not limited to, the following:**

- Side by Side Floor Machines
- Burnishing Machines
- Auto – Scrubber
- Back Pac Vacuums
- Micro-Fiber mops and Buckets
  
- Color Coded Micro – Fiber Cleaning Cloths
  - Red – Rest Rooms**
  - Green – General Cleaning**
  - Blue – Glass**
  
- Janitor’s Carts as needed
- Power Washing machine with adequate PSI pressure.
- Only Professional strength cleaning chemicals will be used with all MDS on-site

## **Customer Testimonials**

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### **Janet Brown, Facility Coordinator at Sitel**

“JanPro is amazing to work with, we have worked together for four years. They have taken care of not just one but two locations. We have a great relationship with the supervisors, our building is 50,000 sqft that is demanding. Lots of people with lots of challenges I am never disappointed on how they keep up with our challenges. They make my job so much easier and less stressful. Jan Pro has gone above and beyond for me on so many occasions.”

### **Dee Kennedy, Practice Administrator at Internal Medicine Specialist**

“Jan-Pro is great to work with. We left them to try another company and found the grass was definitely not greener and went back to Jan Pro. The operations manager always makes sure everything is running smoothly and he is quick to respond to any concerns I may have. If you are looking for a great cleaning team then Jan Pro is for you.”

### **Donna Calabri, Manger at Davita Health Care Partner Centennial**

“We have been using Jan pro for 2 years and have never had a problem, if I need something more done than what they are here for they do it no problem and it always looks great. I have a great working relationship with the supervisor and entire Jan pro crew. They always take care of my cleaning needs in my facility here at Davita Centennial.”



## ***Somerset Academy Commercial Cleaning Proposal***

### **Brian Cunningham, Director of Operations at Palm Casino Resort**

“Jan-Pro and their team have been a long standing vendor of the Palms Casino Resort and provide us services in cleaning of the Palms Pool, Rain, N9NE Steakhouse, Nove Italiano, China House at the Palms, The View, Moon, and Ghostbar. Jan-Pro has proven to be reliable vendor for the Palms providing services above and beyond regular cleaning schedules on demand and in a quality fashion.”

## **School References**

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### **San Antonio Christian Schools**

19202 Redland Road, San Antonio, TX 78259

Alex Roberds

210-340-1864 Ext. 419

[aroberds@sachristian.org](mailto:aroberds@sachristian.org)

### **Calvary Christian Learning Academy**

2900 N. Torrey Pines Drive

Las Vegas NV 89108

Brittany Hanson

702-656-2900

[Brittany@cchurchlv.org](mailto:Brittany@cchurchlv.org)

### **Mac Arthur Park Lutheran School**

2903 Nacogdoches, San Antonio, TX 78217

Carla locket

210-822-5374

[macparkschool@satx.rr.com](mailto:macparkschool@satx.rr.com)

### **Las Vegas Junior Academy**

6059 W. Oaky Blvd

Las Vegas NV 89146

702-871-7208

Connie Wade

[wadeconran@yahoo.com](mailto:wadeconran@yahoo.com)

### **Little Flower School**

905 Kentucky Ave, San Antonio, TX 78201

Laura Cole

210-735-9126 Ext. 105

[lcollection@littleflowerschool.net](mailto:lcollection@littleflowerschool.net)

### **Asher College**

6029 W. Charleston blvd

Las Vegas NV 89146

702-836-9900

Tom Bezek

[tbezek@asher.edu](mailto:tbezek@asher.edu)

### **Little Flower School**

905 Kentucky Ave, San Antonio, TX 78201

Laura Cole

210-735-9126 Ext. 105

[lcollection@littleflowerschool.net](mailto:lcollection@littleflowerschool.net)

### **Foothills Montessori School**

1401 Amador Lane

Henderson NV 89012

702-407-0790

Serviced: July 2004 – November 2013



**JAN-PRO SCHOLARSHIP**

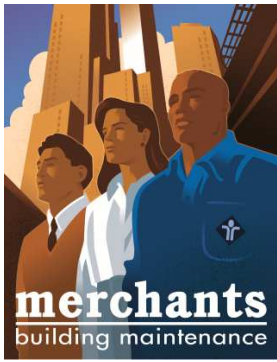
*For Every year of service JAN-PRO of Las Vegas will donate \$1000.00 scholarship to a qualified Somerset Academy student the following year, at each location that we are under contract at the previous year.*

Upon the recommendation from the Somerset Academy Scholarship Committee, JAN-PRO of Las Vegas will award a qualified student with a \$1000.00 scholarship that can be used towards their tuition.





***Somerset Academy Commercial Cleaning Proposal***



# merchants building maintenance

3021 S. Valley View Blvd. Suite 104  
Las Vegas, NV 89102  
(702) 384-3360 Fax: (702) 384-3387

April 14, 2017

Mr. Jacob Smoot

Academica Nevada  
6630 Surrey Street  
Las Vegas, NV89119

Dear Mr. Smoot,

Thank you for including Merchants Building Maintenance in your request for a cleaning proposal for **Academica Nevada**. We are pleased to submit the following proposal for janitorial services for your project in response to your recent inquiry. We believe this proposal offers you a high quality cost effective solution to your cleaning needs.

**Merchants Building Maintenance** has wide-ranging experience in servicing your industry and we can be an excellent partner for **Academica Nevada**. We do all we can to exceed your expectations and take pride in customer satisfaction.

If there is any additional information we may provide, please do not hesitate to contact us. All of us at **Merchants Building Maintenance** look forward to the opportunity of working with you.

Sincerely,

Angel Meza  
Operations Manager  
[ameza@mbmonline.com](mailto:ameza@mbmonline.com)

*Recommended Cleaning Program for*

# **Academica Nevada**

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**Presented to:**

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**Jacob Smoot**

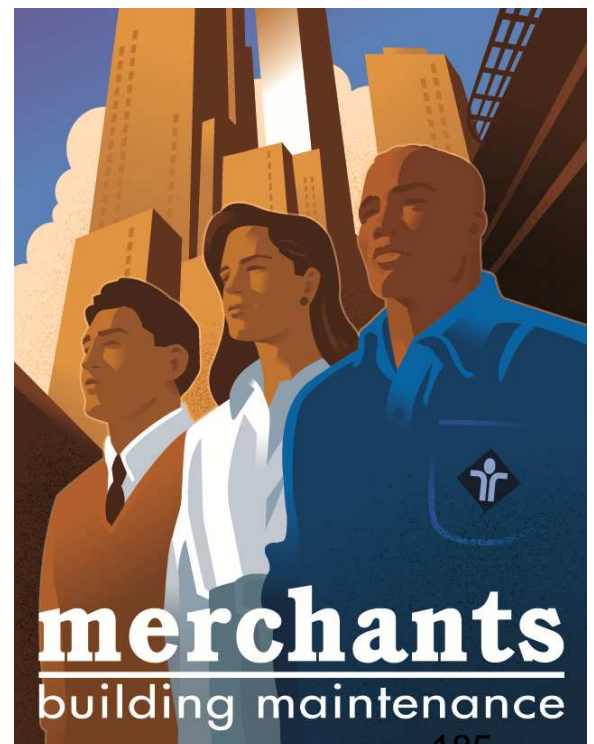
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**Presented by:**

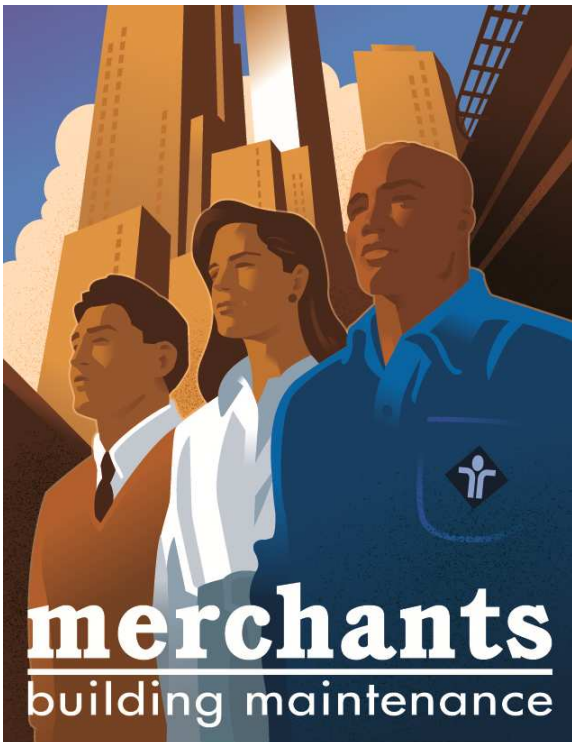
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**Angel Meza**

*April 14, 2017*







**1** OUR BACKGROUND

**2** MANAGEMENT & SUPERVISION

**3** QUALITY ASSURANCE

**4** GREEN CLEANING

**5** SAFETY AND TRAINING

**6** START-UP PLAN

**7** PERSONNEL PRACTICES

**8** CLEANING SPECIFICATIONS

**9** ADDITIONAL SERVICES

**10** PRICING BREAKDOWN

**11** SERVICE AGREEMENT

**12** CUSTOMER REFERENCES

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## ***Our History***

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### Merchants Building

Maintenance is a family owned and operated company with more than 3,000 employees and annual sales of more than 75 million dollars. Merchants is one of the largest janitorial service companies in the west. Our size and scope allow us to be cost effective while our commitment to quality and service make us exceptional.

Merchants is headquartered on the West Coast with branch offices in nine western states. Our regional offices enjoy the autonomy that allows them to compete regionally by using applicable pay rates, benefits and standards of their unique geographic area. Regional managers and supervisors are free to determine strategies and actions that reflect the needs of their local clients with the support of the home office.

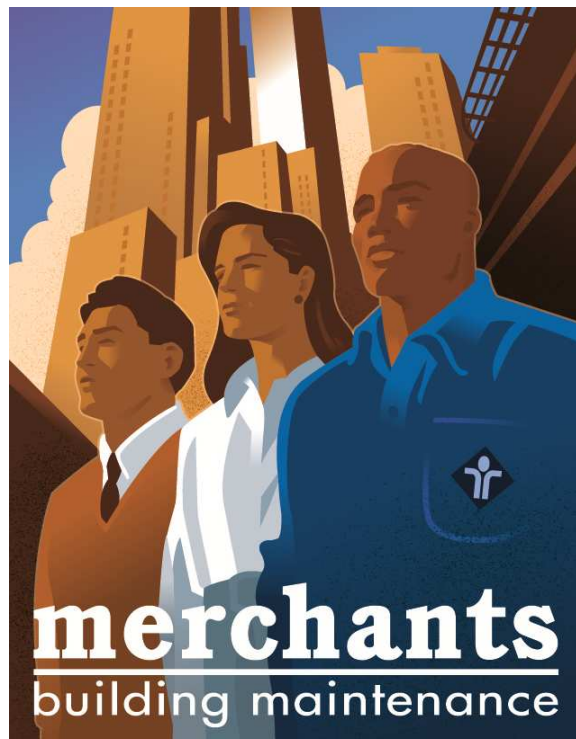
Merchants offers a full complement of janitorial and window cleaning services. In addition, our sister companies ***Merchants Metal and Stone Restoration, Merchants Engineering, Merchants Environmental*** and ***Merchants Landscaping Services*** provide our clients the option of a multitude of services under one corporate banner.

Since our founding we have committed ourselves to providing quality service, as a result we have compiled a portfolio of loyal and distinguished customers who have stayed with us year after year.

We would be happy to introduce you to them and give you a firsthand look at our performance.

*“Customer satisfaction and retention is a true measure of our success.”*

- *Founded in 1961*
- *Family owned and operated*
- *3,000+ Employees*
- *\$75,000,000 Annual Sales*





# Our Offices

## Regional Offices:

Los Angeles  
786 Monterey Pass Road  
Monterey Park, CA 91754  
800 560-6700

Inland Empire  
1995 W. Holt Avenue  
Pomona, CA 91768  
800 690-5553

Orange County  
1639-C East Edinger Avenue  
Santa Ana, CA 92705  
800 487-0770

San Diego  
8380 Mira Mar Mall #125  
San Diego, CA 92121  
800 818-6411

Northern California  
1061 Serpentine Lane # B  
Pleasanton, CA 94566  
925-417-1301

Washington  
1126 Industry Drive  
Tukwila, WA 98188  
206-394-9833

New Mexico  
3700 Osuna Road NE  
Albuquerque, NM 87109  
505-377-3593

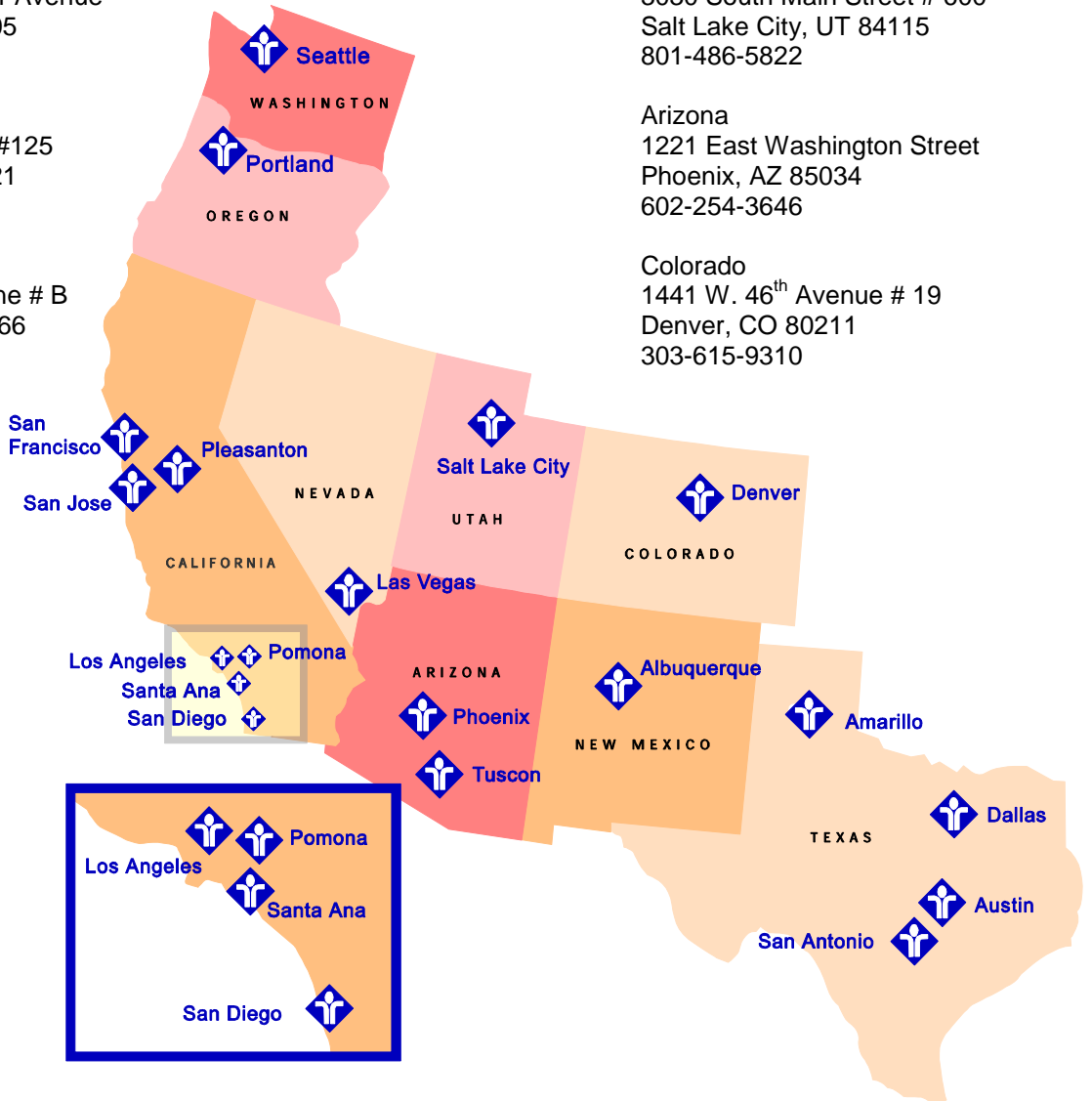
Las Vegas  
3021 S. Valley View Blvd.  
Las Vegas, NV 89102  
702-384-3360

Texas  
845 Isom Road  
San Antonio, TX 78201  
210-734-5662

Utah  
3030 South Main Street # 600  
Salt Lake City, UT 84115  
801-486-5822

Arizona  
1221 East Washington Street  
Phoenix, AZ 85034  
602-254-3646

Colorado  
1441 W. 46<sup>th</sup> Avenue # 19  
Denver, CO 80211  
303-615-9310





# Management & Supervision

## *Management, Supervision and Quality Control are the key to delivering service*

### **Our Managers**

Merchants management group is a knowledgeable team with many decades of experience dedicated to providing efficient, quality performance and maintenance of our contract obligations. Our management works closely with all levels of our supervision and your representative to ensure customer satisfaction.

Our managers have proven leadership skills including *planning, organizing, leading* and *coordinating activities*. They establish goals and focus on communicating those goals to their staff to accomplish them. Participation in management techniques, employee relations and hands on field training are all part of the Merchants Building Maintenance management program.

- **Planning** – Identify goals, objectives, methods, resources needed.
- **Organizing Resources** – Organize Human Resources and administrative functions.
- **Leading** – Establish strategic direction – vision, values, mission and goals.
- **Coordinating** – Ensure systems, processes and structures are effective. Ongoing feedback and monitoring.

### **Our Supervisors**

Merchants supervisors oversee the productivity and progress of employees who report directly to them. Supervision is a management activity and supervisors have a management role in the organization. Our supervisors use the following methods to support employees' efforts:

- Management skills – make decisions, plan, problem solve and delegate.
- Organize their department and teams.
- Design new job roles if needed.
- Hire and train new employees
- Observe employee performance and provide feedback
- Adhere to personnel practices.

### **Employee Relations Manager:**

Our in-house Employee Relations Manager (ERM) is designated primarily to the employees in the field. Open lines of communication are encouraged with team building in mind as well as individual attention. The ERM makes frequent site visits and conducts regular training. The ERM is available for clerical questions, problem resolution, translation and general inquiries.

The ERM is also in charge of the ESL (English as a Second Language) program that is available to all Merchants employees who may want to advance their language skills to better communicate with our clients. We encourage each employee to participate in this program and have flexible learning schedules for their convenience.

## **BENEFITS**

- *Higher level of cleaning*
- *Reduced Insurance Cost*
- *Reduced Turnover*
- *Increased Customer Service*





## *Our Team in the Field:*

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### **Foreman/Site Supervisor:**

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- Directly responsible for the performance of the daily routine.
- Fully instructed on our cleaning responsibilities, procedures, and periodic cleaning schedules.
- On-the-job at all times and able to inspect the work and maintain quality standards every day.
- Charged with the primary responsibility of maintaining the facility to your complete satisfaction.

#### **Regular training meetings are conducted to update our Site Supervisors on the latest:**

- Cleaning techniques and products.
- Modifications at your site.
- Changes made to provide consistent maintenance service.

#### **Service Satisfaction Incentive:**

- The Foreman/Site Supervisor receives a quarterly bonus based on client satisfaction to make sure all the corners are clean.
- Attends a monthly training meeting to stay up to date with the latest cleaning practices and safety procedures.

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### **Field Supervisor:**

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- Full-time professional in the field who conducts regular night-time inspections of your facility.
- Our supervisors are constantly in your building checking the work and training of our employees.
- Radio-Dispatched from our Corporate Office.
- Follow-up on all service requests and periodic tasks.
- Emergency Response.

#### **Service Satisfaction Incentive:**

- Receives a monthly bonus as recognition of a job well done, based on the level of client satisfaction, and on safe working practices.
- Prizes are awarded at regular meetings that are held with our Field Supervisors to update them on new cleaning standards and practices.



# Quality Assurance

*“Quality assurance is a process of continuous improvement. Regular inspections by independent specialists are a critical part of the process.”*

*David Haas, President*

## **BENEFITS**

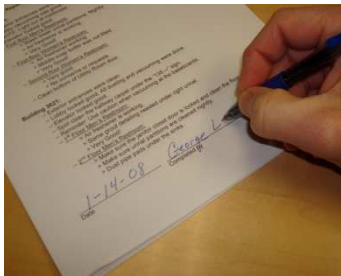
- *Quicker Response*
- *Safer, Cleaner Environment*
- *Increased Productivity*
- *Better Communication between crew and client*



**Inspection**



**Reporting**



**Completion**

## **Inspect What You Expect**

In order to deliver a consistently valuable service to our customers, we believe we must “Inspect what you Expect.” We provide incentives to all levels of our organization to help foster a culture of quality service. We set high standards and continually measure our performance to maintain those standards. We utilize advanced and refined processes to deliver high quality to each of our clients.

- Quality Assurance Program
- Quality Incentive Bonus
- Regular Daytime Inspections

In addition to our ongoing management and supervision, regular daytime inspections are conducted by one of our full-time quality control representatives. The result of these inspections, along with any comments by your personnel or tenants, will be reported immediately to management for your prompt action and follow through.

Our quality control inspectors are independent of line management and supervision. This independence allows them to be as objective as possible in their assessment of the quality of the service.

The completed quality control form is submitted to the **Branch Manager, Regional Operations Manager** and the **General Manager** of Merchants at the conclusion of each visit to your facility. Our management then evaluates the information and takes any corrective actions that may be needed to rectify any areas of concern.

Our Quality Control Inspectors communicate directly with your tenants or personnel and make sure that their concerns are addressed before they become a problem. Their requests are noted on the report which can be made available to you so that you are aware of them.

The primary benefit to you is that our high level of performance is maintained on a consistent basis.

*“Our inspections keep management and supervision informed and ensure top quality service.”*



## Quality Assurance



**Quality Control Manual** – Our Quality Control manual is comprehensive and each of our employees is educated on the procedures to keep the level of service and communication to our standard. Carefully documented processes ensure quality at the onset.

**Reporting System** - Our employees use **log books, radios, emails, telephone** and **personal visits** to respond to tenant and managements requests, to document concerns and work completed or work to be completed. Our field personnel have **PDA's** for prompt notification and action response time.

**Tracking System** – Our internal tracking system enables us to do the following:

- Follow the trail of work to be completed
- Define who is responsible for completing the work
- Track the amount of time necessary to complete the work
- Receive notification that work has been completed
- Promptly report to the customer

### **Customer Communication**

Merchants believes strongly in customer communication. Our employees take ownership of their work and the processes that lead to success. We remain committed to serving our clients and keeping them informed on a regular basis. We'll work with clients to tailor and integrate their specific needs.



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## *We Make Going Green Easy!*

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**What is Green Cleaning?** *The overall goal of “green cleaning” is to protect the health and safety of a building’s occupants and workers without harming the environment.*

Merchants Building Maintenance is proud to be a member of the U.S. Green Building Council. We will serve as your Green Cleaning expert and keep you up to date on the latest processes and innovations to keep your building running smoothly and effectively. Merchants Green Maintenance Program guides you on the path to more sustainable cleaning solutions. We are committed to promoting sustainable practices for a cleaner, greener environment.

Merchants’ Green Cleaning Program will include use of green cleaning products and procedures required to earn points toward certification for our customers working toward LEED (Leadership in Energy and Environmental Design) certification.

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***Merchants Building Maintenance is one of the most competitive, professional, reliable & environmentally friendly cleaning companies around.***

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The efficient use of labor through increased productivity is a significant aspect of the *Green Cleaning Strategy*. Merchants’ uses up to date equipment, supplies and methods to reduce man hours while maintaining superior results. Other strategies include the following products and methods:

- Green Seal Certified Products
- Equipment, Methods, Supplies, Training
- Recycling Program – Paper, Ink cartridges, magazines, cardboard, plastic, tin, aluminum and glass
- Environmentally Friendly Chemical Dispensing Systems
- Post-consumer recycled consumable products in restrooms
- Micro-fiber cloths and pads
- Environmentally Safe Chemicals, Cleaning Solutions
- Recapture and Disposal Methods
- LEED Guidelines
- Rechargeable Batteries
- Electronic transmittals via email to reduce paper waste

### **BENEFITS**

- *Cleaner Environment*
- *Reduced Cost*
- *Improved Worker Safety*
- *Reduced Absenteeism*





# Green Cleaning

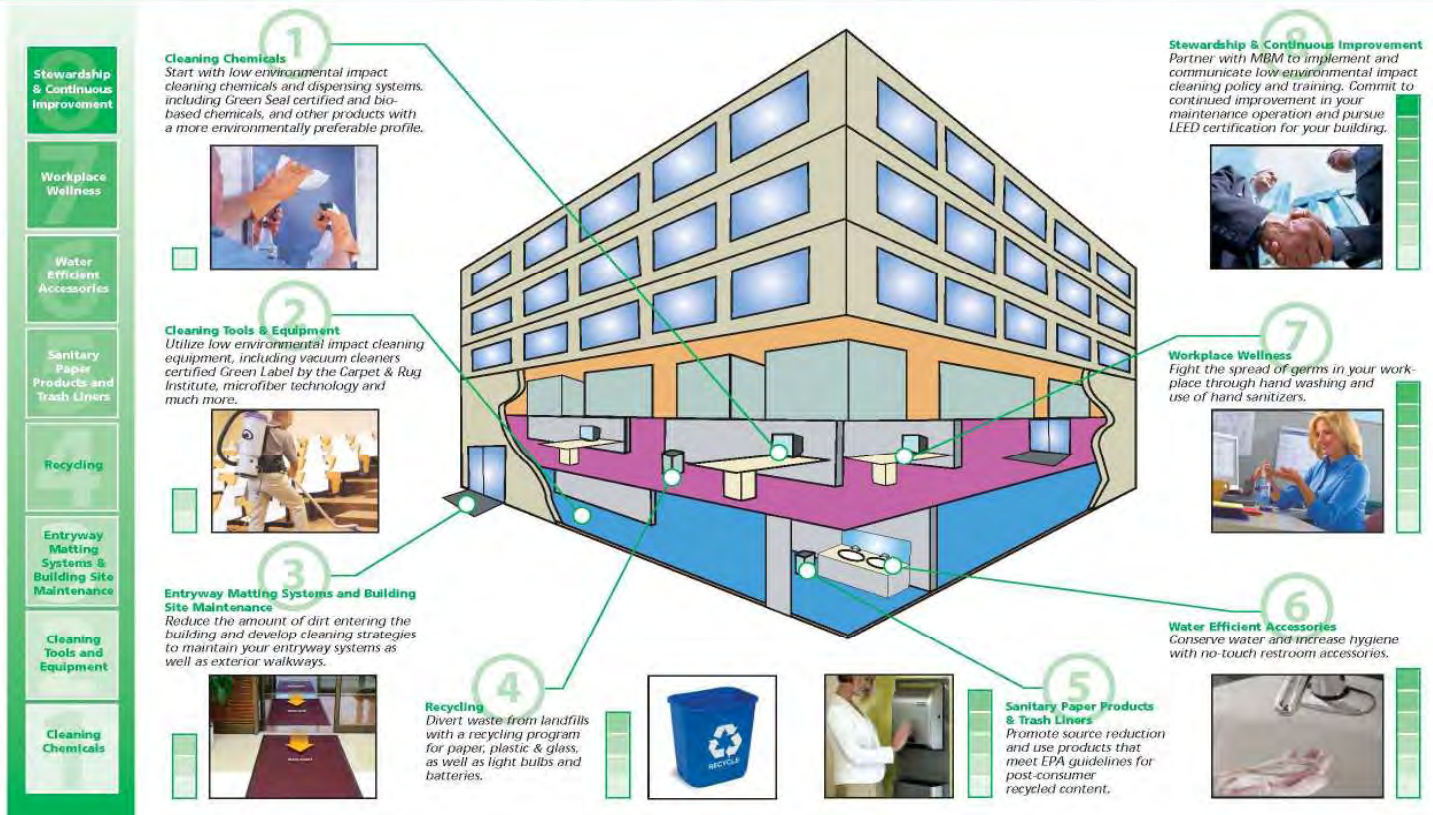
## Merchants Building Maintenance ensures the success of your program in the following ways:

- Maintain/Enhance Indoor Air Quality
- Improve Worker and Occupant Safety
- Ensure Sustainability
- Reduce Cleaning Costs
- Durable Products
- Lower Total Environmental Impact
- Fewer Harmful Emissions
- Employee Education Program
- Reduce Absenteeism
- Water Conservation
- Participation in Incentive Programs offered by local utilities or state agencies
- Promoting Environmental Awareness and Responsibility

We also offer other “green” maintenance services through our family of services such as duct cleaning, landscaping and stone and metal restoration. Just give us a call!

## Merchants' is dedicated to Promoting Green Cleaning and Helping to Create a Healthy Environment.

### MERCHANTS GREEN MAINTENANCE PROGRAM GUIDES YOU ON THE PATH TO MORE SUSTAINABLE CLEANING SOLUTIONS





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## Safety Comes First

Creating a safe work environment enables us to realize cost savings which we use to fund our Safety Training Program. The fund pays for our Safety and Training Manager, worker's compensation bonus and the Safety Lotto. A partner who understands the value these systems can add to your facility and operations is crucial to the success of the program.

Maintaining a safe and healthful environment for both our workers and clients is top priority. Our philosophy is that each and every one of our employees is responsible for safety.



Wet Floor Signs

## Key Safety Components:

**Safety Department** – Our in house Safety Director is a specialist in the field of work place safety and is accessible to the employees and our clients. In addition he conducts *on site inspections* to guarantee that the procedures are being administered properly.

**Safety Training** – All employees receive an employee orientation and training manual with live instruction and demonstrations of the procedures.

**Recurring Meetings** – Monthly “lunch box” meetings are conducted to review safety practices to ensure their proper usage and effectiveness. In addition, updates, “success stories” and suggestions are discussed.

**Driver Safety Program** - Driver record checks are performed before any employee begins driving a company vehicle. A valid driver's license is a mandatory requirement. Each vehicle is numbered and is equipped with a GPS tracker system which is monitored by our Safety Department.

**OSHA Compliance** – To ensure OSHA requirements are being met, we use and monitor a tracking log at each of our locations.

**Safety Awareness** – Our staff is trained to be alert and aware of safety needs for themselves and the people around them.



Safe Lifting



Material Handling

## BENEFITS

- Safer working environment for tenants and employees
- Higher cleaning quality and productivity
- Insurance costs kept under control



## Safety Programs & Awards

### ***Safety Awards:***

A cornerstone of our safety awards program is our ***Safety Lotto***. Every month we distribute ***Safety Lotto*** cards that have a safety message on top of the card. Our employees sign and return the bottom of the cards and return that portion to their supervisor or manager. The cards are placed in a raffle and the winning cards for the **\$50, \$100, \$250, and \$500** prizes are awarded.

The employees are eligible for larger prizes if the members of their team or branch have not had an injury in the prior month. This creates an environment where employees want to work safely and they also make sure that the other members of their team work safely.

We award **\$15,000** a month in safety lotto prizes and we believe this is money well spent. We have seen our worker's compensation costs plummet since the inception of this program. The ***Safety Lotto*** has been very helpful in reducing these costs and in sending the message to our employees that safety pays dividends in the long run.

### **2006 Grand Prize Winners!**



*Every year Merchants raffles off a new car as well as lots of new computers and cash to our employees. To be eligible to win an employee needs to have had no injuries in the prior year. This program has been hugely successful at increasing our employees awareness of safety on the job. No other cleaning company has a safety awards program that even comes close.*





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## ***Basic Safety Training Covers:***

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- General Safety
- Bloodborne Pathogens (BBP)
- Cord Safety
- Trash
- Personal Protective Equipment (PPE)
- Vehicle Safety
- Preventing Slips, Trips and Falls
- Material Handling
- Hazard Communication (HAZCOM)
- Accidents & Emergencies
- Workplace Violence
- Push Pull

All Merchants' employees receive comprehensive safety training. Safety concerns are addressed specific to each location and customers' environment. Our management and employees adhere to the safety rules and make any adjustments necessary for each location. We can readily implement any safety procedures in place at your facility.

*Merchants Building Maintenance Believes Safety is a Top Priority.*





## **Management Training**

Each of our managers is trained within the Merchants Building Maintenance business guidelines. Participation in management techniques, employee relations and hands on field training are all part of the management program.

Our management group is a knowledgeable team with many decades of experience dedicated to providing efficient, quality performance and maintenance of our contract obligations. Our management works closely with all levels of our supervision and your representative to ensure customer satisfaction.

## **Supervisor Training**

Our supervisor training program is comprehensive. Cleaners in supervisory positions participate in ongoing training with our supply vendors and then bring their knowledge back to the site and train the individual janitors. We encourage promotion from within and allow opportunity for our cleaners to advance to supervisory positions once evaluated for ability and desire to do so.

## **Cleaning Training:**

Merchants uses an easy to follow format to train employees on cleaning effectively and safely. Our Trainer's guide includes the following steps:

- **Explain each step.** Visual aids as well as live instruction are given on how to prepare and be safe for the task about to be completed.
- **Show each step.** Employees watch a live demonstration from the trainer on how to properly clean the specific area.
- **Do each step.** Employees get to do the work themselves with hands on training
- **Review each step.** The work is reviewed and any additional professional tips are given.

## **BENEFITS**

- *Higher level of cleaning*
- *Reduced Insurance Cost*
- *Reduced Turnover*
- *Increased Customer Service*



## **Training Topics covered for Managers, Supervisors and Cleaners, include:**

- Customer Service
- Product safety handling
- Tools, equipment and supplies management
- Problem Resolution
- Employee Relations
- Management Skills

Merchants' believes team work is essential to achieving superior cleaning practices. As a result, we pair new employees with experienced cleaners for more hands on training at the actual job site.

Our supervisor training program is comprehensive. Cleaners in supervisory positions participate in ongoing training with our supply vendors and then bring their knowledge back to the site and train the individual janitors. We encourage promotion from within and allow opportunity for our cleaners to advance to supervisory positions once evaluated for ability and desire to do so.

## **Specialty Care/Utility Training**

Our specialty cleaners receive separate training on items such as floor care, carpet and fabric care, wood, stone and metal restoration. Merchants' uses only state of the art equipment for our specialty care division. Our advanced training classes ensure proper application of the skills at the job site. Our qualified specialty care workers receive formal certification recognizing them as experts in their field.



# Start-up Plan

Merchants start up team meets with you prior to setting the Service Start Up Plan and timeline to discuss your individual needs. You have an opportunity to interview this person to ensure that he/she will be well-matched with your on site management. We will tailor the plan to your individual needs and requirements and create a customized start up plan and time line.

It is our goal to deliver you a seamless transition plan when changing your janitorial service contractor. We strive to make this an enjoyable experience for both you and your tenants.

Following is our standard **Service Start – Up Plan** with a timeline of activities to be completed before we start the actual cleaning. You will be informed along the way as to when each step will take place.





## BENEFITS

- Higher Level of Cleaning
- Lower Costs
- Safer Work Environment
- Reduced Turnover
- Professional Interaction

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## Hiring Practices

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**Selection:** Merchants Building Maintenance personnel are carefully screened and selected by our full time personnel department. Our procedures include contact with prior employers, driving background check and personal interviews. Merchants Building Maintenance is an equal opportunity employer and we participate in affirmative action practices.

### Selection Process Requirements:

- **Completion of MBM application**
- **Completion of right to work in the United States documents**
- **Completions of various requested screenings by client**

**Security:** Our employees are fully instructed in the proper use of keys, locked or otherwise secured areas and any special alarm systems in use at your facility. We also report any unusual activity or oversights that we may notice while doing our regularly scheduled work.

**Retention:** To attract professional workers with a good work ethic and to ensure employee retention, pay rates and benefits reflect the highest standards in the region. All Merchants Building Maintenance employees receive *vacation benefits*. In geographic areas governed by collective bargaining agreements, benefits include *health coverage*, *sick leave* and *pension*.

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## Human Resources Department

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The Director of Human Resources at Merchants is responsible for administering and directing the company's personnel. This person administers and manages the direction of all phases of the personnel program including:

- Recruitment
- Selection and Placement
- Position Classification
- Wage and Salary Administration
- Benefit Administration
- Employee development
- Communications
- Labor Relations
- Equal Opportunity Practices

The Director of Human Resources has frequent contact with the employee groups and is accessible to answer routine questions regarding pay, hours and benefits. In addition this person recommends appropriate revisions when needed to ensure best practices for our employees in and out of the field which results in better service to our customers.





# Uniforms



Merchants Building Maintenance has a wide selection of uniforms for you to choose from to create a custom tailored look for your location. Identification badges are prominently displayed for added security and image enhancement.

We offer attractive, comfortable, durable selections for both men and women. We would be glad to custom match any style, color or logo upon request. Our line is complete with outer wear for added convenience and professionalism. Employees can administer their duties outside if specified while remaining comfortable and still be easily identified throughout your location.

The cleaners are responsible for taking care of their uniforms to maintain them in a neat and orderly fashion. Regular inspections of the uniforms ensure that any dull or damaged items are replaced and the same presentable image is maintained.

## BENEFITS

- *Enhanced Image*
- *Easily Identified*
- *Improved Access Control*



### Merchants Building Maintenance Current Standard Uniform Shirts.

*We would be glad to custom match any style, color, or logo upon request.*



*THE INTENT OF THIS SPECIFICATION IS TO ENSURE A HIGH STANDARD OF HOUSEKEEPING FOR ACADEMICA NEVADA.*

### **OFFICES/ADMINISTRATION:**

#### **Daily:**

1. Empty all trash containers. Replace soiled basket liners as required.
2. Remove all trash to disposal areas.
3. Dust all tops of desks, furniture, window ledges, telephones, partitions, file cabinets and other horizontal surfaces. (Documents, equipment and other miscellaneous items will not be moved.)
4. Spot clean interior partition glass.
5. Wash both sides of glass doors.
6. Remove fingerprints from around doors and light switches.
7. Dust/Mop all hard surface floors. Damp mop to remove spillage.
8. Secure all office doors and turn off lights as indicated.
9. Report all irregularities to management.

#### **Weekly:**

1. Dust all lower areas of chairs, file cabinets, desks, etc.
2. Dust tops of picture frames and high ledges.
3. General high dust partitions and other vertical surfaces.

#### **Monthly:**

1. Spray buff all resilient tile and hard surface floors.
2. Power vacuum upholstered furniture.
3. Dust Venetian blinds.
4. Fire Extinguishers will be damp wiped.

#### **Quarterly:**

1. Edge vacuum all exposed baseboards with crevice tool as needed.

#### **Tri Annually:**

1. Clean all baseboards and door jambs.
2. Dust with treated clothes, all wood wall surfaces.
3. Vacuum all ceiling air vents.

#### **Bi Annually:**

1. Strip and wax all resilient tile floors as needed. Buff to shine.
2. Deep scrub and buff to shine all concrete floors. (North Campus)
3. Shampoo all carpet area rugs.



## **RESTROOMS:**

### **Daily:**

1. Empty and clean waste receptacles.
2. Physically restock all paper towel, toilet tissue, feminine products, deodorizers and hand soap dispensers.
3. Dust all ledges, dispensers and partitions.
4. Clean top, bottom and side surfaces, inside and out of all stools and urinals using a disinfectant cleaner.
5. Clean both sides of stool seats using a disinfectant cleaner.
6. Clean and polish all bright work.
7. Clean sinks and countertops to remove soil, stain and soap films.
8. Clean mirrors.
9. Mop all floors using disinfectant cleaner.
10. Spot clean both sides of doors to restrooms.
11. Clean doorknobs/push plates using a disinfectant cleaner.
12. Report malfunctioning of equipment to supervisor.

### **Weekly:**

1. Wipe down all stall partitions & doors.
2. Clean stools and urinals with non-acid bowl cleaner as needed.
3. Pour water into floor drain.

### **Monthly:**

1. Machine scrub restroom floors.
2. High dust all walls and air diffusers.
3. Damp wipe and clean wall tile using a disinfectant cleaner.

## **ENTRY AREA(S) AND LOBBY AND HALLWAYS:**

### **Daily:**

1. Empty all trash containers.
2. Clean, disinfect and polish drinking fountain.
3. Clean both sides of entrance doors and door windows up to 80" in height.
4. Maintain metal door and window frames.
5. Power vacuum carpets and carpeted walk-off mats.
6. Sweep and damp mop hard surface floors.
7. Dust all medium level and low-level ledges.

### **Weekly:**

1. Dust all top ledges and walls.
2. Buff/spray buff resilient tile floors; and maintain other hard surface floors.
3. Auto scrub all floors.
4. Scrub walls to remove all marks and smudges.

### **Quarterly:**

1. High dust all wall areas.



### **Tri Annually:**

1. Scrub all walls.
2. Strip and wax resilient tile floors as needed.

### **CLASSROOMS:**

#### **Daily:**

1. All bare floor areas swept or dust mopped.
2. All classrooms entrance and exit doors cleaned.
3. All carpets vacuumed.
4. Spot clean all stains on carpet.
5. Fire hose and extinguisher cabinets cleaned inside and out.
6. All student desks dusted with a micro fiber cloth. Check underside for gum.
7. All sinks cleaned and wiped down with disinfectant. Run water in all sinks daily.
8. Clean/polish all glass doors, glass partitions and framing to a bright condition, free of dust and streaks.
9. Spot clean all vertical surfaces, bright work and fixtures to remove graffiti and soil, with special attention near switch-plates, waste receptacles, fire extinguishers, door handles and frames.
10. Empty and clean all waste receptacles. Remove all trash to designated trash area and replace trash liners as appropriate.
11. Brush/Vacuum all common area and classroom furniture as necessary.
12. Run water down all sinks and floor drains.
13. Return furniture to neat and orderly position.
14. Vacuum all area rugs.
15. Clean whiteboards on Friday's only.

#### **Bi Annually:**

1. Extraction of all carpeted areas/rugs.
2. Strip and wax all floors.

### **MULTI-PURPOSE ROOM:**

#### **Daily:**

1. Dust mop all floors after each lunch.
2. Sweep and auto scrub all floors.
3. Wipe down all tables.
4. Wipe down all walls.
5. Spot clean all windows inside and out.





## **EMPLOYEE BREAKROOMS:**

### **Daily:**

1. Empty trash containers. Replace soiled basket liners as required.
2. Remove trash to disposal area.
3. Clean tabletops with disinfectant cleaner.
4. Wipe down chairs seats and arms.
5. Wet mop tile floor and or vacuum carpet.
6. Spot clean walls.
7. Wipe down fronts of vending machines, coffee makers, ice machine, and change dispenser.
8. Clean sink and countertop with disinfectant cleaner.
9. Spot clean front of cabinet doors and outside front of refrigerators and microwaves.
10. Dust any window ledges.

### **Weekly:**

1. Clean all windows inside and outside.

### **Monthly:**

1. Spray buff resilient tile floor.
2. Dust Venetian blinds.

### **Tri Annually:**

1. Strip and wax all resilient tile floors as needed. Buff to shine.
2. Clean all baseboards and door jambs.
3. Vacuum ceiling air vents.

## **JANITOR CLOSETS:**

### **Daily:**

1. Maintain in an orderly and clean condition.

## **NOTE SPECIAL ATTENTION:**

1. Bi Annual school wide floor care (Christmas & Summer) included in monthly price.
2. Spring Break floor care in common areas (Bathrooms, Hallways, MPR, etc...) included in monthly price.
3. Kitchen Cleaning included in monthly price.
4. All power washing of designated areas included in monthly pricing.
5. Reduced scope for summer cleaning beginning June 5<sup>th</sup>.
6. All detail work is scheduled around the schools calendar.
7. Summer- clean/wipe down all walls.



## Additional Services



### Engineering

MES provides skilled engineers in commercial, industrial high tech, manufacturing, government, healthcare and biopharmaceutical industries. Our engineers provide technical labor services in most types of facilities.

### Metal and Stone Restoration

Merchants skilled craftsman service elevator cabs, metal art sculptures, railings and flooring, cleaning/sealing of bronze and brass and coding of all colors of anodized aluminum.

### Environmental

Merchants offers effective biological removal through duct cleaning to reduce contaminant levels which will result in a healthier work environment. This process improves indoor air quality, increases energy efficiency, increases equipment longevity and improves the overall appearance.

### Window Cleaning

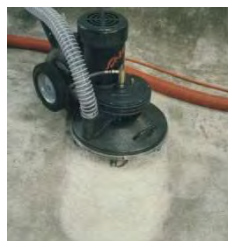
Merchants window cleaning division safely and effectively cleans and maintains windows with the least disruption to you and your tenants. We also specialize in removal of mineral deposits and this process involves application of a sealer which minimizes recurrence.

### Landscaping

Merchants provides simple to elaborate landscaping design that you and your tenants will enjoy. We specialize in landscape installation, design and construction and ground maintenance.

### Green Cleaning

We Make going Green Easy. Merchants is dedicated to promoting Green Cleaning and helping to create a healthy environment. We are proud to be a member of the U.S. Green Building Council we utilize products and procedures to earn points toward LEED certification.





# Service Agreement

Merchants Building Maintenance, LLC (hereinafter referred to as Merchants) and **Academica Nevada** (hereinafter referred to as "Client") agree as follows:

1. Merchants agrees to perform the services outlined in this contract under "Specifications" in locations and areas set forth in this contract for payment by the Client according to the terms outlined.

2. This agreement will be effective beginning \_\_\_\_\_ and may be terminated by either party upon thirty (30) days written notice.

3. Monthly service to Client will be performed at the rate of: **SEE ATTACHED PRICE PAGE.**

4. Payment shall be due on the last day of each month in which services are performed. A late charge of one and one half percent per month shall be paid by Client to Merchants on any past due payment not received within 15 days after the last day of the month in which services are performed.

If Client's account is referred to an agency or attorney for collection, attorneys' fees and costs of collection shall be recoverable to Merchants.

**5. SPECIAL SERVICES - UPON REQUEST AT A SEPARATE PRICE**

- Carpet cleaning using truck-mounted extraction.
- Window washing – interior and exterior.
- Steam Cleaning of exterior sidewalks and entrances.
- Day Porter services if not included in original proposal.
- Landscaping Services both interior and exterior through Merchants Landscape Services.

6. The above charges are a total figure including wages, cleaning supplies and equipment, payroll taxes and insurance, vacation, health and welfare, supervision, and all other contractor costs.

7. **Holidays-** Merchants is not obligated to perform services on the following holidays: New Years Day, Presidents Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day. Services on holidays, when requested, shall be charged on an hourly basis.

8. These charges are based on the present labor costs, related fringe costs, and current operating costs. If new or additional State or Federal, or minimum wages or payroll taxes are levied affecting payrolls, or if insurance charges or operating costs are increased, Merchants will request that our charges be adjusted accordingly.

9. It is further agreed that Merchants personnel will not be hired by Client for a period of 90 days following termination of this agreement.

10. **Indemnification-** Merchants shall indemnify, defend and hold harmless Client from loss, liability, cost, or expense (including reasonable attorney's fees) for bodily injury, death and property damage (hereinafter referred to as "claim(s)") but only to the extent same are caused by negligence, misconduct or other fault of Merchants, its agents and employees which arise out of work performed under this Agreement. The foregoing provision shall only benefit Client if Client notifies Merchants in writing of such claim within 30 days of same being reported to Client or its representative. Merchants shall not be liable for delay, loss or damage caused by warfare, riots, strikes, boycotts, criminal acts, acts or omissions of others, fire, water damage, natural calamity, or causes beyond Merchants' reasonable control. If Merchants is required to clean or wax floors when being used by employees, customers, tenants, or business visitors, Client shall, notwithstanding Merchants' negligence and to the full extent permitted by law, indemnify, defend and hold harmless Merchants from claims for injury and death resulting there from.

11. **Insurance and Taxes-** Merchants agrees to maintain in effect during the term hereof, insurance for Workers' Compensation with statutory limits, and personal injury and property damage with \$1,000,000 combined single limit liability per occurrence. Merchants has the right to be self-insured, where permitted by State law. Merchants shall furnish to Client, on request a Certificate of Insurance evidencing such coverage and specifying that 30 days' prior notice of cancellation will be sent to Client. Merchants shall be responsible for paying all payroll based taxes affecting its employees.

12. **Conformance with Legal Obligations-**Client agrees to keep its facilities in a safe condition and in conformance with Federal, state, and local laws, ordinances and regulations, and agrees to indemnify, defend and hold harmless Merchants from loss and liability (including reasonable attorneys' fees caused by Clients failure to do so.

13. **Independent Contractor.** Merchants is an independent contractor and all persons employed to furnish services hereunder are employees of Merchants and not of Client.

**Approved and Accepted:**

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

**Academica Nevada**

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

**Merchants Building Maintenance**



Campus	Sq. Ft.	Student Population	Monthly Cost	Cost Per Square foot	Price with Consumables	Cost Per Square feet with Consumables	All floors, full floor care 2X(Christmas/Summer)	Common areas, full floor care 1X (Spring Break)
Somerset Academy Lone Mountain Campus	54,637	780	\$ 4,261.77	\$ 0.078	\$ 5,440.95	\$ 0.0996	\$ 5,099.45	\$ 637.43
Somerset Academy Losee Campus	101,917	1380	\$ 7,972.98	\$ 0.078	\$ 10,128.93	\$ 0.0994	\$ 9,512.25	\$ 1,189.03
Somerset Academy NLV Campus	62,540	1200	\$ 4,868.84	\$ 0.078	\$ 6,181.09	\$ 0.0988	\$ 5,837.07	\$ 729.63
Somerset Academy Sky Pointe Campus	140,336	1620	\$ 10,893.78	\$ 0.078	\$ 13,983.70	\$ 0.0996	\$ 13,098.03	\$ 1,637.25
Somerset Academy Stephanie Campus	55,000	750	\$ 4,272.32	\$ 0.078	\$ 5,465.64	\$ 0.0994	\$ 5,133.33	\$ 641.67
	<b>414,430</b>	<b>5,730</b>	<b>\$ 32,269.69</b>		<b>\$ 41,200.30</b>		<b>\$ 38,680.13</b>	<b>\$ 4,835.02</b>





Mr. Mark Bell  
**The Forum Shops at Caesars Palace**  
3500 Las Vegas Blvd. South  
Las Vegas NV, 89109  
Telephone#: (702) 893-3807  
[mbell@simon.com](mailto:mbell@simon.com)  
Since: 7/01/2013

Ms. AnnMarie Caligari  
**Mandalay Place Shoppes at Mandalay Bay**  
3950 Las Vegas Blvd South  
Las Vegas NV, 89119  
Telephone#: (702) 632-6529  
[ACaligari@mandalaybay.com](mailto:ACaligari@mandalaybay.com)  
Since: 10/01/2003

Chet Kozna  
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**Veer Towers**  
3722 Las Vegas Blvd South  
Las Vegas NV, 89158  
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Since: 5/05/2010

Ms. Monica Moya  
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Since: 9/01/2012

Mr. Jorge Mendoza  
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275 S. Valencia Avenue  
Brea, CA 92823  
Telephone#: (714) 336-7522  
[jorge.mendoza@dtz.com](mailto:jorge.mendoza@dtz.com)  
Since: 4/01/2009



# CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

6/2/2016

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

**IMPORTANT:** If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

<b>PRODUCER</b> Bolton & Company 3475 E. Foothill Blvd., Suite 100 Pasadena, CA 91107  www.boltonco.com                      0008309	<b>CONTACT NAME:</b> PHONE (A/C, No, Ext): (626) 799-7000      FAX (A/C, No): (626) 583-2117 E-MAIL ADDRESS:	
	<b>INSURER(S) AFFORDING COVERAGE</b> NAIC #	
<b>INSURED</b> Merchants Building Maintenance LLC 1190 Monterey Pass Road Monterey Park CA 91754	<b>INSURER A:</b> Liberty Mutual Fire Insurance Company (A XV)      23035	
	<b>INSURER B:</b> Safety National Casualty Corporation (A XI)      15105	
	<b>INSURER C:</b> Federal Insurance Company (A++XV)      20281	
	<b>INSURER D:</b> Liberty Insurance Corporation (A XV)      42404	
	<b>INSURER E:</b> Employers Insurance Company of Wausau (A XV)      21458	
<b>INSURER F:</b>		

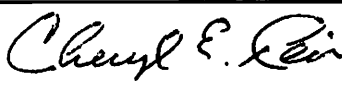
**COVERAGES**                      **CERTIFICATE NUMBER:** 30224001                      **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR  GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input checked="" type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:			TB2Z91460659066	6/1/2016	6/1/2017	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 300,000 MED EXP (Any one person) \$ 0 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000 \$
A	<input checked="" type="checkbox"/> AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> NON-OWNED AUTOS ONLY			AS2Z91460659026	6/1/2016	6/1/2017	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
D	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED    RETENTION \$0			TH7Z91460659046	6/1/2016	6/1/2017	EACH OCCURRENCE \$ 10,000,000 AGGREGATE \$ 10,000,000 \$
B E	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below Y/N    N/A			SP4054972 Excess WC (CA) WCCZ99460659056 (AOS)	6/1/2016 1/1/2016	6/1/2017 1/1/2017	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
C A	Employee Theft / Forgery Rented Equipment			81585028 YM2Z91460659076	6/1/2016 6/1/2016	6/1/2017 6/1/2017	Limit \$1 MIL/Ded. \$25,000 Limit: \$40,000/item; Ded. \$2,500

**DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)**

Workers Comp is Self-Insured under California Certificate of Consent to Self Insure #1793 for California operations. Blanket GL Additional Insured per form LG 10 17 09 07 attached, only if required by written contract. Primary & non-contributory coverage included. Job:

<b>CERTIFICATE HOLDER</b>  Sample	<b>CANCELLATION</b>  SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.
	<b>AUTHORIZED REPRESENTATIVE</b>  Cheryl Feia 

Academia Nevada

RFP

Janitorial Services For (5) Somerset Campuses



**ONE HEART JANITORIAL SERVICES**

One Heart Janitorial Services

3648 Remington Grove Ave

N. Las Vegas, NV 89081

BID OPENING DATE

April 14, 2017



**ONE HEART JANITORIAL SERVICES**

April 14, 2017

Academia Nevada

On behalf of One Heart Janitorial Services, I would like to take this opportunity to thank you for allowing us to submit our RFP for Custodial services. We understand the significance in determining the best company for this position and appreciate the considerable amount of time and effort put forth on your behalf.

As owner of One Heart Janitorial Services, I would like to ensure you that each employee has been thoroughly trained in all aspects of cleaning and OSHA safety. We believe in providing our partners with the highest level of quality control by offering onsite management to guarantee company policies are being implemented.

Thank you again for your time and consideration. We look forward to the opportunity of becoming a trusted and valued partner with Academia Nevada. Please do not hesitate to call if you have any further questions.

Tiesha Lomax

OWNER/CEO



# Table of Contents

1. Title Page
2. Table of Contents
3. Company Background
4. Quality Control Program
5. Scope of work
6. Reference sheet
7. Insurance
8. Bid Form
9. License and Certifications

## Company Background

One Heart Janitorial Services is a minority-owned, woman-owned company that was formed in Las Vegas, Nevada by native Tiesha Lomax in 2014. One Heart Janitorial Services is the result of the vision to strengthen the community by creating more job opportunities that the environment, economy and our client's facilities will benefit from. Our proven commitment to the advancement of our company will be shown by the certifications given in the "license and certifications" section.

*Here's how we plan to provide and manage your services.*

Our Human Resources and management development team combine traditional proven systems with exceptional staff experience. Our staff consists of highly skilled and experienced professionals who specialize in their specific job-related roles. Combined our team has over 21 years of work experience to serve your janitorial needs.

One Heart Janitorial Services acknowledges that supervision and professional management are two major components that most clients lack. Your account will be assigned an onsite manager that is functionally cross-trained to get involved whenever needed. The onsite manager is available as an extra layer of support to our employees and will also be the front-line contact for Somerset. Our employees are 100% supported and prepared to accomplish all goals and/or duties. We have created routine based work schedules to assure our employees are comfortable and familiar with their accounts (workload). Staying connected is an essential part of making sure we take care of any issue at a moment's notice. Our internal communication system makes it easy for our management team to communicate with the crew to get real-time updates and notifications.

We may be new, but we have experience. We have even better feedback.

One Heart Janitorial Services currently has (5) five active contracts and we continue to grow because of our desire and ability to provide high quality services to the Nevada area.

Our client base is comprised of a variety of different types and sizes of entities; all of which continue to broaden the experience base of our staff. We provide commercial, residential, restaurant, industrial, medical offices, post construction, floor waxing, window cleaning services and much more. One Heart Janitorial Services not only offers the best service, we provide the best quality.

We monitor our system of quality control continuously throughout the year and subject our services to an independent outside review. As such, our company has been able to maintain healthy client relationships that show on our surveys. We scored a perfect "10" on our customer satisfaction survey from Adobe Ranch Apartment Homes on January 23rd, 2017.



*Partnership is important to us!*

In our experience, maintaining open communication throughout the entire contract results in an effective engagement. Our approach depends on the timely response and assistance of Somerset personnel. We will schedule recurring monthly phone calls or in-person meetings with Somerset in house staff to discuss and address any open issues or areas of concern. This cooperation will further ensure our work is completed in an efficient and cost-effective manner.

One Heart Janitorial Services is forward thinking, innovative, and systematic in regards to capacity and capabilities. Although, there are many commonalities in this industry, there are specific requirements for each client. We perform an analysis to gain an understanding of our client's operations and the unique factors that differentiate your company. We develop a thorough understanding of our client's activities, high frequency traffic areas and special needs. We then use this information to plan a complete but efficient route for our crew members. Areas that require more attention are identified and unnecessary or redundant procedures are replaced with more productive ones. We have anticipated the need to hire additional employees. Over the summer our company was a vendor in a hiring event. We have great candidates that are eager to start employment immediately upon receiving approval of our proposal.

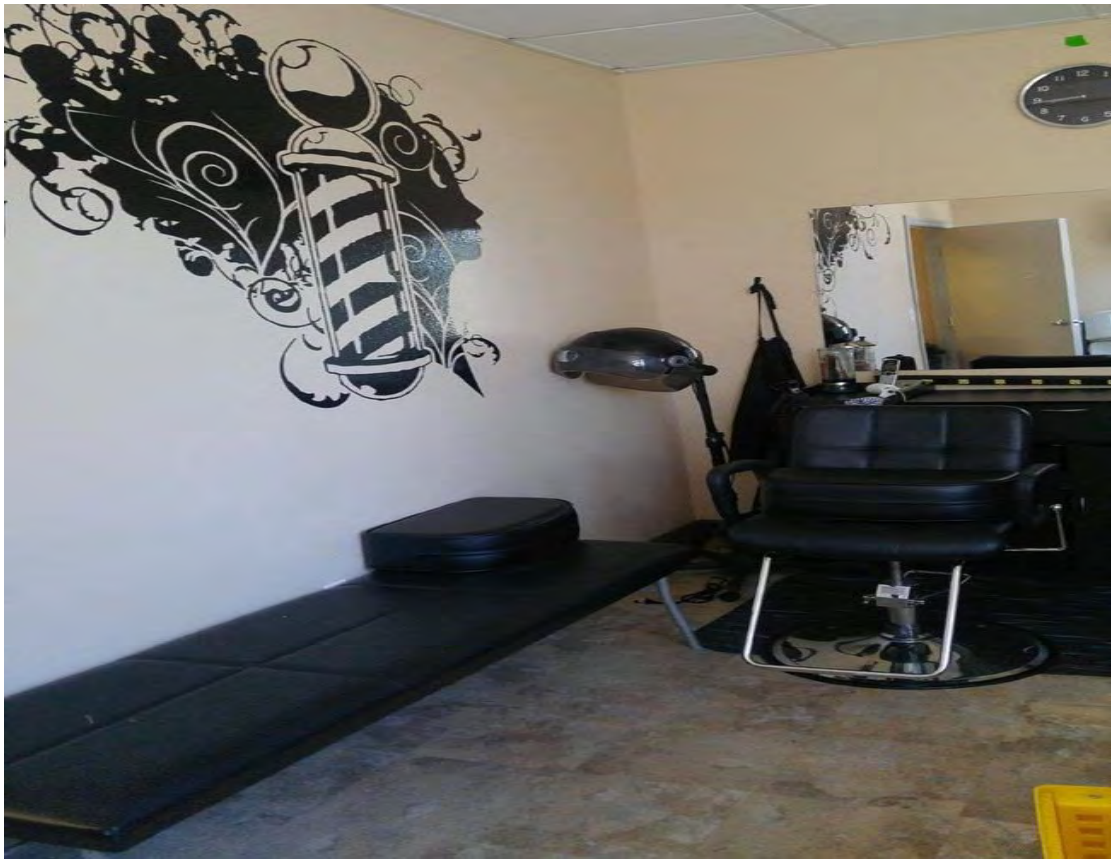
Furthermore, we are also aware that special circumstances and short notice may be given at times. Our onsite managers are available to Somerset to take onsite service requests and are trained to handle various issues. Service requests can also be made by phone, text message and/or email. Please allow our staff (up to 3) hour to respond to non-emergency emails and phone calls. Our emergency services team will respond within (1) one hour of notification. The emergency services team operates 24 hours a day and 7 days a week. One Heart Janitorial services, is owned and operating in Las Vegas, Nevada giving you direct access to us.

*Below are actual One Heart Janitorial Services client photos.*

*Please look at our work.*









One Heart Janitorial Services is proud to be the "Millennial" of the cleaning service industry, which gives us a "unique edge" and a defined purpose in what we do and how we service. We are proud to include that within our company, our primary focus is on the "heart" of business, our employees. Our company is committed to an employee-focused culture and we believe in a healthy work-life balance. Our employees are happy, satisfied and share our vision, resulting in our ability to exceed client expectations.

We have tailored our services and approach based on our advanced understanding of Somerset requirements and unique needs. Our operations management team strategically calculates our workload based on the square footage and amenities of the building we are servicing. We are anticipating our employees to work consistent a full-time schedule averaging 60-85 hours per week. We also have employees available for rotating on-call scheduling to ensure the job always gets done.

*Here's why we have the best, and we continue to get the best.*

Our Human Resources and management team has developed core values such as professionalism, integrity in our work and respect for our clients. Our extensive hiring process coupled with on the job training, constant coaching, team meetings and day-to-day work, environment reminders allows One Heart Janitorial Services to serve the most specific needs of our clients. We know that Somerset may have restricted areas and/or special security requirements for employees. To ensure we have the best-qualified employees we conduct background checks, drug testing and professional experience verification with the assistance of ADP, a third-party company that specializes in the Human Resources functionality.

*We assure that our employees are equipped with Osha certified equipment and maintains up to date safety training.*



## *Quality Control Program*

### *Policy statement*

The key to success for our entire operation is based on how we plan, schedule, and monitor the work that we do. Our work is based on area assignments. Unlike many other companies who use task assignments and are gang cleaning to accomplish their work, we here at One Heart Janitorial Services believe that custodians should be able to perform all task within the realm of cleaning services. The area assignments are based on the frequencies of cleaning and the type of room, area, or space to be cleaned. We, believe that area assignments are the most productive and efficient method in accomplishing the work at hand.

### **Procedures**

The contract manager will be responsible for the overall operations, with the supervisor being responsible for the day to day operations. The supervisor will be responsible for weekly written inspections to be given to the operations manager, the facilities manager and the facilities supervisor. Daily contact shall be made with the facilities supervisor.

After the area assignments have been established, the supervisor will check to determine if these assignments are truly the most efficient by working closely with his employees. The supervisor will discuss with his employees the schedules that they have been given to ensure that they understand the work level and quality that is expected. In addition to the weekly inspection, management will conduct monthly inspections to ensure that the operations manager and supervisors are complying with the quality control program.

Records of all inspections and statements of corrective actions shall be maintained and available upon request.

## ***Effective Quality Control***

### **ASK YOURSELF**

- How do you know your building is clean?
- How do you know contracted services are being performed?
- How do you know you are receiving real value for the price being paid?

### **YOU CAN ONLY KNOW WITH PROOF**

### **THE SOLUTION**

#### **We offer proof through effective Quality Control**

- Knowing services will be completed as outlined.
- Submit messages that are documented.
- Receive customer services that exceeds expectations.
- Consistently get a cleaner building for the same cost.

#### **Our customer services are built on 5 Values**

- Quality
- Communication
- Integrity
- Professionalism
- Passion

We accomplish this level of services with our quality control program.



### ***Quality Inspections***

We inspect those services to make sure they are performed to above industry standards inspection results are available for review so you can see we are honoring our contract.

### ***Reassurance Job Scheduling***

All work is scheduled based on the area and frequencies specified in the contract detailed job schedules ensure all services are completed as promised. Submit any issues by current email, phone or fax.

# Scope of Work

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## Service Specifications

Janitorial services will be delivered Monday through Friday to all occupied areas as outlined.

### OFFICES / ADMINISTRATION

#### Daily

1. Empty all trash containers. Replace soiled basket liners as required.
2. Remove all trash to disposal areas.
3. Dust all tops of desks, furniture, window ledges, telephones, partitions, file cabinets and other horizontal surfaces. (Documents, equipment and other miscellaneous items will not be moved.)
4. Spot clean interior partition glass.
5. Wash both sides of glass doors.
6. Remove fingerprints from around doors and light switches.
7. Dust/Mop all hard surface floors. Damp mop to remove spillage.
8. Secure all office doors and turn off lights as indicated.
9. Report all irregularities to management.

#### Weekly

1. Dust all lower areas of chairs, file cabinets, desks, etc.
2. Dust tops of picture frames and high ledges.
3. General high dust partitions and other vertical surfaces.

## **OFFICES / ADMINISTRATION (CONTINUED)**

### **Monthly**

1. Spray buff all resilient tile and hard surface floors.
2. Power vacuum upholstered furniture.
3. Dust Venetian blinds.
4. Fire extinguishers will be damp wiped.

### **Quarterly**

1. Edge vacuum all exposed baseboards with crevice tool as needed.

### **Tri Annually**

1. Clean all baseboards and door jams.
2. Dust with treated clothes, all wood wall surfaces.
3. Vacuum all ceiling air vents.

### **Bi Annually**

1. Strip and wax all resilient tile floors as needed. Buff to shine.
2. Deep scrub and buff to shine all concrete floors. ( North Campus)
3. Shampoo all carpet area rugs.

## **RESTROOMS**

### **Daily**

1. Empty and clean waste receptacles.
2. Physically restock all paper towel, toilet tissue, feminine products, deodorizers and hand soap dispensers.
3. Dust all ledges, dispensers and partitions.
4. Clean top, bottom and side surfaces, inside and out of all stools and urinals using a disinfectant cleaner.
5. Clean both sides of stool seats using a disinfectant cleaner.
6. Clean and polish all bright work.
7. Clean sinks and countertops to remove soil, stain and soap films.
8. Clean mirrors.

## **RESTROOMS (CONTINUED)**

9. Mop all floors using a disinfectant cleaner.
10. Spot clean both sides of doors to restrooms.
11. Clean doorknobs/push plates using a disinfectant cleaner.
12. Report malfunctioning of equipment to supervisor.

### **Weekly**

1. Wipe down all stall partitions & doors.
2. Clean stools and urinals with non-acid bowl cleaner as needed.
3. Pour water into floor drain.

### **Monthly**

1. Machine scrub restroom floors.
2. High dust all walls and air diffusers.
3. Damp wipe and clean wall tile using a disinfectant cleaner.

## **ENTRYAREA(S) AND LOBBY AND HALLWAYS**

### **Daily**

1. Empty all trash containers.
2. Clean, disinfect and polish drinking fountain.
3. Clean both sides of entrance doors and door windows up to 80" in height.
4. Maintain metal door and window frames.
5. Power vacuum carpets and carpeted walk-off mats.
6. Sweep and damp mop hard surface floors.
7. Dust all medium level and low-level ledges.



## ENTRY AREAS AND LOBBY AND HALLWAYS (CONTINUED)

### Weekly

1. Dust all top ledges and walls.
2. Buff / spray buff resilient tile floors; and maintain other hard surface floors.
3. Auto scrub all floors.
4. Scrub walls to remove all marks and smudges.

### Quarterly

1. High dust all wall areas.

### Tri Annually

1. Scrub all walls.
2. Strip and wax resilient tile floors as needed.

## CLASSROOMS

### Daily

1. Sweep and damp mop all hard surface floors.
2. All classrooms entrance and exit doors cleaned including glass.
3. All carpets vacuumed.
4. Spot clean **all** stains on carpet.
5. Fire hose and extinguisher cabinets cleaned inside and out.
6. All student desks dusted with a micro fiber cloth. Check underside for gum.
7. All sinks cleaned and wiped down with disinfectant. Run water in all sinks daily.
8. Clean/polish all glass doors, glass partitions and framing to a bright condition, free of dust and streaks.
9. Spot clean all vertical surfaces, bright work and fixtures to remove graffiti and soil, with special attention near switch-plates, waste receptacles, fire extinguishers, door handles and frames.
10. Empty and clean all waste receptacles. Remove all trash to designated trash area and

7. Wipe down fronts of vending machines, coffee makers, ice machine, and change dispenser.
8. Clean sink and countertop with disinfectant cleaner.
9. Spot clean front of cabinet doors and outside front of refrigerators and microwaves.
10. Dust any window ledges.

**Weekly**

1. Clean all windows inside and outside.

**Monthly**

1. Spray buff resilient tile floor.
2. Dust Venetian blinds.

**Tri Annually**

1. Strip and wax all resilient tile floors as needed. Buff to shine.
2. Clean all baseboards and door jambs.
3. Vacuum ceiling air vents

**JANITOR CLOSETS**

**Daily** - Maintain in an orderly and clean condition.

**KITCHEN**

**Daily** -

1. Daily - Empty trash containers. Replace soiled basket liners as required.
2. Remove trash to disposal area.
3. Clean tabletops and sinks with disinfectant cleaner.
4. Mop all tile floors using a disinfectant cleaner.
5. Spot clean walls.

**NOTE SPECIAL ATTENTION:**

1. Bi Annual school wide floor care (winter & summer) included in monthly price.
2. Spring Break floor care in common areas (Bathrooms, Hallways, MPR, etc...) included in monthly price.
3. Kitchen Cleaning included in monthly price.
4. Reduced scope for summer cleaning
5. All detail work is scheduled around the schools calendar.
6. Summer- clean/ wipe down all walls.

# References

---

- 1. NAME OF FIRM: Adobe Ranch Apartment Home  
POINT OF CONTACT: Lisa Needham  
ADDRESS: 1350 Kelso Dunes Ave Henderson, NV 89014  
PHONE NUMBER: 702-568-5252  
FACILITY SIZE: \_\_\_\_\_ SQ. FT.  
NUMBER OF YEARS: 6 Months
  
- 2. NAME OF FIRM: Just For Me DayCare  
POINT OF CONTACT: Myra Guzman  
ADDRESS: silver Dollar Ave Las Vegas  
PHONE NUMBER: 702-929-5386  
FACILITY SIZE: 4500 SQ. FT.  
NUMBER OF YEARS: 1
  
- 3. NAME OF FIRM: Love Life Family Services  
POINT OF CONTACT: Aaron Brown  
ADDRESS: 6330 Mcleod Dr. Las Vegas,NV 89120  
PHONE NUMBER: 702-350-7692  
FACILITY SIZE: 25000 SQ. FT.  
NUMBER OF YEARS: 2
  
- 4. NAME OF FIRM: Faith Temple Church  
POINT OF CONTACT: Denise Wright  
ADDRESS: 907 W Adams Ave Las Vegas, NV 89106  
PHONE NUMBER: 702-677-7230  
FACILITY SIZE: 2300 SQ. FT.  
NUMBER OF YEARS: 2
  
- 5. NAME OF FIRM: Cheyenne Square Barber Shop  
POINT OF CONTACT: Dahrell Smith  
ADDRESS: 3250 Civic Center Dr, NV Las Vegas 89030  
PHONE NUMBER: 702-354-61237 or 702-883-6640  
FACILITY SIZE: 1350 SQ. FT.  
NUMBER OF YEARS: 2





# CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)  
11/04/2016

**THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.**

**IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).**

<b>PRODUCER</b>  GEICO Insurance Agency, Inc. PO Box 5316 Binghamton, NY 13902	<b>CONTACT NAME:</b> GEICO Insurance Agency, Inc.	
	<b>PHONE (A/C, No, Ext):</b> 877-515-2191	<b>FAX (A/C, No):</b>
<b>E-MAIL ADDRESS:</b> <a href="mailto:commercialservice@homesite.com">commercialservice@homesite.com</a>		
<b>INSURER(S) AFFORDING COVERAGE</b>		<b>NAIC #</b>
<b>INSURER A:</b> Midvale Indemnity Company		27138
<b>INSURED</b> TIESHA LOMAX DBA: ONE HEART JANITORIAL SERVICES 3648 REMINGTON GROVE NORTH LAS VEGAS NV 89081	<b>INSURER B:</b>	
	<b>INSURER C:</b>	
	<b>INSURER D:</b>	
	<b>INSURER E:</b>	
	<b>INSURER F:</b>	
	<b>INSURER G:</b>	

**COVERAGES CERTIFICATE NUMBER: 1724680150002871711105 REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSR	SUBR VVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS		
A	<b>GENERAL LIABILITY</b>	N	N	GLP1003136	11/05/2016	11/05/2017	EACH OCCURRENCE	\$1,000,000	
	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY						DAMAGE TO RENTED PREMISES (Ea occurrence)	\$100,000	
	<input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR						MED EXP (Any one person)	\$5,000	
	GEN'L AGGREGATE LIMIT APPLIES PER:						PERSONAL & ADV INJURY	\$1,000,000	
	<input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC						GENERAL AGGREGATE	\$2,000,000	
							PRODUCTS - COM/POP AGG	\$2,000,000	
	<b>AUTOMOBILE LIABILITY</b>						COMBINED SINGLE LIMIT (Ea accident)		
	<input type="checkbox"/> ANY AUTO						BODILY INJURY (Per person)		
	<input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS						BODILY INJURY (Per accident)		
	<input type="checkbox"/> HIRED AUTOS <input type="checkbox"/> NON-OWNED AUTOS						PROPERTY DAMAGE (Per accident)		
	<input type="checkbox"/> UMBRELLA LIAB <input type="checkbox"/> OCCUR						EACH OCCURRENCE \$		
	<input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE						AGGREGATE		
	<input type="checkbox"/> DED <input type="checkbox"/> RETENTION \$								
	<b>WORKERS COMPENSATION AND EMPLOYERS' LIABILITY</b>						WC STATUTORY LIMITS	OTHER	
	ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH)		N/A				E.L. EACH ACCIDENT		
	If yes, describe under DESCRIPTION OF OPERATIONS below						E.L. DISEASE - EA EMPLOYEE		
	<b>PROFESSIONAL LIABILITY</b>						E.L. DISEASE - POLICY LIMIT		
							<b>OCCURRENCE</b>		
							<b>AGGREGATE</b>		
DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required)									
Janitorial Cleaning Services									

ACORD 25 (2010/05)  
 BID 013 20130603

The ACORD name and logo are registered marks of ACORD

# BID FORM

<u>Campus</u>	<u>Monthly</u>	<u>Annually</u>
Somerset Academy Lone Mtn. Campus	\$4,370.96	\$43,709.60
Somerset Academy Losee Campus	\$8,153.36	\$81,536.30
Somerset Academy NLV Campus	\$5,003.20	\$50,032
Somerset Academy Sky Pointe Campus	\$11,226.88	\$112,265.80
Somerset Academy Stephanie Campus	\$4,400	\$44,000

Total Monthly Price

\$33,154.40

Total Annually Price

\$331,546.70

SECRETARY OF STATE



**NEVADA STATE BUSINESS LICENSE**

**Sole Proprietor**

**Tiesha Lomax**

One Heart Janitorial Service

**Nevada Business Identification # NV20161421097**

**Expiration Date: 07/31/2017**

In accordance with Title 7 of Nevada Revised Statutes, pursuant to proper application duly filed and payment of appropriate prescribed fees, the above named is hereby granted a Nevada State Business License for business activities conducted within the State of Nevada.

Valid until the expiration date listed unless suspended, revoked or cancelled in accordance with the provisions in Nevada Revised Statutes. License is not transferable and is not in lieu of any local business license, permit or registration.



IN WITNESS WHEREOF, I have hereunto set my hand and affixed the Great Seal of State, at my office on 07/18/2016

*Barbara K. Cegavske*

BARBARA K. CEGAVSKE  
Secretary of State

***You may verify this license at [www.nvsos.gov](http://www.nvsos.gov) under the Nevada Business Search.***

**License must be cancelled on or before its expiration date if business activity ceases.  
Failure to do so will result in late fees or penalties which by law cannot be waived.  
There is no fee for cancellation.**



## CLARK COUNTY BUSINESS LICENSE

LICENSE NUMBER: 2002615-056-120

LICENSE PERIOD: 03/01/2017 - 02/28/2018

POST IN A CONSPICUOUS PLACE AT THE BUSINESS LOCATION

**ISSUED TO:**

One Heart Janitorial Service  
3648 Remington Grove Ave  
North Las Vegas, NV 89081

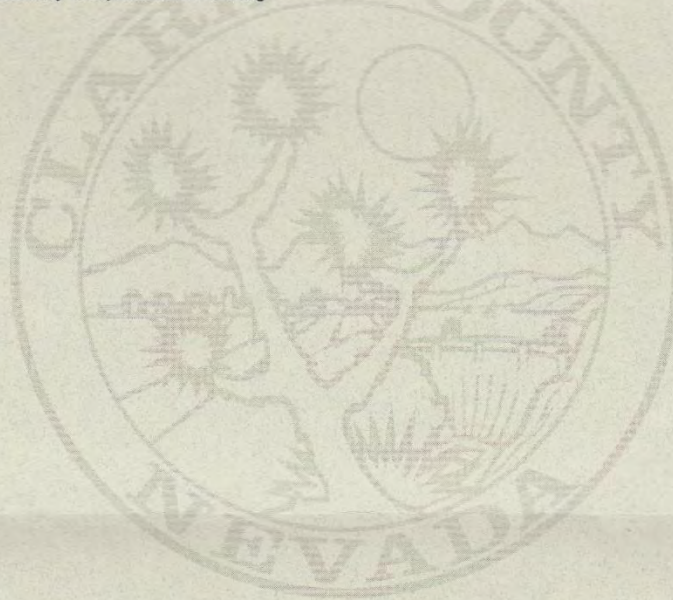
**BUSINESS LOCATION ADDRESS:**

3648 Remington Grove Ave  
North Las Vegas, NV 89081

TYPE OF LICENSE: Admin & Support Services - Group 2

LAND USE: PUD

All signage must conform to standards set forth in Clark County Codes 30.72 and 30.48. Business owners are responsible to keep business property free of trash and graffiti, conform to all zoning codes requirements and, if applicable, all conditions set forth in a Notice of Final Action issued by Comprehensive Planning.



DISCLAIMER

ISSUANCE OF A BUSINESS LICENSE IS NOT AN ENDORSEMENT OF THE BUSINESS PRACTICE OF THE LICENSEE.  
PLEASE SEE REVERSE SIDE FOR ADDITIONAL INFORMATION

*Jacqueline R. Holloway*

JACQUELINE R. HOLLOWAY  
DIRECTOR OF BUSINESS LICENSE

**DEPARTMENT OF BUSINESS LICENSE**

500 S GRAND CENTRAL PARKWAY  
BOX 551810  
LAS VEGAS NV 89155-1810  
PHONE: (702) 455-4252



# BUSINESS LICENSE

City of North Las Vegas  
2250 Las Vegas Boulevard North, Suite 110  
North Las Vegas, NV 89030

Mailing Address:

ONE HEART JANITORIAL SERVICE  
3648 REMINGTON GROVE AVE  
NORTH LAS VEGAS, NV 89081

In conformity with and subject to the provisions of the Ordinances of the City of North Las Vegas and the laws of the State of Nevada, license is hereby granted to operate the business described hereon:

License Number: 109544      Period Ending: 07/31/2017

Type of License: J003 JANITORIAL SERVICE

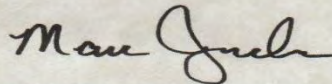
Business Location: ONE HEART JANITORIAL SERVICE  
3648 REMINGTON GROVE AVE  
NORTH LAS VEGAS, NV 89081-

Owner/Principal(s) TIESHA LOMAX

CITY OF  
NORTH LAS VEGAS

*Your Community of Choice*

This license is **not** transferable  
POST IN A CONSPICUOUS PLACE



Marc Jordan

Acting Director  
Community Development & Compliance



Nevada Governor's Office of  
**ECONOMIC DEVELOPMENT**  
*Empowering Success*

HEREBY GRANTS  
*State of Nevada Local Emerging Small  
Business Certification*

TO  
ONE HEART JANITORIAL SERVICES

WHO HAS SUCCESSFULLY MET THE STATE OF NEVADA'S STANDARDS AS A  
TIER 1 LOCAL EMERGING SMALL BUSINESS.



CERTIFIED DATE: NOVEMBER 7 2016  
EXPIRATION DATE: NOVEMBER 30, 2018

*O. Lynne Taylor-Bullock* 11/7/2016

O. LYNNE TAYLOR-BULLOCK  
ESB PROGRAM COORDINATOR  
NEVADA GOVERNOR'S OFFICE OF ECONOMIC  
DEVELOPMENT

DATE



World Class Cleaning Solutions®

# CERTIFICATE OF COMPLETION

We hereby certify that

**TIESHA LOMAX**

*has successfully completed a training seminar  
on VCT Floor Care Procedures and Products conducted at  
Clean-Mart, Inc., Las Vegas, NV on this day, the 2nd of February, 2017*

William J. Smith, NCL Vice-President of Sales & Marketing

Bruce Orman, NCL Regional Sales Manager





## CERTIFICATE OF COMPLETION

WHEREAS, the Board of County Commissioners is committed to bringing together local small business owners from diverse backgrounds offering a diverse range of goods and services, for the purpose of equipping small firms to pursue new business through the Clark County Small Business Opportunity Program; and

WHEREAS, the Small Business Opportunity Program provides extensive training from Purchasing experts, along with mentoring and resources through public and private partnerships designed to help small businesses build their capacity to compete for government contracts; and

WHEREAS, small businesses have committed time and effort to complete 12 weeks of Small Business Opportunity Program classroom training over a four-month period; and

WHEREAS, these small firms learned best business practices they can use to maximize their potential to access new business opportunities in southern Nevada; and

WHEREAS, small business owners enrolled in the program received coaching and mentoring from public and private program partners, local business resource agencies and past County small business trainees; and

WHEREAS, it is the pleasure of the Board to honor and congratulate the extraordinary small businesses that have met the requirements for graduation from the 2016 Small Business Opportunity Program;

NOW, THEREFORE, WE, the Board of Commissioners of Clark County, Nevada, congratulate:

### ONE HEART JANITORIAL SERVICES

and give our best wishes for success in all its future endeavors.

\_\_\_\_\_  
Chairman

*Laurence Brown III*  
\_\_\_\_\_  
Vice-Chair

*Susan Bruger*  
\_\_\_\_\_  
Commissioner

*Laurence Weekly*  
\_\_\_\_\_  
Commissioner

*Maybeth Deor*  
\_\_\_\_\_  
Commissioner

*Chris Murchigiani*  
\_\_\_\_\_  
Commissioner

*Marlon K. Kirkpatrick*  
\_\_\_\_\_  
Commissioner



# CERTIFICATE OF COMPLETION

*In recognition of your Commitment to and the Completion of the 2016  
Clark County Small Business Opportunity (SBOP) Program*

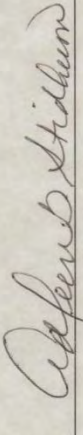
## ONE HEART JANITORIAL SERVICES

*Clark County Department of Administrative Services, Purchasing and Contracts Division,  
Recognizes and Presents this 10th Day of November, 2016.*

*Your Participation in the SBOP Program has provided a Foundation for Building a Solid  
Public/Private Partnership within our Community*

*"True Economic Development Starts with Empowering Our Local Small Businesses..."*



  
Adleen B. Stidham  
Purchasing Manager  
Clark County, NV





# Academica Nevada Janitorial Grading Rubric

Scale: 1-10 and 1-5 with 1 being the least and 10 or 5 being greatest.

	Weight						
	0.40	0.20	0.25	0.05	0.05	0.05	1
Company	Price (Lowest is Highest)	Conformance to Specs (How many products were missing)	Qualifications (Based on company ability to perform services)	Past Performance (Worked with us in the past, any complaints) 1-5	Quality and Utility of Services	Supplies & Materials	Weighted Total
ABM	7	10	10	3	9	8	507.50
Accurate	5	8	9	4	8	8	488.50
Brilliant	6	8	9	4	8	8	491.00
Jan Pro	3	9	8	3	8	8	464.50
Merchants	9	7	7	3	7	8	445.50
One Heart	10	9	6	2	6	8	414.00

### Janitorial Proposals for Somerset Academy

Company	NLV (Monthly)	Sky Pointe (Monthly)	Losee (Monthly)	Stephanie (Monthly)	Lone Mtn. (Monthly)	Monthly Total	Floor Care	Yearly Total	Current Contracted Amount
ABM	\$ 5,889.00	\$ 14,109.00	\$ 8,995.00	\$ 4,985.00	\$ 4,985.00	\$ 38,963.00	\$ 47,260.00	\$ 436,890.00	\$ 448,272.00
Brilliant	\$ 6,754.32	\$ 15,156.29	\$ 11,007.04	\$ 5,940.00	\$ 5,900.80	\$ 44,758.44	\$ -	\$ 447,584.40	
Accurate	\$ 7,754.00	\$ 16,464.00	\$ 13,465.00	\$ 6,477.00	\$ 6,536.00	\$ 50,696.00	\$ -	\$ 506,960.00	
Jan Pro	\$ 8,761.00	\$ 18,362.00	\$ 13,300.00	\$ 7,370.00	\$ 7,301.00	\$ 55,094.00	\$ 182,168.00	\$ 733,108.00	
Merchants	\$ 4,868.84	\$ 10,893.78	\$ 7,972.98	\$ 4,272.32	\$ 4,261.77	\$ 32,269.69	\$ 43,515.14	\$ 366,212.04	
One Heart	\$ 5,003.20	\$ 11,226.88	\$ 8,153.00	\$ 4,400.00	\$ 4,370.00	\$ 33,153.08	\$ -	\$ 331,530.80	

KEY:
Recommended
Low Bid
High Bid

### Floor Care Costs for Somerset Academy

Company	NLV Floors	Sky Pointe Floors (Excluding GYM)	Losee Floors	Stephanie Floors	Lone Mtn. Floors	Yearly Total
ABM	\$ 5,950	\$ 16,900	\$ 11,090	\$ 6,660	\$ 6,660	\$ 47,260.00
Brilliant	Included in Monthly Pricing					\$ -
Accurate	Included in Monthly Pricing					\$ -
Jan Pro	\$ 27,517.00	\$ 61,847.00	\$ 44,844.00	\$ 24,200.00	\$ 23,760.00	\$ 182,168.00
Merchants	\$ 6,566.70	\$ 14,735.28	\$ 10,701.28	\$ 5,775.00	\$ 5,736.88	\$ 43,515.14
One Heart	Included in Monthly Pricing					\$ -