



CITY OF SMYRNA

RFP 21-015

FULL SERVICE JANITORIAL CONTRACT

March 21, 2022

OWNER: CITY OF SMYRNA
2800 KING STREET
SMYRNA, GA 30080

CONTRACTOR: GENERAL BUILDING MAINTENANCE, INC.
3835 PRESIDENTIAL PKWY, SUITE 200
ATLANTA, GA 30340



**THE CITY OF SMYRNA
2800 KING STREET
SMYRNA, GEORGIA 30080**

RFP # 21-015
REQUEST FOR PROPOSAL - FULL SERVICE JANITORIAL CONTRACT

Competitive sealed proposals will be received electronically on the City of Smyrna BidNet Direct procurement site, no later than **10:00 AM on Thursday, May 13, 2021**. Proposals are being received for janitorial services for multiple city facilities.

The City of Smyrna uses an e-procurement system for electronic solicitation through BidNet Direct and the proposal documents are available on BidNet's Georgia Purchasing Group website via the City of Smyrna Purchasing Department's Web Portal for Sealed Bids at <https://www.bidnetdirect.com/georgia/cityofsmyrna>. Proposals must be submitted no later than the time and date indicated.

A pre-proposal conference is scheduled for Tuesday, April 27, 2021 at 9:00 AM at the Smyrna Community Center, 200 Village Green Circle, Smyrna, GA 30080. City facilities will be toured after the meeting. Attendance is not mandatory but is strongly encouraged. All bidders will be held liable to have visited the work site(s) and/or familiarize themselves with the nature of the work and conditions under which the work will be performed. Face covering is required.

As described in the specifications attached, all submissions for City of Smyrna Full Service Janitorial Contract (RFP 21-015) must comply with all general and special instructions. The City of Smyrna reserves the right to accept or reject any or all Proposals and award in the best interest of the City.

QUESTIONS: All questions or request for additional information must reference RFP 21-015 Full Service Janitorial Contract and must be submitted by email by noon, Tuesday, May 4, 2021, to Kelly Brown, Purchasing Manager, City of Smyrna at kbrown@smyrnaga.gov. Addenda will be posted on the BidNet Direct site and City of Smyrna website.

Thank you,

Kelly Brown
Kelly Brown, CPPB, NIGP-CPP
Purchasing Manager

Starla Whiddon
Starla Whiddon
Purchasing Buyer

GENERAL INSTRUCTIONS

1. All Proposals must be submitted electronically on the City of Smyrna electronic solicitation system BidNet Direct at: www.bidnetdirect.com/georgia/cityofsmyrna. Proposals will not be accepted after the stated date and time.
2. After the RFP is issued, no contact will be permitted between bidders and any other City staff members or elected officials, except through Purchasing. Office hours are 8:00 a.m. to 5:00 p.m., Monday through Friday. The Purchasing Department phone numbers are 678-631-5406 and 678-631-5404.
3. All proposals submitted shall include all material and labor, F.O.B. destination, City of Smyrna, GA., installed with all debris removed.
4. The City of Smyrna is a tax-exempt Municipal Corporation. No Sales tax will be charged on any products or services. The State of Georgia tax exemption number is **58-6000664**.
5. The City of Smyrna reserves the right to waive any and all technicalities, formalities, or irregularities, and accept or reject any or all proposals, and award the proposal to the lowest responsive and responsible bidder in the best interest of the city; reject the proposal of any vendor that has previously failed to perform properly or complete on time, contracts of a similar nature, or reject the proposal of a vendor that, in the sole opinion and discretion of the City of Smyrna, is not in the position to fulfill the contract.
6. All proposals must be submitted using the bid form provided. All information regarding bidder name, address, telephone number, and contact person must be provided. Bidders must fill in bid prices and delivery information as indicated. Amount of bid must be submitted in numbers and written as indicated, similar to writing a check.
7. The successful proposer **shall** be required to provide a copy of a current and valid occupational license issued by an agency from within the State of Georgia.
8. If a bidder chooses to not submit a proposal, it is requested that a “NO BID” be submitted stating the reason for the “no bid”. For our purposes, it is important that we know why bidders chose to not submit. Any bidder submitting a “no bid” will be recorded as such.
8. Contract Term: The initial contract term will be for a period of twelve (12) months. The contract may be renewed each calendar year with written permission from the City. The contract may be canceled at any time with sixty (60) day written notice from either party.

SPECIAL INSTRUCTIONS

1. **Scope Reduction Clause**

The City of Smyrna (the "City") reserves the right to reduce or increase the scope of the project if the lowest responsible and responsive contractor's (or multiple contractors') Quote is higher or lower than our budgeted amount for the project. The City of Smyrna, at its sole discretion, reserves the right to increase or decrease the scope of work to facilitate an award. This scope reduction clause will be enacted only if it is in the best interest of the City and constitutes no guarantee of scope.

2. **Additional Work**

The City of Smyrna reserves the right to add to the contract any future work, with the agreement of the contractor, at prices offered in this Quote. This option will be enacted during the contract or within twelve months of the end of the contract, if in the best interest of the City, and with agreement of the contractor ("Contractor").

3. **Bid Bond**

Any proposal in excess of Fifty Thousand Dollars (\$50,000.00) shall be accompanied by a surety bond in the amount of not less than five percent (5%) of the amount proposed. Surety bond may be in the form of a cashier's check, certified check, money order or bond from bonding company licensed to do business within the State of Georgia. Bonds will be made payable to City of Smyrna. Unsuccessful surety bond will be returned upon request. Successful bidder's surety bond will be held until a contract has been executed and a required Performance Bond has been supplied.

Surety and insurance companies must have an AM Best rating of A-6 or greater, be listed in the Federal Registry of Companies holding Certificates of Authority and Acceptable Sureties on Federal Bonds, be licensed by the Georgia Insurance Department and the Georgia Secretary of State to do business in the State of Georgia.

No Bid Bond is Required for this Project.

4. **Performance Bond**

Prior to beginning installation work, the successful Contractor may be required to furnish a corporate surety bond as security for the installation work. Said surety bond shall be in the amount of one hundred percent (100%) of the total bid amount of the Contractor for the equipment and successful installation.

The Contractor shall pay the premium for the performance bond. A certificate from the surety showing that the bond premiums are paid in full shall accompany the bond. The surety on the bond shall be a duly authorized corporate surety company approved to do business in the State of Georgia.

When the amount of the performance bond required under this article does not exceed \$500,000.00, the City may, in its sole discretion, accept an irrevocable letter of credit

by a bank or savings and loan association in the amount of (the total bid amount) and in lieu of the bond otherwise required under this article.

4. Insurance Requirements

All Quotes submitted must be accompanied by a Certificate of Insurance in compliance with the minimum requirements of the State of Georgia to include worker's compensation. Upon Bid Award, Contractor shall present a Certificate naming the City of Smyrna as Additional Insured. Contractor shall be responsible for all injuries or damages of any kind resulting from his work, to persons or property. The minimum insurance requirements are as follows:

- a. Commercial General Liability Coverage for personal injury and/or property damage with a minimum limit of \$1,000,000 per occurrence.
- b. Commercial Excess Umbrella for liability for bodily injury and/or property damage and in excess over other coverage in an amount of at least \$2,000,000 combined single limit.
- c. Worker's Compensation and Employers Liability – Statutory coverage at a minimum of \$100,000 per accident.
- d. Automobile Public Liability and Property Damage with limits of \$1,000,000 per person in any one claim and subject to that limit for each person; \$1,000,000 for two or more persons in any one accident for bodily injury liability and \$1,000,000 for property damage liability on the comprehensive form covering all owned, non-owned and hired vehicles used in conjunction with the contract.

Each policy shall contain an endorsement that, in the event of change or cancellation, a thirty (30) day prior written notice must be sent by mail to the City.

5. Indemnification

Contractor shall assume the obligation to indemnify and hold harmless the City, its officers, employees, engineers, associates, agents, subcontractors and representatives from and against any and all claims, damages, suits, fees, judgments, costs, expenses (including attorneys' fees), liability or payment arising out of, or through, injury to any person or persons including death and loss of services, or damage to property, suffered through any cause whatsoever in the work involved in the contract and to defend on their behalf any suit brought against them arising from such cause.

Any and all damages and costs associated with and to pedestrians, vehicles, buildings, etc. are the sole responsibility of Contractor. The City may review any disputes and the City's decision shall be final.

6. Georgia Security and Immigration Compliance

In compliance with the Georgia Security and Immigration Compliance act of 2006 Act 457, Section 2 of Senate Bill 529, Chapter 300-10-1 (O.C.G.A. 13-10-91) and further updated in House Bill 87 and Senate Bill 160, all Contractors must comply with the

above mentioned State of Georgia regulations by completing the provided affidavits relative to Contractor and subcontractor stating affirmatively that the Contractor and any subcontractors are registered and participating in a federal work authorization program. All applicable affidavits have been included with this RFP and must be signed and provided with the Quote submission. An individual, or company with no employees, should complete the SAVE documentation and include a copy of a principal's drivers' license or passport to verify U.S. citizenship.

7. Personnel

Contractor shall only hire and employ individuals performing services hereunder with suitable training, experience and skills to perform the services and the position to which such individual is assigned. Contractor shall, at its expense, conduct (or cause to be conducted), in compliance with all applicable laws, the following checks on each individual performing services hereunder:

- a. a background check, including the: (i) name and all names used in the previous seven years, (ii) date of birth, (iii) city, state, and country of birth, and (iv) passport number (if one is held) and issuing country, issue date and expiration date;
- b. criminal checks; and
- c. drug testing.

At the City's request, and to the extent permitted by law, Contractor shall provide copies of such checks with respect to any individual performing services hereunder, and the City shall comply with the law with respect to the use, retention, disposal and confidentiality of such information.

With respect to any individual performing services hereunder that the City believes is (a) not conducting him or herself in accordance with the applicable code of conduct as provided to Contractor by the City from time to time, (b) improperly providing the services, (c) engaged in conduct that is criminal, fraudulent or likely to cause harm to the City's employees or property or (d) not adequately complying with the terms of the service contract, Contractor shall, upon the City's request, as soon as reasonably practicable: (i) if applicable, terminate such individual's access to City property, and (ii) remove such individual of his or her responsibility of providing services to the City.

8. Ordinances and Regulations

Selected contractor(s) must comply with all pertinent federal, state and local ordinances and regulations. Contractor shall adhere to all City of Smyrna ordinances pertaining to the work performed as found at <http://www.smyrnaga.gov/> under Government / City Ordinances where services per this contract are provided unless stated in the specifications.

9. Required Submissions

- a. All Proposals must be submitted electronically on the BidNet Direct site for City of Smyrna. Proposals must contain all the required documents, bid pricing forms,

acknowledgements, the Contractors and Subcontractors affidavit of compliance with the Georgia Security and Immigration Act, a current occupational/business license, and a current and valid Certificate of Insurance showing the minimum insurance coverage as specified above.

- b. On the Vendor Questionnaire and Reference Forms provided in this RFP, all bidders must provide a minimum of three (3) business and/or government references to the City of Smyrna for which a project similar to the scope of this project was completed within the last three (3) years. This listing shall include names, addresses, telephone numbers and email addresses of the business/government official project manager.

FULL SERVICE JANITORIAL CONTRACT**GENERAL INFORMATION****RFP Schedule**

Issue RFP	Wednesday, April 14, 2021
Pre-Bid Conference & Site Visits	Tuesday, April 27, 2021 – 9:00 am
Deadline for Questions	Tuesday, May 4, 2021 - noon
Proposals Due	Thursday, May 13, 2021 – 10:00 am
Optional Interviews (if required)	Week of May 24 – 31
Recommendation & Award	June 2021

The City of Smyrna is soliciting proposals from qualified contractors to provide **Janitorial Services at multiple city facilities**. The Contractor shall provide all things necessary, including transportation/delivery, labor, equipment, materials, supplies, and expertise to perform the Full-Service Janitorial Contract and in accordance with the specifications listed therein. The work is to be performed after normal business hours in most locations as to not interrupt normal City operations. Two buildings are open seven days a week – the Community Center and Library. The Police department requires services to begin at 3:00 PM.

Operating hours are subject to change as measures are implemented to reduce the spread of COVID-19.

City Hall, Fire Station #1, Police Station, Public Works, Recycling Center, Taylor Brawner Hall

- Monday-Friday: 8:00 am – 5:00 pm

Community Center

- Monday-Friday: 6:00 am - 10:00 pm
- Saturday: 8:00 am - 10:00 pm
- Sunday: 10:00 am - 7:00 pm

Library

- Monday - Thursday: 10:00 am – 8:00 pm
- Saturday: 10:00 am – 6:00 pm
- Sunday: 1:00 pm – 5:00 pm

COVID Hours

- Monday – Friday: 10:00 am – 6:00 pm
- Saturday: 12:00 noon – 4:00 pm
- Sunday: CLOSED

Wolfe Center

- Monday – Thursday: 8:00 am – 7:00 pm
- Friday – Saturday: 8:00 am – 2:00 pm
- Sunday: CLOSED

COVID Hours

- Monday – Thursday: 8:00 am – 6:00 pm
- Friday: 8:00 am – 12:00 noon
- Saturday and Sunday: CLOSED

Proposers shall provide a monthly price for each facility based upon the requirements of this proposal. The award shall be made to the proposer with the most responsive and responsible proposal that meets the evaluation criteria provided in this RFP.

The buildings to be quoted in this proposal and priced separately are as follows:

Location	Address	Approximate Square Footage
City Hall	2800 King Street, Smyrna, GA 30080 (Janitorial services required 5 days per week)	27,080
Community Center	200 Village Green Circle, Smyrna, GA 30080 (Janitorial services required 7 days per week)	45,000
Fire Station # 1 - (Administration only)	2620 Atlanta Road, Smyrna, GA 30080 (Janitorial services required 5 days per week)	5,800
Library	100 Village Green Circle, Smyrna, GA 30080 (Janitorial services required 6 days per week)	27,000

Police Station (Administration and front lobby only)	2646 Atlanta Road, Smyrna, GA 30080 (Janitorial services required 5 days per week – starting at 3:00 pm)	10,000
Public Works Offices	2190 Atlanta Road, Smyrna, GA 30080 (Janitorial services required 5 days per week)	23,520
Recycling Center	3475 Lake Drive, Smyrna, GA 30082 (Janitorial services required 5 days per week)	
Taylor Brawner Hall	3180 Atlanta Road, Smyrna, GA 30080 – includes outside restrooms (Janitorial services required 5 days per week – outside restrooms required 7 days per week)	20,000
Wolfe Center	884 Church Street SE, Smyrna, GA 30080 (Janitorial services required 6 days per week)	11,000

TECHNICAL SPECIFICATIONS

The following terms are used throughout this Request for Proposal and shall have the following meanings:

1. **Windows / Mirrors** – These glass surfaces are an integral part of the outer surface of the building or serve as interior walls or room dividers, mirrors, or exterior walls of an elevator shaft. After cleaning, all traces of film, dirt, smudges, water, and other foreign matter shall be removed from the glass, frames, casings, and sills.
2. **Remove Trash / Recyclables** – All wastebaskets and other waste containers shall be emptied and returned to their original location. Boxes, cans and papers placed near a trash receptacle and/or marked “TRASH” shall also be removed. Any obviously spoiled or torn plastic trash receptacle liners in trash receptacles shall be replaced. The contractor shall pick up any trash that may fall onto the facility or grounds during trash collection by their staff. The trash shall be deposited in the nearest trash collection point. Blue Recycle Bins are to be emptied into the recycling containers located at each facility.
3. **Vacuum Carpet** – After being vacuumed, the floor shall be free of all visible litter and soil. Any spots shall be removed as soon as noticed. Contractor is

- responsible for spot cleaning of an area regardless of size. All tears, raveling, etc. shall be brought to the attention of the Buildings & Grounds Supervisor.
4. Spot Removal (carpet) – Remove spots from carpeted surfaces. The carpeted surface should be free from discoloration or dirt, except in the event the carpet is permanently altered or discolored by a dye or similar chemical. Spots should be removed regardless of size.
 5. Carpet Extraction – Using appropriate carpet extraction equipment, clean surface areas to remove grit and dirt that is not easily removed by vacuuming. Alternative cleaning methods may be used with appropriate approval by the Building & Grounds Supervisor, which will accomplish the same result.
 6. Soap and Water Wash – All floor maintenance solutions shall be removed from baseboards, furniture, trash receptacles, etc. Chairs, trash receptacles, and easily movable items shall be tilted or moved to maintain floors underneath. All moved items shall be returned to their proper position when all operations have been completed. The entire floor shall be free of scuff marks, heel marks, and other stains and discolorations.
 7. Strip and Wax – All previously applied floor finish and sealer should be removed. The floor shall have a uniform coating or nonskid floor finish. It should have a uniform, glossy appearance and should be free of scuff marks.
 8. Spray Buff – Using spray buffing machines, remove all litter, dust, and foreign debris from the entire floor, corners, and abutments. Chairs, trash receptacles, and easily movable items shall be tilted or moved to clean underneath.
 9. Damp Mop Floors – All accessible areas shall be mopped. Chairs, trash receptacles, and easily movable items shall be moved to mop underneath. After being mopped, the floor shall have a uniform appearance, with no streaks, swirl marks, detergent residue, or any evidence of soil stains, film debris, or standing water. There shall be no splash marks or mop streaks on furniture, walls baseboards, etc., or mop strands remaining in the area. Do not mop wood or carpeted floors.
 10. Sweep or Dust Mop Floors – After the floors have been swept or dust mopped, the entire floor surface, including corners and abutments, will be free of litter, dust and foreign debris. Chairs, trash receptacles, and easily movable items shall be tilted or moved to sweep underneath.
 11. Walk-Off Mat Cleaning – Any existing carpet-type entrance mats shall be vacuumed to remove soil and grip and to restore resiliency of the carpet pile. Rubber or polyester entrance mats shall be swept, vacuumed, hosed-sown outside

- to remove soil and grit. Soil and moisture underneath entrance mats shall be removed, and mats returned to their normal location.
12. Low-Dusting – After low dusting, all dust, lint, litter, and dry soil shall be removed from horizontal surfaces of desks chairs, files cabinets, and other types of office furniture and equipment and from horizontal ledges, window sills, handrails, etc., to a line 7’ 9” above floor level.
 13. High-Dusting – After high-dusting, all dust, lint, litter and dry soil shall be removed from all surfaces 7’ 9” above the top of the floor surface. Venetian blinds, where installed, are included in high dusting.
 14. Spot Clean – Remove smudges, fingerprints, marks, streaks, etc., from washable surfaces of walls, partitions, doors, mirrors, fixtures and from the surfaces of chairs, telephones, cleared surfaces of desks, lamps tables, cabinets, shelves, and other types of furniture. Germicidal detergent shall be used in restrooms, locker rooms, break areas, and drinking fountains. Brass hardware, aluminum bars, and other metal on doors shall be polished with a polishing compound. After spot cleaning, the surface shall have a clean, uniform appearance; free of streaks, spots, and other evidence of removed soil.
 15. Parquet Floor Maintenance – Dust mop on a daily basis, completely removing all soils and grit from floor surface. The entire floor shall be free of scuff marks, heel marks, and any other signs of wear. Expert advice shall be sought in the proper method of surface maintenance for each case. The floor shall have a uniform, non-skid finish. Replenish oil and color. Mopping of this floor is not a permissible method of maintenance.
 16. Surface Clean, Bonnet Method – Use an absorbent spin pad to shampoo the carpet. Areas such as corners which are inaccessible to the equipment shall be shampooed with manual scrubbing devices.
 17. Scrub and Refinish – Use a strong cleaner instead of stripper to remove soil, scratches, scuff marks, and the top layer of finish. Then apply two fresh coats of floor finish.
 18. Clean and Disinfect Fixtures - Apply a germicidal detergent solution to all surfaces of basins, toilets, urinals, showers, and adjacent surfaces. Remove all soil, streaks, smudges, etc., from these fixtures and adjacent surfaces. Then dry all metal surfaces of faucets, handles, valves, etc.
 19. Damp Wipe and Disinfect – Damp wipe with a germicidal detergent solution and disinfect all surfaces of furniture, walls, partitions, doors, mirrors, etc.

20. Wet Clean Floors – Apply a germicidal detergent solution to the entire floor area and allow to remain for three to five minutes. Scrub entire floor with brush. Rinse floor thoroughly. Chairs, trash receptacles, and other such items shall be moved as necessary and returned to their appropriate location.
21. Clean and Refill Floor Drains – Use a floor drain brush to clean floor drains. Use metal polish to remove corrosion and tarnish. Pour a solution of germicidal detergent or drain maintainer down the floor drain to fill the drain trap and prevent the escape of sewer gas.
22. Descale Toilets and Urinals – Use acid-type bowl cleaner and a nylon bowl mop to remove scale, scum, mineral deposits, rust stains, etc. from the insides of toilet bowls and urinals.
23. Replenish Supplies - Check and refill each toilet paper dispenser, hand soap dispenser, hand sanitizer dispenser, paper towel dispenser and toilet seat cover dispenser, etc. The supplies shall be placed in the dispensers in accordance with the directions of the supply and dispenser manufacturers. Hand soap dispensers and adjacent surfaces shall be wiped to remove spillage.
24. Vacuum Completely –Use a carpet vacuum to remove visible and hidden soil and debris from the carpet surface and from within the carpet pile. Chairs, trash receptacles and other such items shall be tilted or moved where necessary to vacuum underneath. A hose and brush or crevice attachment shall be used to vacuum areas inaccessible to the carpet vacuum. After completely vacuuming, the carpet shall be free of all visible soil and litter and all soil which can be removed from the carpet pile.

SPECIFIC TASKS AND FREQUENCIES

This section identifies the tasks that are to be performed with the frequency of occurrence. All cleaning tasks must be accomplished to meet the quality requirements of the performance work definitions. The frequencies of the tasks to be performed as stated are **minimums** and shall be performed as often as required.

TASKS/FREQUENCY, TO BE DONE IN ALL AREAS OF ALL BUILDINGS LISTED:

(also including elevators, stairways, mech/electrical rooms, storage, all spaces)

-Remove trash (change liners)	1/day
-Empty recycle bins	1/day
-Low dust	1/day

-High dust	1/3 months
-Spot clean furniture & building surfaces	1/day
-Walk off mat cleaning	1/day
-Clean & refill drains	1/month
-Hand sweep pedestrian entrances	1/day
-Spot clean windows/mirrors	1/day
-Complete interior window clean	1/3 months
-Complete exterior window clean	1/3 months
-Resilient Tile, Hard Tile, or Terrazzo Floors	
Dust mop	1/day
Damp mop	1/day
Soap and water wash	1/week
Strip & wax (Traffic areas)	1/3 months
(other areas)	1/year
Spray buff (Traffic areas)	1/day
(other areas)	as needed
Grout cleaning (all joints)	1/3 months
-Concrete floors	
Dust mop	1/day
Damp mop	1/day
Soap & water wash	1/week
-Carpet	
Vacuum visible soil & traffic areas	1/day
Vacuum completely	1/week
Surface, clean	1/week
Bonnet method (traffic areas)	as needed
(other areas)	as needed
Carpet extraction	1/year
Spot removal	1/day
-Parquet Wood Floor	
Dust mop	1/day
Spray buff	as needed
Strip & wax	1/3 months
-Clean interior glass partitions	1/week
-Brush/buff lobby floors	1/month
-Wax break room	1/month
-Clean carpet	1/year

ADDITIONAL ITEMS FOR RESTROOMS:

-Dust all surfaces including air vents	1/day
-Replenish supplies	1/day
-Clean & disinfect fixtures, partitions, and furniture	1/day
-Damp wipe & disinfect all surfaces	1/day

- Descal toilets & urinals 1/week
- Wet clean floors 1/day

ADDITIONAL ITEMS FOR KITCHENS AND BREAK AREAS:

- Clean tables, chairs, sinks and counter Surfaces 1/day
- Clean refrigerators, microwave ovens and other appliances, inside and out 1/week
- Clean cabinets, inside and out 1/month

DEEP CLEAN TO BE PERFORMED ONCE PER YEAR – INCLUDES THE FOLLOWING TASKS:

- High dusting of all vents and light fixtures, ceiling
- Vacuum all blinds, drapes, windowsills, tracks, etc.
- Dust all walls and clean all light switches
- Dust all doors, baseboards and clean all doorknobs
- Move all furniture and thoroughly vacuum all carpets or scrub all floors. Make sure to clean all baseboards behind furniture that is usually not cleaned on a regular basis
- Scrub and Refinish - Machine scrub on restrooms floors
- Caulk around the toilets and sinks
- Strip and Wax
- Deep Clean of Community Center kitchen area

EQUIPMENT, FACILITIES, & SUPPLIES
WORK REQUIREMENTS, SAFETY & PROTECTION

1. Equipment and Tools – The Contractor shall furnish all equipment and tools necessary to properly perform all facets of this Contract. All equipment shall have bumpers and necessary guards to prevent marking or scratching of fixtures, furnishing, or building surfaces. All electrical equipment used by the Contractor shall meet all safety requirements of this contract and shall be **UL** approved. The equipment must operate using existing building circuits. It shall be the responsibility of the Contractor to prevent the operation or attempted operation of electrical equipment, or combination of equipment, which require power exceeding the capacity of existing building circuits.

The list below includes equipment and materials suggested to be in use at each site. The list constitutes minimum equipment and materials requirements and shall not relieve the Contractor of providing any other equipment, tools, materials, or cleaning, sanitizing or related products necessary to fulfill the requirements of the project.

Cleaning cloths - absorbent synthetic fiber, disposable, lint free
Germicidal wipes

Carpet Vacuum - 2 motors, disposable filter bag
Backpack Vacuum
Dust mop 36"
Dust cloths - disposable, treated
Dustpan - 32" to 40" handle
Extended dusting tool
Putty scraper
Swivel pad holder and abrasive pads with extended handle
Toilet bowl mop
Toothbrush
Wet mop – 20-ounce, looped ends, color coded for restrooms and general mopping

2. Facilities –The City shall furnish, without cost to the Contractor, designated spaces in buildings and a reasonable amount of utilities to be used only in connection with the performance of the Contract. The Contractor shall maintain this space to the same standards as similar areas occupied by the City. The Contractor will not make any modifications or alternations to the space except with the written permission of the City. The Contractor shall vacate building space and restore the premises at his/her expense to the condition in which received, fair wear and tear excepted, by the time stated for the Contract completion. No reserved or special parking shall be provided by the City.
3. Supplies – The City shall furnish only the following supplies to be used in providing the custodial services required of this Contract:
 - Toilet tissue
 - Hand soap for dispensers
 - Hand sanitizer for dispensers
 - Cups
 - Multifold hand towels
 - Trash bags

Everything else is supplied by Contractor.

Contractor shall use cleaning agents approved by the City. The products below or a comparable are approved for use:

Chase Products Co – Spraypak Spray Disinfectant, Zep Inc – Zep Rescue, Aero Chemical Company – Kleerview Glass Cleaner, Aero Chemical Company – Foaming Lemon Odor Disinfectant, Peoples Supplies – Scenic Ultra Concentrated Glass & Hard Surface Cleaner, Kik Custom Products – Germicidal Bleach, Chase Products Co – Champion Spray on Lemon Furniture Polish, Peoples Janitorial Supply – Fresh Lemon Disinfectant, Peoples Janitorial Supply – Pine Quat Disinfectant (Information attached)

4. Work Requirements - The Contractor agrees to furnish and deliver all the materials authorized by the City and to perform all the work for said project. The work and materials shall be in strict and entire conformity with the plans and

specifications agreed upon and submitted. The work shall be done in accordance with all applicable federal, state, and/or local laws, ordinances, rules, and/or regulations, including those of OSHA and the EPA, under and to the entire satisfaction of the City.

The decision of the City's designated representative upon any question connected with the execution or fulfillment of the proposed agreement and interpretation of the specifications or upon any failure or delay in the prosecution of the work by the Contractor shall be final and conclusive. Neither the Contractor(s) nor his/her employees and/or subcontractors shall be considered employees of the City of Smyrna. The method and manner of performance of such undertakings shall be under the exclusive control of the Contractor(s). The City shall have the right to inspect such undertakings at any time without prior notification. All work shall be coordinated with the City's designated representative. Any changes to the established schedule must have prior approval of the City's designated representative. At any time during the term of the contract, the City of Smyrna reserves the right to adjust the specifications attached. The City understands that additional work shall be estimated, priced, and approved by the City's designated representative prior to performance. No material changes in the scope, character, complexity, or duration of the project from those required under the agreement shall be allowed without the execution of a written amendment to the contract between the City and Contractor. Unreasonable estimates shall be deemed cause to terminate the contract.

The Contractor will, as a part of the contract, be expected to work closely with the City of Smyrna in resolving any and all problems resulting during the term of the contract. The work of the Contractor is considered personal by the City. The Contractor agrees not to assign, sublet, or transfer any or all of its interest in this agreement without prior written approval of the City. The City reserves the right to review and approve all subcontracts prepared in connection with the agreement, and the Contractor agrees that it shall submit to the City proposed subcontract documents together with sub-contractor cost estimates for the City's review and written concurrence in advance of their execution. The City reserves the right to approve any proposed subcontractor. Any subcontractor not approved by the City shall not work on the project.

5. Safety and Protection - The Contractor shall be solely responsible for initiating, maintaining, and supervising all safety precautions and programs in connections with the work. The Contractor shall take all necessary precautions for the safety of, and shall provide the necessary protection to prevent damage, injury, or loss to all employees on the work site, other persons including, but not limited to, the general public and property which/who may be affected thereby. All materials, tools, equipment, and the like shall be removed daily or safely stored. The City of Smyrna is not responsible for theft or damage to the Contractor's property. All possible safety hazards to workers or the public shall be corrected immediately and left in a safe condition at the end of each workday. If there are any questions, the City's designated representative assigned to this project will be consulted.

6. CJIS Vendor Compliance Program – Any employees of the Contractor that have access to criminal justice information (CJI) such as materials located at Police

Department or City Hall Municipal Court, must be vetted by GCIC. All contractor employees must use the Georgia Applicant Processing Service (GAPs) for fingerprint submission and sign the FBI Security Addendum and Awareness Statement and pass the Security Awareness Training. Information regarding these requirements are available on the Georgia Bureau of Investigation website: <https://gbi.georgia.gov/instructions-vendors>.

7. All contractor employees shall be subject to a background investigation before they will be allowed to perform services. All contractor employees will be required to provide and wear picture I.D.'s at all time while on City premises. Please see Item 7 Personnel under Special Instructions.

PERFORMANCE STANDARDS

1. The contract specifications define the minimum level of service and frequency deemed acceptable. It is intended that the Contractor will schedule his/her operations to meet or exceed these requirements. It is further intended that the Contractor shall put forth a level of effort to provide a thorough cleaning of the facilities, not merely a surface cleaning. Some examples include, but are not limited to: floors shall be waxed and buffed for a gloss shine, carpeted floors shall be completely and thoroughly vacuumed, windows and glass walls shall be cleaned to where all film, smudges, and streaks are removed, and the restroom facilities cleaned and polished to approach the sanitary levels of a hospital. The Contractor will work with the Buildings & Grounds Supervisor to prepare a schedule for the quarterly and annual tasks at each facility.

2. It is the objective of the City to obtain full cleaning performance in accordance with the terms of the specifications and at the quality standards of work set forth for this contract. To this end, the City is contracting for the complete performance of each cleaning job as specified in this contract. Therefore, deductions (Liquidated Damages) for tasks not completed or not satisfactorily completed shall be made in accordance with the standards detailed herein.

3. The Building & Grounds Supervisor or designee shall contact the Contractor by telephone or email to notify them of performance issues. They shall also notify the Contractor of written complaint(s) received from building occupants.

4. The Building & Grounds Supervisor or designee shall maintain a file of incoming complaints whether they be written, oral, or by telephone. This file shall contain the date, time, building, name of the person making the complaint, phone number and time the Contractor was notified, or a copy of the notification letter and fax record.

5. The Building & Grounds Supervisor or designee shall have authority to classify a complaint as major or minor.

Major problems require immediate attention and shall be responded to and corrected within two (2) hours. Timely response to such notification does not relieve the Contractor of any deduction associated with the non-performance or record of its occurrence. Examples of major problems include, but are NOT limited to: toilets not cleaned, insufficient stock of paper products in large areas, offices not cleaned, or trash not removed, etc.

Minor problems require correction during the next day's normal clean up. A continuing record of minor complaints shall result in a deduction. Examples of minor problems include, but are not limited to: a trash can not emptied, a small area not vacuumed, toilet paper in one stall out, etc.

Failure by the Contractor to respond to specific complaints and prevent continuing occurrences of such complaints may result in deductions of invoiced payments or termination of this contract agreement.

6. Proof of performance and adherence to specifications shall be upon the Contractor. Support such as test results, technical data, or other pertinent information shall be supplied by the Contractor at no cost to the City. The City shall be the sole judge as to the adequacy of supporting documentation.

7. If the Contractor fails to complete all required nightly, weekly, monthly, or quarterly services as described in the specifications, the Contractor will be required to make corrections on a mutually agreed upon schedule. All work determined by the Building & Grounds Supervisor or designee to be defective or deficient in any of the requirements shall be remedied by the Contractor at Contractor's expense and in a manner acceptable to the City. The City reserves the right to have the work performed by an alternative source at the Contractor's expense.

8. Contractor billing shall be done on a timely basis. The successful proposer shall submit a monthly invoice for work completed in the previous month.

9. Changes in the areas serviced and/or specifications may be necessary during the term of this contract. Changes in the contract requirements and corresponding changes in compensation may be implemented upon mutual agreement of the City and the Contractor. All such changes will be processed through the Purchasing department. The City reserves the right to add or delete services at any time with 30 days written notice to vendor. If services are requested, the vendor is required to provide a cost estimate detailing them as an attachment to the bid along with prices, where applicable, which may be offered as an addendum for the term of this contract agreement.

10. Tasks found incomplete or unsatisfactory on any scale shall be considered deficient. Examples of deficiencies include but are not limited to:

- a. Major and minor problems as defined by these performance standards.

- b. Failure of the Contractor to correct a major problem within two (2) hours of notification.
- c. Failure of the Contractor to prevent repeated occurrences (two or more within the same month) of major or minor problems.
- d. Failure of the Contractor to appear on any scheduled workday without the advance approval of the City.
- e. Failure of the Contractor to clean an entire building or site.

11. For all deficiencies, the City reserves the right to deduct from payments due or to become due to the Contractor. Liquidated damages will be assessed in the form of a one percent (1%) deduction of the base monthly cost per occurrence and shall be based on the value and extent of the unsatisfactory work. Prior to any deduction, the City shall provide to the Contractor a facility inspection record detailing the non-performance issue and deduction calculation. The City may choose to issue a warning before a deduction is issued.

12. The City reserves the right to begin contract termination proceedings for Contractor defaults for non-performance resulting in six or more liquidated damage deductions within a 12-month period.

EVALUATION CRITERIA

I. METHODOLOGY

Each proposal will consist of a narrative proposal and a cost proposal. It is anticipated that a contract for the described services will be entered into with the firm that, in the opinion of City of Smyrna, offers the most favorable combination of qualifications, approach, and pricing. This process involves the concurrent review and evaluation of the narrative proposal and the pricing proposal. The selection committee considers the pricing information merely as one of the selection criteria and not the final determinant. The City may request additional information and/or may conduct interviews of responding firms.

II. EVALUATION AND SELECTION

The Proposals will be evaluated on the basis of the information presented in the proposal package, and on an analysis of other publicly available information. The City may conduct such investigations or interviews, as it deems necessary, to assist in the evaluation of any proposal submitted and to establish to the City's satisfaction the qualifications of any respondent. The criteria outlined below and described further hereinafter will be used to evaluate the Proposals.

The Evaluation process will address current requirements and consider possible future operation and maintenance needs. Both objective and subjective rationale will be involved in the decision process.

1. Evaluation Responsibility

A selection committee will coordinate the review of all proposals and will submit a recommendation to the City Administrator and Mayor and Council.

2. Presentations

During the evaluation process, the members of the selection committee may require that responding firms conduct a presentation. If required, these presentations will be scheduled in advance and limited in time. Location of the presentations will be pre-arranged.

3. Evaluation Criteria

The City will use a specific set of criteria for the qualitative evaluation of competitive proposals. The structure of the evaluation will be to assign points to each response in a number of categories. A non-response to a specific category will result in no points being awarded for that category. Final rankings will be based on a combination of price and qualitative factors.

All proposal requirements must be met, or capable of being met by the responding firm or the proposal will be disqualified as non-responsive. It is extremely important that project schedules are met. Only those firms or teams with the necessary resources and a commitment to complete all project work on schedule should submit a Proposal.

A. Staffing (30 points) –

- Evaluation of the list of personnel specifically assigned to the proposed project, including their qualifications, overall experience and recent experience on projects of similar nature and complexity to the proposed project.
- Evaluation of the staffing/equipment to be assigned to the proposed project relative to time allocated to the tasks required to accomplish the scope of the project.

B. Experience/Performance (30 points) –

- Review of past performance on projects of similar nature and complexity as the proposed project; evaluation of client references; evaluation of litigation history for the past five (5) years; and overall responsiveness to the City's needs.
- Proposal submittals shall include three (3) references comparable to the size and scope of work in this proposal document and provide verification, written or otherwise that contractor has a minimum of 5 consecutive years of experience.

C. Approach (15 points) –

- Evaluation of the overall understanding of the scope of the proposed project; completeness, adequacy and responsiveness to the required information in the Request for Proposals

D. Availability (10 points) -

- Evaluation of the workload of the proposing firm and the staffing to be assigned to the proposed project; location of the offices or facilities from which the services are to be

provided to the City; response time for unexpected work or for return to uncompleted tasks

E. Cost (15 points) –

- Evaluation of the overall cost of the required services as submitted on the RFP Bid Form

F. Interview (10 points) – if applicable

Short-listed firms will be invited to make a face-to-face presentation to City of Smyrna. A question and answer period will follow the presentation.

III. MULTI-YEAR CONTRACT PROVISIONS

The successful respondent will be required to enter into a contract containing the provisions as required by Georgia law pertaining to multi-year contracts. The following is a sample of the provision and will be adjusted as to the term or as to the length of the contract.

This contract shall terminate absolutely and without further obligation on the part of the City of Smyrna at the close of the calendar year in which it was executed, and at the close of each succeeding calendar year for which it may be renewed as provided in O.C.G.A. Section 36-60-13. The contract shall automatically renew for each of the remaining calendar years provided for in the contract, unless positive action is taken by City of Smyrna to terminate such contract, and the nature of such action shall be written notice provided to the proposing firm within sixty (60) days before the end of the initial year of the contract or each succeeding remaining calendar year.

This contract shall terminate immediately and absolutely at such time as appropriated and otherwise unobligated funds are no longer available to satisfy the obligations of City of Smyrna under this contract.

**REQUEST FOR PROPOSAL 21-015
FULL SERVICE JANITORIAL CONTRACT**

BID FORM

FACILITY	MONTHLY COST	ANNUAL COST
City Hall		
Community Center		
Fire Station #1 (Admin area only)		
Library		
Police (Admin & Front Lobby only)		
Public Works		
Recycling Center		
Taylor-Brawner Hall		
Wolfe Center		
TOTAL		

BID FORM & ACKNOWLEDGEMENTS

COMPANY NAME

ADDRESS

CONTACT PERSON

PHONE

EMAIL

The _____ Company submits the following offer for RFP 21-015 for Full Service Janitorial Contract.

ANNUAL TOTAL

\$ _____

(Number)

(Written)

_____ We take no exceptions to the specifications as provided in the bid documents.

_____ We acknowledge exceptions to the specifications as provided in the bid documents. Itemized exceptions are attached.

(Signed)

(Title)

(Date)

**City of Smyrna
RFP 21-015**

VENDOR QUESTIONNAIRE

Questionnaire must be completed by ALL Vendors and returned with Quote response.
Any additional pages provided should be clearly labeled.

1. How long have you been in business?

2. Give us background information on your company, including the number of employees available to service the City of Smyrna, the closest office location, as well as any financial ratings and reports available. Separate attachment is acceptable.

A. How many employees are available to service the City of Smyrna?

B. Please provide the name and address of your local office:_____

3. Have you done similar business with other governmental agencies in the past three (3) years?

Yes No _____

If yes, name agency and volume and total value of projects:

**City of Smyrna
RFP 21-015**

CLIENT REFERENCE SHEET

References from Clients (preferably including government clients) must be provided by ALL responding Vendors using the form below. It is the vendor's responsibility to provide COMPLETE and ACCURATE reference information on the form below, INCLUDING FAX NUMBERS AND EMAIL ADDRESSES.

1. _____
Company

Address, City, State, Zip Code

Telephone Number Fax Number

Name of Contact Person E-Mail Address

Type of Project
Dates: _____ Cost: \$ _____

2. _____
Company

Address, City, State, Zip Code

Telephone Number Fax Number

Name of Contact Person E-Mail Address

Type of Project
Dates: _____ Cost: \$ _____

3. _____
Company

Address, City, State, Zip Code

Telephone Number Fax Number

Name of Contact Person E-Mail Address

Type of Project
Dates: _____ Cost: \$ _____



City of Smyrna, Georgia
CONTRACTOR AFFIDAVIT AND AGREEMENT

By executing this affidavit, the undersigned contractor verifies its compliance with O.C.G.A. §13-10-91 (b) (1), stating affirmatively that the individual, firm, or corporation which is engaged in the physical performance of services on behalf of the City of Smyrna has registered with and is participating in a federal work authorization program commonly known as E-Verify, or any subsequent replacement program, in accordance with the applicability provisions and deadlines established in O.C.G.A. 13-10-91. Furthermore, the undersigned contractor will continue to use the federal work authorization program throughout the contract period and the undersigned contractor will contract for the physical performance of services in satisfaction of such contract only with subcontractors who present an affidavit to the contractor with the information required by O.C.G.A. § 13-10-91 (b). Contractor hereby attests that its federal work authorization user identification number and date of authorization are as follows:

_____ / ____ / _____
EEV/ Federal Work Authorization User Identification Number Date of Authorization

Name of Contractor _____

Name of Project _____ Public
Employer _____

I hereby declare under penalty of perjury that the foregoing is true and correct.

BY: Authorized Officer or Agent

Printed Name and Title of Authorized Office or Agent

SUBSCRIBED AND SWORN
BEFORE ME ON THIS THE
_____ DAY OF _____ / _____

Notary Public
My Commission Expires:



City of Smyrna, Georgia
SUBCONTRACTOR AFFIDAVIT AND AGREEMENT

By executing this affidavit, the undersigned subcontractor verifies its compliance with O.C.G.A. §13-10-91 (b) (1), stating affirmatively that the individual, firm, or corporation which is engaged in the physical performance of services on behalf of the City of Smyrna has registered with and is participating in a federal work authorization program commonly known as E-Verify, or any subsequent replacement program, in accordance with the applicability provisions and deadlines established in O.C.G.A. 13-10-91. Furthermore, the undersigned subcontractor will continue to use the federal work authorization program throughout the contract period and the undersigned subcontractor will contract for the physical performance of services in satisfaction of such contract only with sub subcontractors who present an affidavit to the contractor with the information required by O.C.G.A. § 13-10-91 (b). Subcontractor hereby attests that its federal work authorization user identification number and date of authorization are as follows:

_____ / ____ / _____
EEV/ Federal Work Authorization User Identification Number Date of Authorization

Name of SubContractor _____

Name of Project _____ Public

Employer _____

I hereby declare under penalty of perjury that the foregoing is true and correct.

BY: Authorized Officer or Agent

Printed Name and Title of Authorized Office or Agent

SUBSCRIBED AND SWORN
BEFORE ME ON THIS THE

_____ DAY OF _____ / _____

Notary Public
My Commission Expires:



**THE CITY OF SMYRNA
2800 KING STREET
SMYRNA, GEORGIA 30080**

ADVERTISEMENT

RFP # 21-015

REQUEST FOR PROPOSAL - FULL SERVICE JANITORIAL CONTRACT

Competitive sealed proposals will be received electronically on the City of Smyrna BidNet Direct e-procurement site, no later than **10:00 AM on Thursday, May 13, 2021**. Proposals are being received for janitorial services for multiple city facilities.

The City of Smyrna uses an e-procurement system for electronic solicitation through BidNet Direct and the proposal documents are available on BidNet's Georgia Purchasing Group website via the City of Smyrna Purchasing Department's Web Portal for Sealed Bids at <https://www.bidnetdirect.com/georgia/cityofsmyrna>. Proposals must be submitted no later than the time and date indicated.

A pre-proposal conference is scheduled for 9:00 AM on Tuesday, April 27, 2021 at the Smyrna Community Center, 200 Village Green Circle, Smyrna, GA 30080. City facilities will be toured after the meeting. Attendance is not mandatory but is strongly encouraged. All bidders will be held liable to have visited the work site(s) and/or familiarize themselves with the nature of the work and conditions under which the work will be performed. Face covering is required.

QUESTIONS: All questions or request for additional information must reference RFP 21-015 Full Service Janitorial Contract and must be submitted by email or in writing by noon, Tuesday, May 4, 2021, to Kelly Brown, Purchasing Manager, City of Smyrna at kbrown@smyrnaga.gov. Addenda will be posted on BidNet Direct and City of Smyrna website. After the RFP is issued, no contact will be permitted between bidders and any other City staff members or elected officials, except through Purchasing. Office hours are 8:00 a.m. to 5:00 p.m., Monday through Friday. The Purchasing Department phone numbers are 678-631-5406 and 678-631-5404.

The City of Smyrna reserves the right to accept or reject any or all Proposals and award in the best interest of the City.

Thank you,

Kelly Brown

Kelly Brown, CPPB, NIGP-CPP
Purchasing Manager

Starla Whiddon

Starla Whiddon
Purchasing Buyer

City of Smyrna Janitorial Locations and Hours

Location	Address	Approximate Square Footage	Days / Hours
City Hall	2800 King Street, Smyrna, GA 30080 (Janitorial services required 5 days per week)	27,080	Monday – Friday 8:00 am – 5:00 pm
Community Center	200 Village Green Circle, Smyrna, GA 30080 (Janitorial services required 7 days per week)	45,000	Monday – Friday 8:00 am – 10:00 pm Saturday 8:00 am – 10:00 pm Sunday 10:00 am – 7:00 pm
Fire Station # 1 - (Administration only)	2620 Atlanta Road, Smyrna, GA 30080 (Janitorial services required 5 days per week)	5,800	Monday – Friday 8:00 am – 5:00 pm
Library	100 Village Green Circle, Smyrna, GA 30080 (Janitorial services required 7 days per week)	27,000	Monday – Thursday 10:00 am – 8:00 pm Friday and Saturday 10:00 am – 5:00 pm Sunday 1:00 pm – 5:00 pm
Museum	2861 Atlanta Road, Smyrna, GA 30080 (janitorial service once per week)		Wednesday – Saturday 10:00 am – 4:00 pm Sunday – Tuesday Closed

City of Smyrna Janitorial Locations and Hours

Police Station (Administration and front lobby only)	2646 Atlanta Road, Smyrna, GA 30080 (Janitorial services required 5 days per week – starting at 3:00 pm)	10,000	Monday – Friday 8:00 am – 5:00 pm
Public Works Offices	2190 Atlanta Road, Smyrna, GA 30080 (Janitorial services required 5 days per week)	23,520	Monday – Friday 7:00 am – 4:00 pm
Recycling Center	3475 Lake Drive, Smyrna, GA 30082 (Janitorial services required 5 days per week)		Monday – Friday 8:00 am – 5:00 pm
Taylor Brawner Hall	3180 Atlanta Road, Smyrna, GA 30080 – includes outside restrooms (Janitorial services required 5 days per week – outside restrooms required 7 days per week)	20,000	Monday – Friday 8:00 am – 5:00 pm
Wolfe Center	884 Church Street SE, Smyrna, GA 30080 (Janitorial services required 6 days per week)	11,000	Monday – Thursday 8:00 am – 7:00 pm Friday and Saturday 8:00 am – 2:00 pm

Prepared For:

The City of Smyrna

2800 King Street

Smyrna, Georgia 30080

ATTN: Ms. Kelly Brown



RFP 21-015

Full Service Janitorial Contract

Proposal Due Date:

Thursday, May 13, 2021 at 10:00 AM



General Building Maintenance, Inc

Corporate Headquarters
3835 Presidential Pkwy Suite 200
Atlanta, GA 30340
800-445-6789 | www.gbmweb.com

Atlanta • Birmingham • Charlotte • Colorado Springs • Dallas •
Denver • Greensboro • Huntsville • Jacksonville • Los Angeles
• Miami • Nashville • Orlando • Raleigh/Durham • Richmond •
Tallahassee • Tampa • Tidewater • Washington DC •



Table of Contents

Cover Letter

Section 1: Bid Form & Acknowledgments

Section 2: Detailed Proposal

- a. Staffing
- b. Experience & Performance
- c. Approach
- d. Availability
 - 1. GBM Quality Control Program
 - 2. GBM Training Manual
 - 3. GBM Safety Program
 - 4. GBM Green Cleaning/Sustainability
 - 5. GBM Equipment List

Section 3: Acknowledgement of Addenda

Section 4: Contractor and Subcontractor Affidavit

Section 5: Vendor Questionnaire

- a. GBM Company Background Information
 - 1. Executive Summary
 - 2. Capability Statement
 - 3. Areas of Expertise
 - 4. Services Offered
 - 5. National Recognition
 - 6. Professional Associations
 - 7. Clientele
 - 8. Testimonials
 - 9. Minority Certification
- b. GBM Financials 2020-2019

Section 6: Client Reference Sheet

Section 7: Occupational/Business License

Section 8: Certificate of Insurance



May 13, 2021

Ms. Kelly Brown, CPPB
Purchasing Manager
City of Smyrna
2800 King Street
Smyrna, Georgia 30080

Re: Janitorial Services Proposal RFP 21-015

Dear Ms. Brown:

We greatly appreciate the opportunity to propose on RFP 21-015 Full-Service Janitorial Contract for the City of Smyrna. General Building Maintenance, Inc (GBM) is a privately-owned corporation and certified Minority Business Enterprise that has specialized in commercial cleaning for over 38 years.

Established in 1983, GBM provides janitorial services in 20 cities across the US and has expanded to include facility maintenance programs, such as landscaping services, to fit individual client's needs. Presently, GBM cleans more than 60 million square feet each night of office spaces including landmark buildings in Atlanta, government facilities for the States of Tennessee and Florida, schools and other educational facilities, major resorts, manufacturing and retail spaces. GBM is dedicated to providing consistent, "best-value" cleaning services.

GBM maintains a stable workforce of highly trained cleaners, supervisors, and managers who truly care about quality and customer services.

Again, we appreciate the opportunity to submit a proposal and look forward to working with you. Please feel free to contact me if you have any questions.

Regards,

A handwritten signature in blue ink that reads "Joe Woodson".

Joe Woodson
President

City of Smyrna
Full Service Janitorial Contract Proposal
RFP 21-015



BID FORM & ACKNOWLEDGMENTS

**REQUEST FOR PROPOSAL 21-015
FULL SERVICE JANITORIAL CONTRACT**

BID FORM

FACILITY	MONTHLY COST	ANNUAL COST
City Hall	\$2,180.47	\$26,165.64
Community Center	\$3,586.16	\$43,033.92
Fire Station #1 (Admin area only)	\$511.22	\$6,134.64
Library	\$2,174.20	\$26,090.40
Police (Admin & Front Lobby only)	\$840.68	\$10,088.16
Public Works	\$2,056.87	\$24,682.44
Recycling Center	\$483.13	\$5,797.56
Taylor-Brawner Hall	\$1,687.60	\$20,251.20
Wolfe Center	\$1,131.62	\$13,579.44
TOTAL	\$14,651.95	\$175,823.40

BID FORM & ACKNOWLEDGEMENTS

COMPANY NAME General Building Maintenance, Inc.

ADDRESS 3835 Presidential Parkway, Suite 200, Atlanta, GA 30340

CONTACT PERSON Joe Woodson PHONE 770-458-1900

EMAIL marketing@gbmweb.com

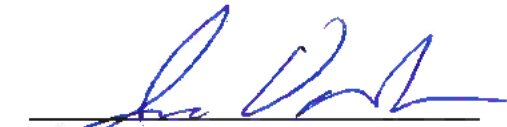
The General Building Maintenance, Inc. Company submits the following offer for RFP 21-015 for Full Service Janitorial Contract.

ANNUAL TOTAL \$ 175,823.40
(Number)

One-hundred seventy-five thousand eight-hundred twenty-three dollars and forty cents
(Written)

We take no exceptions to the specifications as provided in the bid documents.

We acknowledge exceptions to the specifications as provided in the bid documents. Itemized exceptions are attached.



(Signed)

President
(Title)

5/11/2021
(Date)

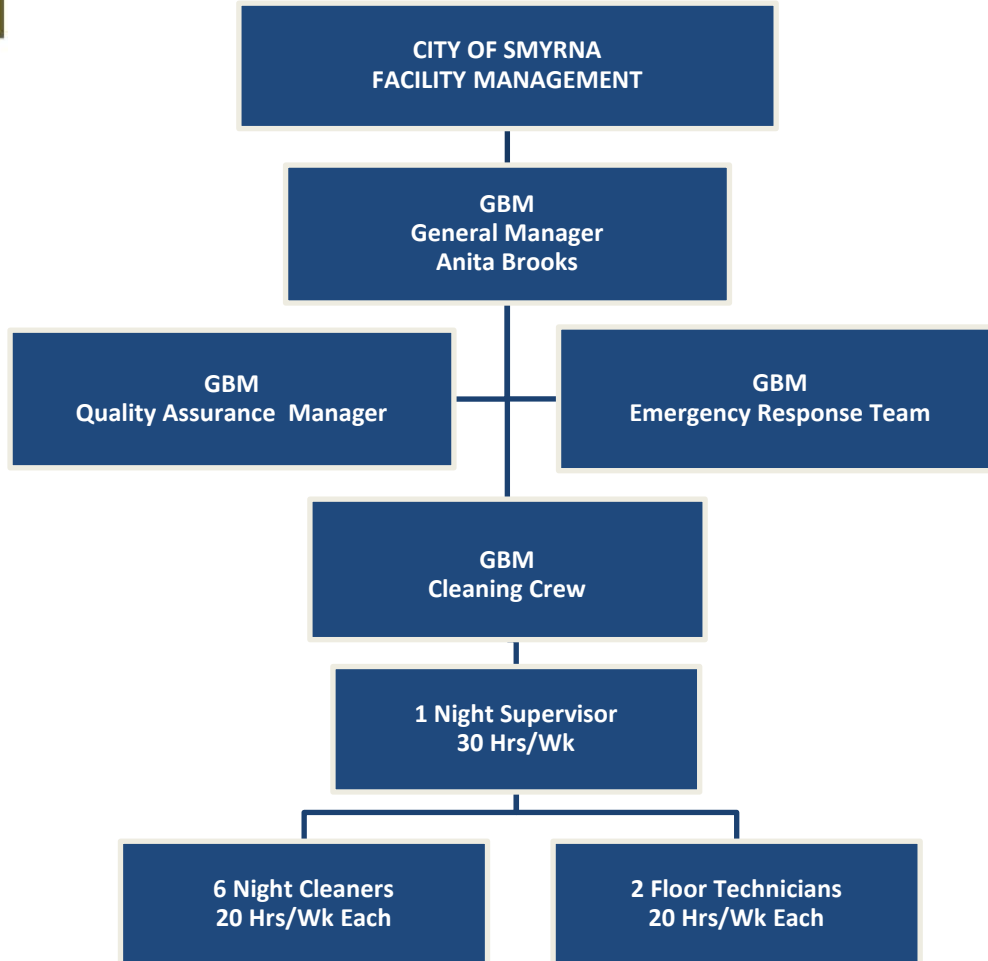
City of Smyrna
Full Service Janitorial Contract Proposal
RFP 21-015



DETAILED PROPOSAL

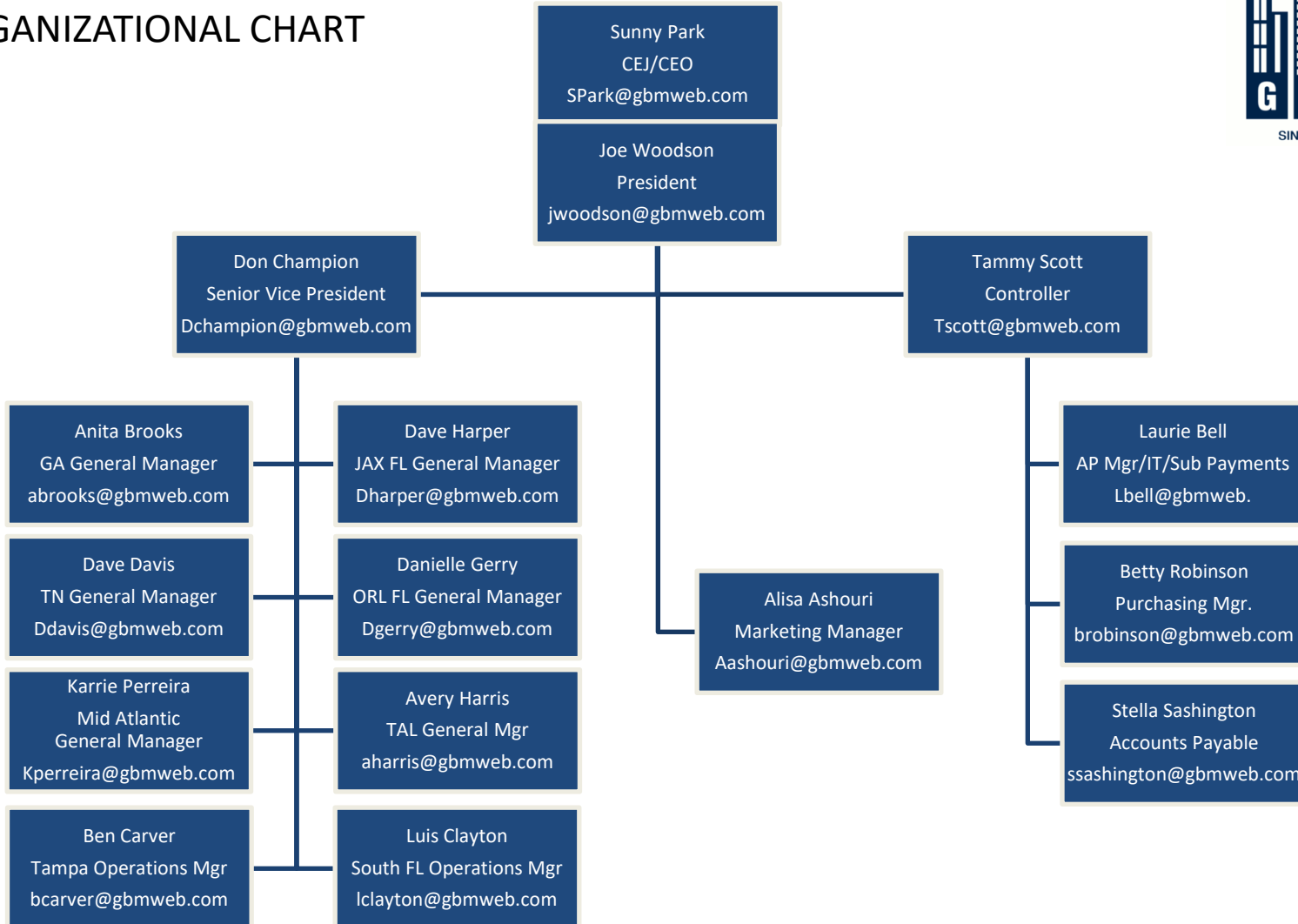


Estimated Organizational Chart



SINCE 1983

GBM NATIONAL CORPORATE ORGANIZATIONAL CHART



Anita Brooks
Atlanta Area General Manager



Profile

Anita Brooks, GBM's Atlanta General Manager, is a dedicated, focused, facility manager who excels at prioritizing and completing multiple tasks simultaneously and following-up to ensure project goals are met. She is resourceful, results-oriented, and a strong problem solver.

With nearly 15 years of demonstrated success in the Building Services Industry, Anita has previously served as a project manager for the Federal Aviation Administration, Atlantic Station, and Ponce City Market in Atlanta prior to coming to GBM.

She possesses strong communications skills and is highly capable of communicating effectively with management and maintenance teams in addition to security, staff, clients, vendors, and other external parties.

Anita is a graduate of the University of Minnesota with a Bachelor's degree in Science education and Social Services.

GBM highly values her expertise and grasp of the scope of commercial facility needs.

Phone

(404) 319-0097

Email

abrooks@gbmweb.com

Years in Building Services

15

Don Champion
Senior Vice President



Profile

Don Champion entered the commercial cleaning industry in 1987. He brings more than 30 years of proven success in the manufacturing, pharmaceutical, aviation, technical, medical, transportation, and industrial sectors of the commercial cleaning industry to GBM.

With a proven ability to adapt and succeed in challenging business climates, Don excels at building and leading teams to perform and strive for positive results. In his role as Senior Vice President at GBM, Don oversees many facets of GBM's day-to-day operations such as pricing negotiations, contract compliance, the inspection process, equipment purchasing, and more. He also directly manages the work of GBM's General Managers.

A strategic and experienced professional, Don's background includes quality control, financial review and reporting, job cost analysis, job/union contract negotiation, initial startup and project management, manpower distribution, customer service, and efficiency program implementation and oversight. His proactive workmanship and "show and tell" leadership style led to his advancement with a number of other national service providers such as Perimeter Maintenance, Building One Services Solutions, ABM, and Entire Maintenance Solutions prior to his joining GBM.

Don earned his Bachelor of Science degree in Business Administration from Tennessee Technological University in Cookeville, Tennessee.

Phone

404-326-4730

Email

dchampion@gbmweb.com

Office Address

3835 Presidential Parkway, Suite
200, Atlanta, GA 30340

Joe Woodson
President



Profile

Joe Woodson is a highly respected and trusted cleaning industry executive who has more than 30 years of experience in the janitorial services and property management industries.

Joe's nominal experience includes serving as the President of a regional janitorial company, Vice President of Marketing and Business Development for a national company, Executive Vice President of a regional janitorial company, and Building Manager of a national property management company. He possesses a keen understanding of all aspects of the janitorial industry and recognizes the importance of delivering world-class customer service.

As President of GBM, Joe is responsible for overall growth strategy, marketing and new business development, customer service and client retention, and financial oversight. As a former property manager for a national asset management firm, he fully understands property managers' concerns and addresses them in a timely, proactive manner.

Joe is committed to providing exceptional commercial cleaning services to new and existing clients. His focus on providing high quality customer services has fueled the development of numerous long-term relationships in the industry.

Joe earned his Bachelor of Science degree in Mechanical Engineering from the Southern Institute of Technology.

Phone

770-458-1900

Email

jwoodson@gbmweb.com

Years with GBM

15

Professional Affiliations

BOMA Member

Sunny K. Park
Founder, CEO



Profile

Mr. Sunny Park founded General Building Maintenance, Inc. as a small janitorial company in Atlanta in 1983. GBM now has branch operations in 20 major U.S. cities and serves as a nationwide facilities maintenance service provider.

Sunny's business acumen and leadership skills have grown GBM's revenues to nearly \$30 million annually. His trusted and talented employees service more than 60 million square feet of facility and office space throughout the United States.

Sunny holds several appointed positions and board memberships including Secretary and Treasurer of the Georgia Ports Authority, USO Council of Georgia, Berry College, Emory University, Shepherd Center, Georgia Public Policy Foundation and the National Museum of Patriotism. He has conducted intensive independent management study with schools such as Indiana University and U.S. Army War College.

His honors include the 2020 Freedom Award from the Georgia Public Policy Foundation, the 2004 USO Patriot Award, the Americanism Medal from the Daughters of American Revolution, and the Patrick Henry Trophy of National Guards. Sunny was named one of the Most Influential Atlantans by the Atlanta Business Chronicle in 2005 and the Small Businessman of the Year by the Atlanta Chamber of Commerce in 2006. He was inducted into the Atlanta Business Hall of Fame in 2004 after earning the Entrepreneur of the Year distinction in 2000.

Phone

(770) 457-9019

Email

spark@gbmweb.com

With GBM

35 years

Professional Affiliations

BOMA Member



Approach to City of Smyrna Full Service Janitorial Contract

Experience & Performance

General Building Maintenance is a privately-owned, certified Minority Business Enterprise that has specialized in commercial cleaning for more than 38 years. The company is a full-service janitorial and facilities maintenance services provider operating in 20 major cities across the US. Each night, GBM personnel currently clean more than 60 million square feet of medical facilities, schools and universities, class “A” offices, manufacturing and warehouse spaces, state offices and agencies, and other facilities.

In addition, GBM provides janitorial services for other clients similar to the City of Smyrna including more than 250

government buildings for the State of Tennessee such as driver license testing facilities, WIC & Human Services buildings, health departments, police and FBI testing sites, and public state government offices.

GBM is also the contracted janitorial services provider for the State of Florida and cleans similar facilities there – a total of nearly 6

million square feet. In the Atlanta area, GBM cleans more than 75 facilities which include Class “A” office spaces, public schools, manufacturing plants, government offices, and even well-known attractions such as Zoo Atlanta.

General Building Maintenance has more than 38 years of experience providing custodial services to clients of similar size and structure to the City of Smyrna.

In addition, to our clients in the Atlanta area, GBM has hundreds of clients located in more than 20 cities across the Southeastern including manufacturers such as ABB and Caterpillar, educational institutions such as Florida Atlantic University and Randolph Macon College, and high-profile names such as Walt Disney, J.P. Morgan Chase, and Charles Schwab.



GBM has also previously provided janitorial services for governmental clients such as Fulton County Government, Atlanta Public Schools, Fulton County Schools, and the City of Woodstock, Georgia. GBM is very familiar with the laws and regulations which govern providing services for public, governmental clients.

GBM has also provided janitorial services to many commercial clients throughout its history including Porsche, Verizon, and JB Dupont, just to name a few.

GBM is headquartered in Atlanta and has local branch offices in Orlando, Nashville, Raleigh-Durham, Jacksonville, Tallahassee, Tampa, and Miami. Anita Brooks serves as the General Manager of our Atlanta Area Branch. Her efforts are supervised by GBM's Senior Vice President, Don Champion and company President, Joe Woodson. Anita supervises the work of our Atlanta Area cleaning personnel and would be working with City of Smyrna personnel on this account if it were to be awarded to GBM. A copy of GBM's corporate organizational chart is included in this proposal.

Approach

General Building Maintenance proposes providing the following custodial and maintenance services for the City of Smyrna in the manner described.

In the following paragraphs, GBM will:

- Thoroughly describe the manner in which the cleaning services shall be provided
- Delineate all administrative tasks and requirements
- Detail the prescribed work schedule for janitorial staff and day porters
- Outline background check, security, and safety requirements and procedures to be implemented

- Cover additional topics such the protection of property, performance measures, financial consequences, staffing requirements, payment methods, and special provisions.



If chosen for this project, General Building Maintenance will utilize first quality workmanship and quality equipment, materials, and supplies to fulfill the terms of its contract and carry out its duties. GBM would strive to meet its mandate of Zero Defects in providing services for the City of Smyrna.

GBM employees would wear appropriate uniforms and exhibit professional, courteous conduct at all times. Should any employee be deemed by staff from the City of Smyrna to be unacceptable they would be immediately removed from City of Smyrna facilities.

Within 24-hours-notice of award of receipt of this contract, GBM would designate a primary contact for the City of Smyrna who will be available to attend all in-person and virtual meetings as designated and respond to any and all inquiries and/or emergent needs.

So as not to interrupt normal City operations, GBM will set cleaning times for its staff that accommodate the schedules for the facilities as outlined in the RFP by the City of Smyrna to fulfill the cleaning requirements of the locations and will observe and variations to those schedules that may occur due to measures implemented to reduce the spread of Covid-19.

GBM will check to see that the facilities in its care are free of hazards, and look for any potentially damaging leaks, equipment failures, or other liabilities which may be of concern. We currently perform this function for other clients and would have no trouble doing the same for the City of Smyrna.

General Building Maintenance will provide the equipment required for

cleaning and maintaining the City of Smyrna's facilities and will ensure that this equipment is always in good, working order. Because GBM is based in Georgia, should there ever be an issue with a specific piece of equipment, we can provide replacements quickly and easily from our own warehouse.



As for chemicals to be used for cleaning the City of Smyrna's facilities, GBM utilizes Green Seal certified products which are safer and comply with indoor air quality standards. Upon award, GBM will provide a complete list of chemicals to be used and SDS sheets for each one.

Technical Specifications

General Building Maintenance can and will comply with cleaning protocols outlined by the City of Smyrna in its RFP for the following items/areas and any others not specifically mentioned. The cleaning instructions and details outlined in the RFP are hereby incorporated by reference into this proposal.

Detailed items include:

- Windows/Mirrors
- Removing Trash/Recyclables
- Vacuum Carpet
- Spot Removal (Carpet)
- Carpet Extraction
- Soap and Water Wash
- Strip and Wax
- Spray Buff
- Damp Mop Floors
- Sweep or Dust Mop Floors
- Walk-Off Mat Cleaning
- Low-Dusting
- High-Dusting
- Spot Clean

- Parquet Floor Maintenance
- Surface Clean, Bonnet Method
- Scrub and Refinish
- Clean and Disinfect Fixtures
- Damp Wipe and Disinfect
- Wet Clean Floors
- Clean and Refill Floor Drains
- Descale Toilets and Urinals
- Replenish Supplies
- Vacuum Completely



Further, General Building Maintenance can and will comply with the specific tasks and frequencies for project work to meet the quality requirements of the RFP. In most instances, GBM will exceed these task frequency minimums and work with the City of Smyrna to develop a set of periodics with more frequent cleaning standards for these tasks. cleaning protocols outlined by the City of Smyrna in its RFP for the following items/areas and any others not specifically mentioned.

Quality Control Program

As for inspections and evaluation documentation, GBM has a detailed Quality Control Program that would be put into effect. The program includes regular inspections, reporting mechanisms, and chain of command for handling any and all issues with quality. A copy of this program in its entirety is included in this proposal.

Additional Services/Emergency Services

GBM can provide Emergency on-call services at an hourly rate agreed upon with the City of Smyrna and with a four-hour minimum requirement and one hour's notice.



Safety/Security/Criminal History Background Checks

General Building Maintenance can comply with or work within whatever structure is desired or required by the City of Smyrna with regard to security clearances for employees cleaning at the facility.

For example, for its client JP Morgan Chase, GBM follows a structured, detailed protocol for obtaining security clearances that involves going through a third-party vendor of the client's choosing to perform background checks and fingerprinting on all newly-hired cleaning applicants, supervisors, and managers – anyone who will enter the facilities. The process takes anywhere from 2 to 6 weeks requiring GBM to plan ahead for potential job vacancies.

Another client, Kennesaw State University, also had high level security requirements but preferred that GBM set up its own security clearance process to meet them, which we did. We coordinated with local law enforcement and a third-party security vendor to conduct background checks, fingerprints, and obtain the necessary credentials for all prospective employees who would be working on campus.

GBM has a long history of working with clients which required security credentialing. Our managers have experience in this as well. Similar measures would be enacted were we to be chosen as your provider.

Badges/Keys/Code Compliance/Safe Operating Environment

GBM would ensure that all employees are properly badged and wearing photo IDs as part of their uniform.

GBM is used to working at facilities which have strict regulations regarding the issuance of keys and access cards for entrance and

financial penalties in place for the loss of either. GBM has a system in place for signing in/signing out of keys and access cards that helps to identify the last individual who had access to any key or key card, so that in the event one goes missing, it can be readily identified who last had possession of the item.



GBM follows all applicable laws and guidelines regarding safety and providing janitorial services. Monthly safety bulletins are sent out to our general managers who in turn share this information with our cleaners. GBM also includes safety as a large part of our training process with regular updates. A copy of our Safety Training Manual is included in this proposal. GBM will also follow all site-specific safety requirements for all City of Smyrna facilities.

Other Terms & Conditions

GBM can attest that it will ensure that its employees will:

- Park in the appropriate, designated areas
- Dispose of trash and recycling in the appropriate, designated containers on a daily basis
- Utilize utilities (gas, electric, water, and sewer) only for janitorial purposes
- Not be allowed to willfully neglect or damage property nor misuse chemicals nor engage in any illegal conduct
- Secure the building after the completion of work and all activities
- Not use or bring weapons, drugs, alcohol or other illegal items or substances
- Not read, view, photograph, capture, or otherwise disturb papers on desks or any other office furniture
- Not be assisted, accompanied, or visited by family, friends or associates while on City of Smyrna property.

Availability

GBM has the available staff, equipment, and resources to provide the services outlined for the City of Smyrna without issue. We have implemented services quickly and efficiently for other locations with and feel confident in our abilities to do the same for at your facilities.



We look forward to having the opportunity to work with you and provide you with the “Zero Defects” difference!

General Building Maintenance

Quality Control Program



SINCE 1983



GBM QUALITY CONTROL MISSION STATEMENT

To ensure customer satisfaction by providing quality services on a consistent basis and develop an exceptional workforce that is recognized as the finest in the building services industry.

OUR COMMITMENT TO YOU

Our goal at GBM is “**ZERO DEFECTS**”. While no company can offer perfect services, our experience enables us to function with “**NEAR ZERO COMPLAINTS**”. Our Quality Assurance starts with our policies and systems based on the principle of prevention.

These programs assign accountability and provide structural methods to evaluate and control quality levels. Each facility under contract to GBM is personally inspected by a GBM Manager on a pre-scheduled basis. Additionally, all locations undergo rigorous planned and surprise inspections on a regular basis, by all levels of management staff, including corporate executives.

Our commitment to you is to **consistently meet or exceed your expectations**.

PROCEDURES:

1. GBM establishes and maintains documented procedures for planning and implementing internal quality audits to verify whether quality activities and related results comply with planned arrangements and to determine the effectiveness of the quality systems.
2. The management representative schedules and informs the responsible manager one week prior to audit.
3. Internal quality audits are scheduled on the basis of the status and importance of the activity to be audited and are carried out by personnel independent of those having direct responsibility for the activity being audited.
4. The results of the audits are recorded and brought to the attention of the personnel having responsibility in the area audited. The management personnel responsible for the area processes all corrective actions on deficiencies found during the audit. The management representative will receive all corrective action reports.

5. A follow-up audit within five days verifies and records the implementation and effectiveness of the corrective action taken.
6. All records are maintained by the management representative for use in management review.

PROCEDURES FOR NONCONFORMING PRODUCT

SCOPE:

For all products and services provided by GBM.

PROCEDURES FOR SUBCONTRACTED SITES:

1. During all routine inspections, if a building receives a grade of 80% or below based on the quality system requirements of GBM, then the Quality Assurance Manager will notify the General Manager and/or Operations Manager of the nonconforming conditions. The General Manager/Operations Manager will issue the nonconforming product.

PROCEDURES FOR IN-HOUSE ACCOUNTS:

2. If the Project Manager /Supervisor, property and/or in-house account receive notice of non-conformity, it will be requested that the Project Manager and/or Supervisor meet with the General Manager/Operations Manager/Project Manager, respectively, to discuss the nonconformity and correct any actions on the nonconforming report. An investigation on the General Manager/Project Manager/Supervisor will be performed on in-house accounts that receive nonconformity. Based on the Quality Grading Policy, any building meeting the criteria for initiating the process of termination will use the following guidelines:
 - Continuing nonconforming conditions will be brought to the attention of the president. The president will then perform an audit and inspection of the site. If the inspection concurs with the nonconformity, the president will then assign a new subcontractor for the building, the existing subcontractor and/or Project Manager will be removed from the property. If the president does not concur with the original findings, a corrective action will be issued and an evaluation of the inspection process will be initiated.
 - Clients will be notified of any changes that may occur to the subcontractor and/or Project Manager.
3. All records of nonconforming reports will be maintained at the branch office, copies will be filed at corporate headquarters with the Management Representative and the subcontractor's and/or Project Manager's file. Disposition of nonconformity is defined in the Quality Grading Policy.



QUALITY CONTROL MANAGER TRAINING

1. Eight hours of the first day of employment are spent reviewing videotapes on the following:
 - a. Blood-borne Pathogens
 - b. Fire Prevention and Safety
 - c. MSDS Rules and Regulations
 - d. OSHA Rules and Regulations
 - e. Customer Relations
 - f. The ABC's of Cleaning
 - g. Quality Control
 - h. The Right to Know
 - i. Restroom Cleaning
 - j. Floor Cleaning
 - k. Chemical Identification
 - l. The Janitorial Business
 - m. GBM's History
 - n. Cleaning Specifications
2. The second day of employment is spent with the Branch Manager/Regional Manager studying Procedures, Processes and Forms.
3. The QA Manager will receive a GBM Employee Handbook.
4. The third day of employment, the QA Manager will work the night shift with the night cleaners. This will be a hands-on training session; the QA Manager will assist in all aspects of cleaning the building.
5. The fourth day of training begins out in the field. All buildings set for inspection will be introduced to the QA Manager and the QA Manager will be taught the proper way to inspect a building in accordance with building specifications and ISO standards. Inspection training will take place for a two-week period.
6. After the two-week training period, the QA Manager will be evaluated and sent out to inspect on his/her own. During the probationary period of 90 days, the Branch Manager/Regional Manager will carefully observe the QA Manager's job performance and appropriate weaknesses in performance or attitude will be brought to the employee's attention for self-correction, prior to termination.
7. During the probationary period of 90 days, the Branch Manager/Regional Manager will carefully observe the QA Manager's job performance and appropriate weaknesses in performance or attitude will be brought to the employee's attention for self-correction, prior to termination.

Quality Control



SINCE 1983

QUALITY CONTROL INSPECTIONS

The GBM Operations Manager will meet with property management for a formal facility walk through a minimum of one (1) time per week. Informal meetings, inspections and walk-throughs will occur several times during the week. One of our corporate Quality Assurance Managers will inspect the facility a minimum of one (1) time per month.

The GBM Quality Control Inspection Form will be used during our weekly inspections to grade our service and identify areas on the property that may need additional attention. The Site Manager will be notified of the inspection results and corrective action will be taken.

INSPECTION

DATE: _____

BUILDING: _____

INSPECTOR: _____

BRANCH: _____

FLOOR: _____

CHECKED	S	U
LOBBY / ELEVATOR LOBBY - 12%		
FLOORS / EDGES /		
BASEBOARDS WINDOW SILLS		
DOORS /		
GLASS WALLS		
DECORATIONS /		
FIXTURES FURNITURE		
MATS		
VENT		
S		
RESTROOM - 30%		
FLOORS		
COUNTERS / WASH		
BASINS COMMUNES /		

SATISFACTORY - S
UNSATISFACTORY - U
NOT APPLICABLE -

CHECKED	S	U	N/A	VALUE	GRADE	COMMENTS
ELEVATORS - 6%						
PANELS / CALL				1.5		
BUTTONS TRACKS				1.5		
DOORS - INTERIOR /				1		
EXTERIOR FLOORS				1		
WALLS				1		
STAIRS						
5%				1.5		
STEPS				1.5		
LANDINGS				1		
WALLS				0.5		
FIXTURES				0.5		
BREAK / COFFEE ROOMS - 5%						
COUNTER				1		
S SINKS				1		
FLOORS				1		
WALLS				1		
FIXTURES / VENDING MACHINES				1		
FREIGHT / ELEVATOR LOBBY -				2		



QUARTERLY CUSTOMER QUESTIONNAIRE

The GBM Customer Questionnaire will be distributed to customers on a quarterly or monthly basis depending upon the Property Manager's needs. This procedure will give customers an opportunity to grade our services and identify their specific needs or concerns. The Property Manager, Site Manager and GBM management will be made aware of the Questionnaire results. Immediate action will be taken to correct any defects.



GBM CUSTOMER QUESTIONNAIRE

Please help us to continue to improve our Quality Service by completing our survey. Once you are finished, you may turn this survey in to the Quality Control Manager and / or fax to (770) 452-7227. Thank you for your time.

PROPERTY NAME _____
PROPERTY ADDRESS _____

- | | YES | NO |
|---|-----|----|
| 1. Is the quality of the cleaning consistent? | | |
| 2. Are you satisfied with the level of quality? | | |
| 3. Did the level of service meet your expectations? | | |
| 4. According to your contract specifications, is the cleaning service satisfactory? | | |
| 5. Did the Quality Assurance Manager meet your expectations? | | |
| 6. When talking to any of GBM 's employees, do you have a good impression overall? | | |
| 7. Is the rapport that you have with the day porters satisfactory? | | |
| 8. Is the rapport that you have with the cleaners satisfactory? | | |
| 9. Does the response time / turnaround time meet your expectations? | | |
| 10. Have you been satisfied when ordering specialty products? | | |
| 11. Are shipments received on time? | | |
| 12. Are you aware of other related services that GBM provides?
Would you be interested to learn more about our services? | | |
| 13. Would you recommend GBM to colleagues? | | |

If you have any problems or comments that you would like to discuss, please feel free to contact our Quality Control/Operations Manager, David Davis at (770) 457-5678 or toll free (800) 445-6789. Again, thank you for your time.



At the beginning of each project, the Property Manager is given a detailed list of personnel to be contacted in the event of an emergency. If any emergency situation occurs on the property, the Property Manager should immediately refer to the Emergency Contact Sheet. The sheet lists the emergency contact information for all GBM Management and Quality Assurance personnel involved with your project. If there is a need to bring in additional personnel, it can be done within an hour. This emergency response system has a proven track record and exemplifies the GBM commitment to respond to your needs at a time of emergency.

<div style="display: flex; align-items: center; margin-bottom: 10px;"> <div style="text-align: center;"> <h2 style="margin: 0;">EMERGENCY RESPONSE</h2> <hr style="border: 0.5px solid black;"/> </div> </div> <p>Date: _____</p> <p>Location _____</p> <p>Problem _____</p> <p>Caller _____ Phone _____</p> <p>Comments: _____</p> <p>_____</p> <p>_____</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 20%;">Assigned to:</td> <td style="width: 50%; text-align: center;"><u>Action</u></td> <td style="width: 30%; text-align: center;">Time</td> </tr> <tr> <td>Action</td> <td>_____</td> <td>_____</td> </tr> <tr> <td></td> <td style="text-align: center;"><u>Follow-up</u></td> <td></td> </tr> <tr> <td>Caller Contacted</td> <td>_____</td> <td style="text-align: center;">Date</td> </tr> <tr> <td>Result/Comments</td> <td colspan="2">_____</td> </tr> </table>	Assigned to:	<u>Action</u>	Time	Action	_____	_____		<u>Follow-up</u>		Caller Contacted	_____	Date	Result/Comments	_____		<div style="display: flex; align-items: center; margin-bottom: 10px;"> <div style="text-align: center;"> <h2 style="margin: 0;">GBM EMERGENCY</h2> <hr style="border: 0.5px solid black;"/> </div> </div> <table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 50%; text-align: left;"><u>Contact</u></th> <th style="width: 50%; text-align: left;"><u>Phone</u></th> </tr> </thead> <tbody> <tr> <td>1st</td> <td>Cell: _____</td> </tr> <tr> <td>2nd</td> <td>Cell: _____ Pager _____</td> </tr> <tr> <td>3rd</td> <td>Cell: _____ Pager _____</td> </tr> </tbody> </table>	<u>Contact</u>	<u>Phone</u>	1 st	Cell: _____	2 nd	Cell: _____ Pager _____	3 rd	Cell: _____ Pager _____
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General Building Maintenance

Training Manual



SINCE 1983



SINCE 1983

GBM HOUSEKEEPING TRAINING PROGRAM

INTRODUCTION

A well-conceived training program will help achieve the professionalism of your housekeeping staff more than any other undertaking. Training improves moral, teaches methods, develops supervision, builds team spirit, and increases supervisory knowledge and confidence. A training manual, accompanying video tapes and color slides should be developed to achieve instruction and is best presented by first-line supervisors with assistance with the Job Manager. The recommended Quality Assurance Program should be used to point out subjects where employee training is necessary.

OBJECTIVES OF TRAINING

To function effectively, all housekeeping workers should be trained to know when to work, where to work, for whom to work, what work to do, how best to complete the work and what end results are desired by their employers. The use of video tapes and 35mm slide presentations simplify this training. The training objective is to accustom both inexperienced and experienced workers to the standard procedures used as quickly as possible. Classroom training will reduce the training time spent with each employee, thereby allowing more of the supervisor's valuable time to be spent elsewhere.

TRAINING SUGGESTIONS

Training is not a one-time thing. Do not begin unless you intend to continue. Learning requires repetition and convincing. Much of its value is in greater productivity and in difficult to measure, moral improvement.

As training progresses, you may wish to include a variety of subjects: programs on the handling of furnishings, cleaning methods, safety, fire prevention, housekeeping quality assurance and employment benefits can be used to good advantage. Supplementing your training efforts with instruction from both inside and outside the specific environment can contribute worthwhile and interesting information. New products, new equipment and the new techniques and procedures will always necessitate updating the training program. Do not use obsolete slides and scripts as you will quickly lose the interest of the trainees.

To be effective, training must be done from the top down; it should have the approval of all management and supervision. Without such endorsement, or where active opposition exists, the training sessions will be ineffective and the time and effort wasted.



TRAINING SUGGESTIONS (cont'd)

We recommend that supervisors be responsible for classes on a rotating basis. This not only helps them become familiar with the procedures and techniques used, but also makes them more effective supervisors. Training as a supervisory tool should be seen as more than just an additional responsibility – it is a practical way of getting the job done. The Job Manager should monitor these classes and assist supervisors in their presentations.

After training sessions are completed, an assessment should be made to determine the training's effectiveness. Effective training should result in greater understanding and job performance by trainees and trainers alike.

INSTRUCTION PREPARATION

It is essential that instructors presenting training classes be thoroughly familiar with the material to be presented. Nothing loses the attention of a group more quickly than simply showing films, slides and reading from a prepared text. The script is intended as a point of reference and is not meant to be read verbatim in training classes.

The supervisor, after he/she is familiar with the text and tapes/slides, should practice presenting the material to other supervisors and management personnel. After these initial presentations, his/her performance should be critiqued and improved. It is far better to make mistakes with peers than to be embarrassed before persons who receive the training. To prepare the presentation of this training program, the following steps are recommended:

- a. Show each slide and read aloud slowly the prepared script. Make additional notes in the spaces provided between numbers, if desired.
- b. Go through the slides again fairly rapidly, trying to remember what each slide represents.
- c. Go back through once again attempting to give a verbal explanation for each slide without referring to the script.
- d. If the supervisor is not then familiar enough with the program, begin again and continue the sequence until he/she is able to present the material in a professional manner.



TRAINING PRESENTATION SUGGESTIONS

The training classes will be successful when they are presented by well-trained and informed instructors in an environment prepared for instruction. To prepare the learning environment:

- a. Schedule and announce classes well in advance and hold them without fail at the announced time. The beginning of a work shift when minds are fresh and receptive is usually the ideal time.
- b. Make sure the room to be used is available.
- c. Make sure a sufficient number of chairs are in place.
- d. Make sure the room is comfortable and clean.
- e. Make sure the proper video tapes and slides are on hand.
- f. Make sure the video slide projector is functioning properly. Use a remote control device allowing the instructor to stand before the class while operating the projector.
- g. Make sure all persons who are to attend have been notified of the time, location, and necessity to attend.

SUGGESTIONS FOR INSTRUCTORS

The instructor should make every effort to put the class and himself/herself at ease. Humor is helpful, but should not be carried to the extreme. Present the material in a direct, matter-of-fact, conversational manner. After giving the class two (2) or three (3) times, this will come easily – each new slide will prompt the next point to be made.

Speak audibly and distinctly and use natural gestures. Look directly at the class and at individuals. It is helpful to think of yourself as speaking to family or friends and to remember that the audience is sympathetic.

Ask questions and actively seek participation. Relate personal incidents where appropriate and show a little emotion. Confidence comes from experience and knowing the subject; one learns to teach by teaching.



SUGGESTIONS FOR INSTRUCTORS (cont'd)

Go through the video tapes and slides reasonably fast. Keep the sessions short; if they run too long, the attention span tires and much of the last portion of the presentation may be wasted. All classes should be scheduled to last about sixty (60) minutes. This will ensure that sufficient time is available to cover the subject completely. Under no circumstances should the instructor rush through the class in order to meet time limitations.

Remember, best results are obtained with small groups of about ten (10) or twelve (12) people. This size class usually encourages participation, even from those who would not normally participate in a larger group. As with most learning experiences, the amount of class participation is often the best indicator of the instructor's effectiveness.

It may be helpful to remember the following when presenting the information:

- a. Announce the subject of the class from beginning.
- b. Explain the benefits of the training; improved safety, more recognition and cooperation with other departments because of better housekeeping results, job security through knowledge gained and resulting improved performance.
- c. Explain how the class will be conducted.
- d. Encourage people to participate. If questions or discussions arise, take time to recognize and deal with them, but do not argue with the self-proclaimed "expert" or "tester".
- e. If there are no questions from the class, the instructor must himself/herself question the group to ensure that it has understood the material covered.

ATTENDANCE ROSTERS AND CERTIFICATES

Each person attending the class should sign an attendance roster; a sample form is shown on the following page. These rosters should be monitored and filed to ensure that all custodians have attended the proper classes. It is also helpful to develop a master training schedule which shows what training each employee has received. After completing the entire training series, a certificate of achievement should be presented to the trainee.



ATTENDANCE ROSTER

HOUSEKEEPING SERVICES TRAINING PROGRAM

Date of Class: _____

Subject of Class: _____

Location of Class: _____

Instructor: _____

<u>Name of Attendee</u>	<u>Assignment Number</u>
1. _____	_____
2. _____	_____
3. _____	_____
4. _____	_____
5. _____	_____
6. _____	_____
7. _____	_____
8. _____	_____
9. _____	_____
10. _____	_____

COMMENTS:



SKILLS CHECKLIST: SAFETY PROCEDURES

Fill out this checklist for each employee who completes the training program on Safety Procedures. Base your judgement on direct observation of the employee and on careful inspection of the results of the employee's efforts. Keep in mind that you may need to modify the checklist to suit your operation.

Employee's Name _____ Date _____

Checklist completed by _____

The Employee:

Criteria	Has Met the Criteria	Requires Further Training to Meet the Criteria
1. Wears the proper safety gear.		
2. Wears the proper shoes and clothing.		
3. Exercises safety awareness of his/her environment.		
4. Follows proper ash and trash disposal procedures.		
5. Follows company smoking policies.		
6. Uses grounding adapters and extension cords properly and safely.		
7. Unplugs equipment before working on it or leaving it unattended.		
8. Unplugs equipment by pulling on the plug, not the cord.		
9. Does not attempt to make repairs on his/her own but rather brings issues to the attention of a supervisor.		
10. Checks paths and inspects loads before lifting.		
11. Uses proper lifting stance, bends at the knees, keeps back straight, and uses leg muscles.		
12. Gets help or uses proper moving equipment if a load is too heavy.		
13. Exercises safety on stairs.		
14. Cleans up spills.		
15. Identifies hazards, e.g. wet floors, frayed carpets, etc.		
16. Uses proper ladder safety.		
17. Transports ladders and equipment safely.		
18. Uses a respirator when working with solvents.		
19. Fully understands the safe use of cleaning chemicals.		
20. Understands how to read labels and MSDS for information.		
21. Knows emergency procedures (what to do, who to contact)		
22. Knows basic first aid.		
23. Uses each chemical only for its intended purposes.		
24. Knows who has the responsibility of mixing chemicals.		
25. Knows the location of emergency exits, fire extinguishers, and phone numbers.		
26. Brings questions or concerns to the attention of the supervisor.		



SKILLS CHECKLIST: RESTROOM PROCEDURES

Fill out this checklist for each employee who completes the training program on Restroom Cleaning Procedures. Base your judgement on direct observation of the employee and on careful inspection of the results of the employee's efforts. Keep in mind that you may need to modify the checklist to suit your operation.

Employee's Name _____ Date _____

Checklist completed by _____

The Employee:

Criteria	Has Met the Criteria	Requires Further Training to Meet the Criteria
1. Knows equipment & supplies required for cleaning restrooms.		
2. Knows where these materials are located.		
3. Knows how properly restock: hand towel dispensers, toilet tissue dispensers, hand soap dispensers, sanitary napkin dispensers, other _____		
4. Knows how to pull trash properly.		
5. Knows when to replace trash can liners.		
6. Knows how to remove and replace sanitary napkin bags.		
7. Knows how to empty and clean ashtrays.		
8. Knows what and how to dust.		
9. Knows how to sweep and pick up trash.		
10. Knows how to clean glass surfaces.		
11. Knows how to clean stainless steel.		
12. Knows how to clean brightwork.		
13. Knows how to clean sinks and counters.		
14. Knows how to clean and sanitize insides of toilets and urinals.		
15. Wears rubber gloves as directed.		
16. Knows how to use acid cleaners. (Optional)		
17. Knows how to remove mineral deposits from toilets and urinals. (Optional)		
18. Knows how to clean and sanitize the outsides of toilets and urinals.		
19. Consistently follows operational policy on flushing toilets.		
20. Consistently follows operational policy on leaving toilet seats up or down.		
21. Knows how to spot clean wall and partitions.		
22. Knows how to mop floors properly.		
23. Knows how to vacuum carpet properly. (Optional)		
24. Knows how to clean drinking fountains.		
25. Cleans and stores equipment properly.		
26. Consistently checks supplies and prepares for the next shift.		
27. Consistently checks own work.		
28. Consistently reports any problems to supervisor.		
29. Consistently uses the correct amounts of various chemicals.		
30. Consistently cleans restrooms within the allotted time.		
31. Consistently cleans restrooms at the required level of quality.		



SKILLS CHECKLIST: OFFICE CLEANING

Fill out this checklist for each employee who completes the training program on Office Cleaning Procedures. Base your judgement on direct observation of the employee and on careful inspection of the results of the employee's efforts. Keep in mind that you may need to modify the checklist to suit your operation.

Employee's Name _____ Date _____

Checklist completed by _____

The Employee:

Criteria	Has Met the Criteria	Requires Further Training to Meet the Criteria
1. Knows equipment & supplies required for cleaning offices.		
2. Knows where to locate these materials.		
3. Knows the proper use of all cleaning agents/polishes/chemicals which he/she is required to use.		
4. Knows how to empty and clean ashtrays.		
5. Knows how to pull trash properly.		
6. Knows when to replace liners.		
7. Knows how to dust properly.		
8. Knows what to dust and how often.		
9. Knows how to clean glass.		
10. Knows how to clean desks and wood.		
11. Knows how to clean filing cabinets and metal.		
12. Knows proper vacuuming procedures.		
13. Consistently sweeps areas that are difficult to get to.		
14. Knows how to dust mop resilient floors.		
15. Knows how to spot clean floors and carpets.		
16. Knows how to spot clean walls.		
17. Consistently follows operation security procedures.		
18. Consistently checks own work.		
19. Consistently cleans office areas in the allotted time.		
20. Consistently cleans offices to the required level of quality.		
21. Cleans and stores equipment properly.		
22. Consistently checks supplies and equipment and prepares for the next shift.		



SKILLS CHECKLIST: RESILIENT FLOOR CARE

Fill out this checklist for each employee who completes the training program on Office Cleaning Procedures. Base your judgement on direct observation of the employee and on careful inspection of the results of the employee's efforts. Keep in mind that you may need to modify the checklist to suit your operation.

Employee's Name _____ Date _____

Checklist completed by _____

The Employee:

Criteria	Has Met the Criteria	Requires Further Training to Meet the Criteria
1. Thinks and acts with safety in mind.		
2. Wears proper no-slip soled shoes and appropriate safety gear.		
3. Properly mixes and used chemicals, follows label instructions and warnings.		
4. Works from a checklist to gather equipment and supplies.		
5. Uses the proper mop for the job and floor type.		
6. Inspects work for cleanliness and thoroughness.		
7. Properly cleans walk-off mats.		
8. Dust mops properly.		
9. Damp mops properly.		
10. Returns moved furniture to its proper location.		
11. Sets up wet floor signs and blocks access to cleaning areas.		
12. Cleans and properly stores equipment.		
13. Disposes of chemicals properly.		
14. Burnishes according to proper, safe procedures.		
15. Spray buffs correctly.		
16. Lifts floor machine cord over shoulder while working.		
17. Uses only as much water or cleaner on floor surface as is needed.		
18. Allows finish to dry completely between applications.		
19. Remains aware of pad edge and avoids hitting objects or damaging pad.		
20. Knows when and how to change the floor pad and does so.		
21. Correctly cleans floor pads.		
22. Scrubs and re-coats floors correctly.		
23. Properly strips and refinishes floors.		
24. Brings any questions or concerns to the supervisor's attention.		

General Building Maintenance

Safety Program












SINCE 1983

Safety Philosophy

It's the company's objective to provide its employees with a safe work environment and for its employees to be free from injury or illness while performing their assigned duties. In order to accomplish this objective, it is the responsibility of every individual member of the team to be actively involved in promoting safety in his or her work locations.

General Building Maintenance (GBM) is committed to providing you with safe equipment and products, as well as the necessary training that would enable you to carry out your daily activities in a safe manner.

As a key component to the attainment of these safety objectives, it is your responsibility to always utilize safe practices when performing your job and to bring to the attention of your manager any unsafe equipment or conditions so that they may be corrected.

<p>Health Hazard</p>  <ul style="list-style-type: none"> • Carcinogen • Mutagenicity • Reproductive Toxicity • Respiratory Sensitizer • Target Organ Toxicity • Aspiration Toxicity 	<p>Flame</p>  <ul style="list-style-type: none"> • Flammables • Pyrophorics • Self-Heating • Emits Flammable Gas • Self-Reactives • Organic Peroxides 	<p>Exclamation Mark</p>  <ul style="list-style-type: none"> • Irritant (skin and eye) • Skin Sensitizer • Acute Toxicity (Harmful) • Narcotic Effects • Respiratory Tract Irritant • Hazardous to Ozone Layer (Non-Mandatory)
<p>Gas Cylinder</p>  <ul style="list-style-type: none"> • Gases Under Pressure 	<p>Corrosive</p>  <ul style="list-style-type: none"> • Skin Corrosion/Burns • Eye Damage • Corrosive to Metals 	<p>Exploding Bomb</p>  <ul style="list-style-type: none"> • Explosives • Self-Reactives • Organic Peroxides
<p>Flame Over Circle</p>  <ul style="list-style-type: none"> • Oxidizers 	<p>Environment (Non-Mandatory)</p>  <ul style="list-style-type: none"> • Aquatic Toxicity 	<p>Skull and Crossbones</p>  <ul style="list-style-type: none"> • Acute Toxicity (Fatal or Toxic)

Safety Program



Safety Program

Purpose:

- ◆ To promote a safe and healthy work environment and to protect our most valuable resources, our employees.

Program Objectives:

Our safety and health program includes:

- ◆ Conducting safety and health inspections to identify and correct unsafe work conditions or practices, to control health hazards, and to comply with safety and health standards for every job.
- ◆ Training all employees in proper safety and health practices.
- ◆ Providing necessary personal protective equipment and instruction for its care and use.
- ◆ Developing and enforcing safety and health rules and requiring employees to cooperate with these rules as a condition of employment.
- ◆ Investigating every accident promptly and thoroughly, to ascertain its cause and to correct the problem so that it will not reoccur.
- ◆ Setting up a system of recognition and awards for an outstanding record and performance history.

Overview:

We at GBM recognize the responsibility for safety and health is shared between management and the employees. We are responsible for implementation of the safety and health program, for its effectiveness and improvement, and for providing safeguards required ensuring safe conditions.

Management is responsible for developing the proper attitude towards safety and health in themselves and in those they supervise, and for ensuring that all operations are performed with the utmost regard for the safety and health of all personnel involved, including themselves.

Employees are responsible for wholehearted, genuine cooperation with all aspects of the safety and health program, including compliance with all rules and regulations for the continuously practicing safety while performing their duties.

Subcontractors and their employees are expected to maintain acceptable standards of job safety and health protection in accordance with industry regulations and that of GBM. Subcontractor supervisors have the responsibility to ensure that all employees under their supervision are adequately trained and informed of all applicable safety practices, and to make certain that employees are provided with and wear safety equipment necessary for the tasks they are performing.



Reporting Of *Unsafe Working Conditions*

- ◆ Employees who observe an unsafe working condition or practice should immediately contact a supervisor.
- ◆ Examples of the unsafe working conditions that employees should be on alert for include the following, but not limited to:
 - Faulty or worn equipment or tools
 - Incorrectly stored materials and or chemicals
 - Faulty lighting
 - Cluttered work areas or hallways
 - Spilled chemicals, liquids or solvents
- ◆ Employees should also notify either their supervisor Branch Manager in the event of any “close calls” that they see, especially if these “near misses” are the result of an unsafe working condition. Reporting these near accidents may prevent you or another fellow employee from experiencing a more sever accident.

Accident Reporting Procedures

- ◆ All work related accidents and illness, no matter how significant it may appear to be at the time, must be reported to a supervisor immediately.
- ◆ In cases of serious injury, the injured person will be directed to the nearest medical facility.
- ◆ If the employee is unable to drive, an ambulance will be called or an employee will be assigned to drive the employee to the nearest appropriate medical facility.
- ◆ The supervisor or another member of management will be responsible for completing a “Safety Incident Report” as soon as possible after the alleged accident or injury occurs.
- ◆ The “Workers’ Compensation Injuries Report” will be completed and phoned in to the listed
- ◆ **1-800-523-6909.** (see sample form attached)

Safety Program



Organization Duties & Responsibilities

Listed below are the employees that have an active role in the safety program and their corresponding duties.

Corporate Officers:

- ◆ Develop corporate safety program.
- ◆ Review all safety reports and recommendations.
- ◆ Authorize, initiate, and control activities to improve safety conditions.

Branch Managers:

- ◆ Oversee and direct the GBM safety program in their geographic area.
- ◆ Ensure compliance with applicable reporting and administrative procedures.
- ◆ Conduct formal and informal safety training.

Project Managers:

- ◆ Enforce and monitor corporate safety rules and regulations.
- ◆ Continually monitor operation and storage facilities to identify and correct unsafe work conditions and practices.
- ◆ Discipline employees who violate established safety rules.
- ◆ Conduct formal and informal safety training.
- ◆ Promptly investigate damage to equipment and all injuries and non-injury accidents and submit completed "Safety Incident Report" to management.
- ◆ Develop recommendations to prevent the occurrence of preventable accidents.
- ◆ Supervise facility housekeeping functions to maintain safe working conditions.
- ◆ Ensure that the First Aid supplies are adequately maintained and accessible.
- ◆ Conduct periodic analysis and report findings to management.
- ◆ Inform employees of evacuation routines, first aid, and fire extinguisher location and usage.

Supervisors:

- ◆ Enforce corporate safety rules and regulations.
- ◆ Continually monitor the operation and storage facilities to identify and correct unsafe work conditions and practices.
- ◆ Discipline employees who violate established safety rules.
- ◆ Conduct formal and informal safety training.
- ◆ Initiate and monitor activities to correct unsafe conditions.
- ◆ Exhibit leadership and dependability by setting a good example through actions as well as words.
- ◆ Inform employees of evacuation routines, first aid, and fire extinguisher location and usage.

Maintenance Employees:

- ◆ Report **all unsafe work conditions** to a supervisor **as soon as they are detected.**
- ◆ Report accidents to a supervisor **immediately** after occurrence.
- ◆ Observe all established company safety rules and regulations.



Safety Rules & Regulations

GBM is sincere in its commitment to conduct all of its operations in the safest manner possible. The following safety rule and regulations have been established to promote a safe working environment for every employee of GBM. Furthermore, no one under the age of 18 years old is allowed on the property. Compliance with these rules are mandatory and without exception. These rules are the minimum guidelines for working safety. It is your duty to apply these rules to every project. Employees who violate one or more of the following safety rules will subject to disciplinary actions up to and including discharge.

General Safety Rules:

- ◆ Get first aid immediately. Report any injury to a supervisor immediately.
- ◆ Report and discuss any observed unsafe condition or practice that you think might cause personal injury or damage to equipment to your supervisor.
- ◆ If you do not have current First Aid training, do not move or treat an injured person unless there is immediate danger of death, such as extreme bleeding or if the person has stopped breathing.
- ◆ Learn where fire extinguishers and first aid kits are located.
- ◆ Obey all Company's rules, governmental regulations, signs, marketing, and instruction. Be familiar with those, which apply directly to you. If you don't know ask.
- ◆ Horseplay and running are strictly prohibited.
- ◆ Never lean on a guardrail.
- ◆ Dispose of any cigarette butts, waste paper, and trash in the appropriate containers.
- ◆ Do not wear loose clothing or jewelry while working with machines.
- ◆ Appropriate footwear and clothing must be worn at all times.
- ◆ Maintain a general condition of good housekeeping in all work areas at all times.
- ◆ When operating or riding in a company vehicle or using your personal vehicle for business purpose, the vehicle's safety belt must be worn.
- ◆ Always perform your task in a safe proper manner; do not take short cuts, which are a leading cause of employee injury.
- ◆ You should not perform any task unless you are trained to do so and are aware of the hazards associated with the task.
- ◆ Consuming alcoholic beverages or use of illegal drugs on the job is strictly forbidden. Any employee under such influence will be terminated immediately.
- ◆ Do not operate any equipment which, in your opinion, is not in good working condition. Report defective equipment to supervisor immediately.
- ◆ All prescribed safety and personal protective equipment should be used whenever required and maintained in good working condition.
- ◆ When lifting, use the approved lifting technique, i.e., bend your knees, grasp the load firmly, and then raise the load keeping your back as straight as possible. Get help for heavy loads.
- ◆ Use a back support as appropriate.
- ◆ Exercise extreme care around forklifts. Do not walk under forklift arms when they are elevated; walk around them instead.
- ◆ Wear goggles when recharging any batteries.
- ◆ Mix chemicals only as approved by accompanying instructions. If in doubt, check with supervisor first.

- ◆ Place, or store chemicals only in approved, properly labeled, containers.
- ◆ Become familiar with the OSHA (Occupational Safety & Health Administration) right-to-know policy, SDS (Safety Data Sheet) location and use, and procedures for working in a blood-borne pathogen environment. Ask your supervisor.
- ◆ Turn off all electrical equipment before leaving at the end of the day.
- ◆ Do not tamper with electrical circuits, switches, or fuses. Notify a supervisor of any electrical problems.
- ◆ Never remove, or bypass, safety devices.
- ◆ Do not approach machinery from the blind side. Let the operator see you.

Safety Program



- ◆ If you are not certain of the proper way to perform a task, please ask a supervisor first.
- ◆ Please remember that any safety suggestions are encouraged. Please contact the corporate office with any suggestions that you may have at 1-800-445-6789.
- ◆ These rules serve as a guideline for safety. Situations may occur that have not been mentioned, use good judgment and common sense.

Safety Program



Safety Incident Report

PLEASE PRINT THE FOLLOWING INFORMATION.

Employee Name: _____

Position: _____ Department: _____

Date of Incident: _____ Time of Incident: _____

DESCRIPTION OF INCIDENT:

Instructions to Manager: Please complete this form by providing the employee's responses to the following questions about the incident which resulted in the employee's alleged injury or illness. All incidents should be reported immediately, no matter how insignificant the employee's injury or illness may seem.

1. Please describe the incident that caused the alleged accident or illness

2. Where did this incident take place?

3. When did this incident take place?

4. What is the employee's explanation as to how they incurred the alleged injury or illness?

5. What symptoms of injury or illness does the employee display?

6. Who else (employees or others) witnessed the incident which caused the alleged injury or illness?

Training Seminar

OCCUPATIONAL SAFETY & HEALTH ADMINISTRATION (OSHA) & BLOOD-BORNE PATHOGENS

AGENDA

Introduction to OSHA:

- A. Employee right-to-know.
- B. Hazard communication.
- C. Reporting of job related injury and/ or illness.
- D. Compliance laws (labeling).
- E. Reporting procedures for chemical spills.

Material Safety Data Sheet (MSDS):

- II. Defining MSDS
- III. MSDS Books and Locations
- IV. Chemical Content
- V. Emergency Treatment
- VI. Hazard Warnings
- VII. Manufacturer
- VIII. Product Identification

Chemical Handling Procedures:

- A. Knowledge of Chemical(s) being used

Proper Handling

- B. Proper Use
- C. Mixing Procedures
- D. Hazards
- E. Proper Storage

Blood-Borne Pathogens:

- A. What are Blood-Borne Pathogens?
- B. Identifying exposure to infection.
- C. Immediate Treatment
- D. Vaccines
- E. Proper procedures for blood clean up.
- F. Proper disposal of/and labeling of contaminated items.
- G. Immediate notification of GBM supervisor and management staff.



GBM OSHA & Blood-Borne Training

OSHA, THE U.S. Government's Occupational Safety and Health Act, applies to all employers in the United States of America. Under the Act, you must "Meet your **general duty** responsibility to provide a workplace free from recognized hazards that are likely to cause death or serious physical harm to employees and to comply with standards, rules and regulations issued under the Act." In other words, if an accident happens, you must have taken steps to try to prevent it. There are penalties if you do not do this. They fall into three categories, based on how serious the violation may be. The penalties are as follow:

A. **Other-Than-Serious Violation:** Violation that has a direct relationship to job safety and health, but probably would not cause death or serious physical harm. The proposed penalty is up to \$7,000.00 for each violation.

B. **Serious Violation:** Violation where there is substantial probability that death or serious physical harm could result and the employer knew, or should have known, about the hazard. The penalty is \$7,000.00 for each violation.

C. **Willful Violation:** Violation the employer intentionally and knowingly committed knows there is a hazard and makes no reasonable effort to eliminate it. The penalty is a minimum of \$25,000.00 to a maximum of \$70,000.00 for each violation.

Some examples that may apply in the cleaning industry:

Material Safety Data Sheet (MSDS):

1. There should be a MSDS for every chemical used. They should be maintained together. Your employees should know where they are and what they are. If you have the MSDS, but your employees don't know where or what they are, that's an "**Other-Than-Serious Violation.**"
2. If you do not have the MSDS, that's a "**Serious Violation.**"

Material Labeling:

1. All chemicals must be properly labeled. Writing, "GLASS CLEANER" on a spray bottle is not properly labeling. Use of chemicals that are not properly labeled is a "**Serious Violation.**" If you have 10 improperly labeled spray bottles, that's 10 violations, (\$70,000.00).

Personal Protective Equipment (PPE):

1. You are required to provide necessary PPE to your employees. In our business, that's generally limited to rubber gloves for cleaning restrooms, but we also work in high noise areas (require ear plugs) be either a "**Serious or Willful Violation.**" So, if you do not provide rubber gloves for three (3) cleaners cleaning restrooms, that 3 violations from \$21,00.00 up to \$210,000.00

Emergency Procedures:

1. You are required to make certain employees know what to do in case of an emergency. Should an inspector ask a cleaner what to do in case of a fire and the cleaner does not know how to leave the building, how to activate the fire alarm, or how to call the fire department, which is a "**Serious Violation.**" The penalty is \$7,000.00 for each cleaner that you have not explained the procedures too.

Frayed or Modified Power Cords:

1. In many cases, electrical power cords on our cleaning equipment is lengthened so that the cleaner does not have to stop so often to plug in or unplug the equipment. Any power cord, which you change, that does not meet the Underwriter Laboratories standards is a "**Willful Violation.**" The penalty is \$70,000.00 for each piece of equipment.
- 2.

Safety Program



General EHS Rules/Procedures

- 1) Employees are prohibited from using Customer equipment under any circumstance without approval from Director Level Management.
- 2) When using a scissors lift, the use of a safety harness, with proper tie-off, is mandatory when there is a job situation that requires both feet of the individual to leave the floor area of the scissors lift for any reason. A safety harness, for each individual in the scissors lift, must be kept in the lift at all times
- 3) Ladders used on-site shall be of fiberglass construction.
- 4) Scaffolding equipment must be permanently marked by paint, tags, etc. that can be legibly read. This includes metal or wooden walk boards that may be used on catwalks or elevated platforms.
- 5) Cleaning equipment should be stored in a location mutually agreed upon with the Project Manager/Engineer but never in motor control rooms, mechanical rooms (unless work is being done there), fire escape stairwells, or emergency egress routes.
- 6) Running is not allowed in the factory.
- 7) Employees should walk within the yellow lines whenever possible and use caution at all intersections.
- 8) The following are prohibited when working in production, maintenance, or warehouse areas:
 - Wearing of sunglasses (or tinted safety glasses) indoors unless required by a physician's written statement and authorized by Customer's Medical Services Department.
 - Wearing of sunglasses (or tinted safety glasses) outside unless required by the occupational nature of the work and authorized by the Customer's EHS Department.
 - Any hair that extends three inches from your face when bending. Facial hair must be maintained to a maximum of three inches from your face.
 - Earrings extending more than 7/8 of an inch beyond the earlobe.
 - Bracelets, wristwatch bands, and other jewelry which completely encircles the wrist.
 - Shoes with open toes and open heels.
- 9) Follow conveyor safety rules: Do not walk on roller conveyors; Do not walk or ride on any conveyors when they are in operation.
- 10) Before beginning work in an individual department area, all personnel are to become familiar with and follow the posted safety signs/rules of that area.
- 11) Proper lifting equipment and techniques must be utilized at all times.
- 12) Emergency exits, evacuation routes, fire extinguishers, safety showers, eyewash fountains, and other safety equipment must not be blocked at any time.
- 13) Hoses and electrical cords must not be routed where they may interfere with pedestrian or vehicular traffic.
- 14) Cords, hand tools, and equipment must not be used if lines are frayed, insulation is cut, ground fault plugs are missing, or if the equipment is otherwise damaged.
- 15) Work area must be kept clean and orderly at all times.

Safety Program



- 16) Workers working above suspended ceilings should not place any materials on top of the ceiling or any materials above the ceiling at the completion of or throughout the duration of the job. Smoking is prohibited while working above suspended ceilings.
- 17) Approved personnel protective equipment must be used as designated in posted areas and when otherwise necessary to provide protection against the hazards posed by the work being performed. Earplugs must have permanently attached cords.
- 18) Machine guards and electrical interlocks are not to be bypassed, inactivated, or removed unless the equipment has been locked out and isolated to prevent the release of mechanical or other energy in accordance with the Customer's lockout/tag out policy.
- 19) When moving large equipment through the main corridor, two spotters are required to ensure pedestrian safety. Movement of large equipment is not allowed 30 minutes before or after shift change, unless otherwise specified by Customer.
- 20) Any employee working in a posted radiation area (within one foot of the source) must seek assistance from the Customer's Project Manager regarding what precautions are needed before performing work in this area.
- 21) Dangerous conditions (e.g., wet floors, overhead work, and chemical usage) must be identified to all persons in the area using clearly visible warning signage.
- 22) Unsafe acts and conditions and all work related accidents, injuries, and illnesses are to be immediately reported to the immediate supervisor and the Customer's Project Manager in accordance with GBM's Accident Reporting Procedure.



ELECTRICAL SAFETY RULES / PROCEDURES

- 1) GBM's lockout/tag-out procedure must be followed before working on equipment having the potential for release of hazardous energy.
- 2) Work on energized equipment must be performed only by qualified personnel who are trained and knowledgeable of the construction and operation of the equipment, the precautionary methods, personal protective equipment, and the tools/equipment required.
- 3) Energized electrical control panels must be kept closed except when being worked on by authorized personnel in the immediate vicinity. If ongoing electrical work requires panels to be left open and unattended for short periods, signs and barricades are to be used to warn personnel of the electrical hazards and to prevent unauthorized access.
- 4) The contractor shall provide an adequate number and type of portable fire extinguishers in the work area.
- 5) Only trained personnel shall operate electrical disconnects.

POWERED INDUSTRIAL TRUCK OPERATING RULES/PROCEDURES

- 1) Powered Industrial Trucks (PITS) must:
 - ◆ Be operated only by authorized and qualified drivers in accordance with 29 CFR 1910.178 and 29 CFR 1926.602.
 - ◆ Have overhead guards (unless otherwise approved by B&W EHS Department).
 - ◆ Sound horns at intersections when approaching pedestrians from the rear.
 - ◆ Yield right-of-way to pedestrians and emergency vehicles.
 - ◆ Come to a complete stop at intersections and before entering or leaving a department corridor.
 - ◆ Not be driven onto trailers or railcars unless the trailer brakes have been set, wheel chocks/stops/dock locks are in place, dock boards and floors have been inspected and found to be safe. In addition, railcar derails must be in place prior to entry.
 - ◆ Not be used to lift personnel unless an approved platform is securely attached to the forks and an operator is present at the controls whenever personnel are elevated.
 - ◆ Not be used to transport flammable liquids or other hazardous liquids (such as caustics and acids) unless liquids are contained in an approved container and secured to prevent falling or spilling.
 - ◆ Not enter elevators where posted load limit is less than the combined weight of the truck and load.
 - ◆ Not be fueled with gasoline, propane, or diesel inside buildings, near open pits, underground entrances, elevator shafts, or other similar areas where a buildup of fumes could occur.
 - ◆ Keep forks or other load lifting devices as low as possible while the truck is moving (typically this is 4"-6" from ground level). Never raise or lower forks when vehicle is moving.
- 2) Smoking, eating, and drinking are prohibited while operating a powered industrial truck.
- 3) Seatbelts must be worn on all powered industrial trucks if so equipped.



LOCKOUT/TAGOUT PROCEDURES FOR CONTROL OF HAZARDOUS ENERGY

(Including electrical, mechanical, hydraulic, pneumatic, thermal, and chemical)

The following precautions must be taken before working on equipment. This requirement is to be used in conjunction with GBM's confined space and hazardous work permits.

- 1) The Customer's Project Manager must be contacted to coordinate the shutdown, isolation, and/or lockout of the equipment and the issuance of required permits with the First Line Supervisor of the area in which work is to be done.
- 2) Employee must place a lock and tag on the disconnect or controlling device (such as valves) to ensure the equipment will not start up or become energized. The tag must bear the GBM name, employee name and the name of the customer contact involved in the lockout.
- 3) Each person working on the equipment must attach their individually keyed lock and keep the key in their possession. Each lock must be marked to designate the identity of the owner.
- 4) A written record of every personnel lock applied must be kept at the lockout site. Each person must sign their name, date, and time their lock was applied and removed.
- 5) The contractor and the B&W First Line Supervisor familiar with the operation of the equipment and the electrical circuitry (including interlocks) must make certain the proper disconnect or controlling device is locked out by actually trying to start or energize the equipment (verification of lockout before required permits are approved and work is begun).
- 6) If it becomes necessary for the employee to leave the premises with lock(s) in place, the Customer's Project Manager must be notified.

CONFINED SPACES

In addition to the general requirements listed above, the following activity-specific requirements apply:

1. Entry into a Type 1-OSHA “Permit Required Confined Space” requires:

Pre-entry verification that:

- a) Electrical/mechanical isolation and lockouts are in place to prevent release of energy or hazardous materials into the confined space.
- b) Atmospheric tests indicate the atmosphere in the space is safe. The frequency of the testing is to be determined by the nature of work. If uncertain, continual testing should be employed.
- c) Forced air ventilation will be provided as required.
- d) Inspection of equipment/area has been completed and potential hazards removed.
- e) Qualified standby attendant is assigned to be present at all times when personnel are in the confined space. The attendant must demonstrate the capability to lift the entrant via hoist in a vertical entry space, prior to commencing work.
- f) Safety equipment and procedures to be used are specified.
- g) Emergency/rescue equipment, communication systems, and rescue personnel are readily available.
- h) Entry complies with the Customer’s confined space safety policy and OSHA requirements.
- i) A Customer specific permit signed by the immediate supervisor of the person who will perform the work is approved by the responsible Customer Project Manager or designee.

2. Entry into a Type 2 – OSHA “Non-Permit Confined Space” requires:

Pre-entry verification that the confined space:

- a) Does not meet the OSHA definition of a “permit-required confined space.”
- b) Poses no potential atmospheric or other hazards capable of causing serious harm.
- c) Has been inspected and all hazards within the space have been eliminated prior to entry.
- d) Has been properly locked out/tagged out (if required) in order to prevent potential hazards from endangering persons who are to enter the space. (Potential hazards include, but are not limited to, sources of electrical, mechanical, hydraulic, pneumatic, and thermal energy.)

HAZARDOUS WORK PERMITS AND PROCEDURES - GENERAL REQUIREMENTS

All confined space entry, hot work, overhead work, and work involving exposure to hazardous/toxic substances requires that:

1. Pre-work inspection and discussions are conducted to identify the scope of work, applicable requirements, EHS precautions, and safe work practices. The inspection and discussions must include the personnel who will perform the work, their immediate supervisor, and the Customer’s on-site Project Manager or designee.
2. Work is conducted in accordance with all customer and OSHA requirements.
3. Checklists are completed to document the specific items reviewed before work is begun.
4. A work permit signed by the immediate supervisor of the persons who will perform the work is approved by the Customer’s Project Manager or designee.
5. Barricading consisting of two strips of red danger tape is used when specifically required.
6. Copies of the permit and checklists are posted at the job site until work is completed and then the appropriate copies forwarded to the EHS Department.



ASBESTOS AWARENESS

1. What is asbestos?

Asbestos is the name given to a group of naturally occurring minerals used in certain products, such as building materials and vehicle brakes, to resist heat and corrosion.

2. What are the dangers of asbestos exposure to workers?

The inhalation of asbestos fibers by workers can cause serious diseases of the lungs and other organs that may not appear until years after the exposure has occurred. For instance, asbestos can cause a build-up of scar-like tissue in the lungs and result in loss of lung functions that often progresses to disability and death. Smokers are at higher risk of developing some asbestos-related diseases.

3. Are you being exposed to asbestos?

In buildings constructed no later than 1980, it is "presumed asbestos containing material (PACM)" are present. OSHA requires that all building owners to comply with the asbestos standard to protect their own employees as well as employees other than their own.

4. Are there OSHA standards that cover workers exposed to asbestos?

29 CFR 1910.1001 applies to asbestos exposure in general industry such as exposure during brake and clutch repair, custodial work, and manufacture of asbestos-containing products.

5. What are the permissible exposure limits for asbestos?

Employee exposure to asbestos must not exceed 0.1 fiber per cubic centimeter (f/cc) of air, averaged over an 8-hour work shift.

6. What compliance methods must employers use to control exposures?

Employer must control exposures to or below the Permissible Exposure Level (PEL) using engineering controls and work practices to the extent feasible. In GBM's normal scope of works, employees are performing their tasks below the PELs.

If the PEL is exceeded, employers must provide and ensure use of respirators. In some cases, employers must provide and require the use of protective clothing such as coveralls, head coverings, gloves, and foot coverings.

GBM Blood-Borne Pathogens Communication Training Guide

Blood-Borne Pathogens

Introduction:

Occupational Safety and Health Administration (OSHA) estimates, more than 5.6 million workers in health care and related occupations are at risk of exposure to blood-borne pathogens, such as human immune-deficiency virus (HIV) and Hepatitis B virus (HBV), and potentially infectious materials. OSHA recognizes the need for a regulation that prescribes safeguards to protect these workers against the health hazards from exposure to blood and certain body, including blood-borne pathogens.

Blood means human blood, blood products, or blood components. Other potentially infectious materials include human body fluids such as saliva in dental procedures, semen, vaginal secretions, cerebrospinal, synovial, pleural, pericardial, peritoneal and organs; HIV- containing cell or tissue cultures; and HIV or HBV- containing cultures mediums or other solutions.

Occupational exposure means a “reasonable anticipated skin, eye, mucous membrane, or parental contact with blood or other potentially infectious materials that may result from the performance of the employee’s duties.

Blood-Borne Pathogens

I. Communicating Hazards:

GBM will provide initial training for current and new employees at no cost to the employee, and during work hours. Employees will be trained at the time of their initial assignment to task with occupational exposure or when job tasks change, causing occupational exposure, and annually thereafter.

GBM will provide comprehensive training sessions that include information of blood-borne pathogens as well as on OSHA regulations and the company’s exposure control plan. The training program will focus primarily on the following:

- ◆ Explain the regulatory text and make a copy accessible.
- ◆ Explain the epidemiology and symptoms of blood-borne diseases.
- ◆ Explain the modes of transmission of blood-borne diseases.
- ◆ Explain the written exposure control plan.
- ◆ Describe the methods to control transmission of HBV and HIV.
- ◆ Explain how to recognize occupational exposure.
- ◆ Inform workers about the availability of free hepatitis B vaccinations, vaccine efficacy, safety, benefits, and administration.
- ◆ Inform workers of the post- exposure evaluation and follow-up care available from health care professionals.
- ◆ Describe how to select, use, remove, handle, decontaminate, and dispose of personal protective clothing and equipment.
- ◆ Explain the use of labels, signs, and color-coding required by the standard.
- ◆ Provide a question and answer session on training

In addition to communicating hazards to employees and providing training to identify and control hazards, other preventative measures also will be taken to ensure employee protection.

II. Preventative Measures:

Preventive measures such as hepatitis B vaccination, universal precautions, engineering controls, safe work practices, personal protective equipment, and housekeeping measures help reduce the risk of occupational exposure.

The hepatitis B vaccination series will be available, at no cost and at a reasonable time and place. To all employees within 10 working days of initial assignment in an area at risk of occupational exposure. The series will be administered by a licensed health care professional. The health care professional will receive a copy of the OSHA blood-borne pathogens standard and record whether the employee received such vaccination. Employees who



decline the vaccination must sign a declination form indicating that they were offered the vaccination. It is not required to offer the hepatitis B vaccination to employees who have previously completed the series, when immunity is confirmed through antibody testing, or if vaccine is contraindicated for medical reasons. The single most important measure to control transmission of HBV and HIV is to treat all human blood and other potentially infectious materials as if they were infectious for HBV and HIV. Application of this approach is referred to as “universal precautions.”

Engineering and work place practice control are the primary methods used to control the transmission of HBV and HIV. Engineering controls isolate or remove the hazard from employees and are used in conjunction with work practices. Personal protective equipment also shall be used when occupational exposure to blood-borne pathogens remains even after instituting these controls. Engineering controls will be examined and maintained, or replaced, on a scheduled basis. Some engineering controls required by the OSHA standard include the following:

III. Preventative Measures:

- ◆ Use sealed puncture- resistant, leak-proof containers, color-coded red or labeled, according to the standard to discard contaminated items like needles, broken glass, scales, or other items that could cause a cut or puncture wound.
- ◆ Use sealed puncture- resistant, leak-proof containers, color-coded red or labeled, to store contaminated reusable sharps until they are properly reprocessed.
- ◆ Store and process reusable contaminated sharps in a way that ensures safe handling. For example, use a mechanical device to retrieve used instruments from soaking pans in decontaminated areas.
- ◆ Use puncture- resistant, leak containers to collect, handle, process, store, transport, or ship blood specimens and potentially infectious materials. Label all specimens if shipped outside the facility.

Similarly, work practices controls reduce the likelihood of exposure by altering the manner which the task is performed. All procedures will be established to minimize splashing, spraying, splattering, and the generation of droplets. Work place requirements include the following:

- ◆ Wash hands when gloves are removed and as soon as possible after contact with blood or other potentially infectious materials.
- ◆ Provide and make available a mechanism for immediate eye irrigation, in the event of an exposure incident.
- ◆ Do not bend, recap, or remove contaminated needles unless required to do so by specific medical procedures or the employer can demonstrate that no alternative is feasible. In these instances, use mechanical means such as forceps, or a one-handed technique to recap or remove contaminated needles.
- ◆ Do not shear or break contaminated needles.
- ◆ Do not eat, drink, smoke, apply cosmetics, or handle contact lenses in areas of potential occupational exposure. (Note: use of hand lotion is acceptable.)
- ◆ Do not store food or drink in refrigerators or on shelves where blood or potentially infectious materials are present.
- ◆ Use RED, or affix biohazard labels to containers that store, transport, or ship blood or other potentially infectious materials.

In addition to instituting engineering and work practice controls, the standard requires that appropriate personal protection equipment be used to reduce worker risk if exposure. Personal protective equipment is specialized clothing or equipment used by employees to protect against direct exposure to blood or other potentially infectious material. Protective equipment must not allow blood or other potentially infectious materials to penetrate through worker's clothing, skin, or mucous membranes. Such equipment includes, but is not limited to, gloves, gowns, laboratory coats, face shields or masks, and eye protection. GBM takes responsibility for providing, maintaining, laundering, disposing, replacing, and assuring the proper use of personal protective equipment. Additionally, we will ensure the proper use of personal protective equipment, at no cost, including proper sizes, and types, that take allergic conditions in consideration.

Safety Program



All employees must observe the following precautions for safety handling and using personal protec

- ◆ Remove all personal protective equipment upon penetration by blood or other potentially infectious materials and upon leaving the work area, and place in an appropriate designated area or container for storing, washing, decontaminating, or discarding.
- ◆ Wear appropriate gloves when in contact with blood, mucous membranes, non-intact skin, or potentially infectious materials are anticipated; when handling or touching contaminated item or surfaces.
- ◆ Replace disposable, single –use gloves as soon as possible when contaminated, or if torn, punctured, or barrier function is compromised.
- ◆ Do not re-use single use gloves.
- ◆ Decontaminated reusable (utility) gloves after each use and discard if sign of cracking, peeling, punctured, or failing to provide a protective barrier is evident.
- ◆ Use full-face shields when splashed of blood and other bodily fluids may occur and when contamination of the eyes, nose, or mouth can be anticipated.
- ◆ The selection of the appropriate personal protective equipment depends on the quantity and type of exposure expected.

GBM will ensure that each employee functions in a clean and sanitary workplace. Contaminated work surfaces must be decontaminated with a disinfectant upon completion of procedures or when contaminates splashes, spills, or contact with blood, other potentially infectious materials, and again at the end of the shift. Waste cans and pails must be inspected and decontaminated on a regularly scheduled basis. Broken glass should be cleaned up with brush or tongs never pick up broken glass with hands, even when wearing gloves. Waste removal from facility is regulated by local and state laws. Special precautions are necessary when disposing of contaminated sharps and other contaminated waste, and include the following:

- ◆ Dispose of contaminated sharps in close-able, puncture-resistant, leak-proof, color-coded red or biohazard-labeled containers.
- ◆ Place other regulated waste in close-able, puncture-resistant, leak-proof, color-coded red or biohazard-labeled containers. If outside contamination of the waste container occurs, place it in a second container that is close able, leak-proof, and appropriately labeled.



IV. *Exposure Incident Measures*

When evaluating an exposure incident, immediate assessment and confidentiality are critical issues. Employees should immediately report exposure incidents to enable prompt medical attention and follow up by a health care professional. The employer will request that the source individual's blood be tested for HIV and HBV, the "source individual" is any individual whose blood or body fluids are the source of an exposure incident to an employee. The exposed employee will be directed to a health care professional. GBM will provide the health care professional a copy of the blood-borne pathogens standard. A description of the employee's job duties as they relate to the accident, a report of specific exposure, including route or exposure, relevant employee medical records, including hepatitis B vaccination status, and the results of the source individual's blood test if available. At that time, a baseline blood sample of the exposed employee should be drawn if he/she consents. If the employee elects to delay HIV testing sample, the health care professional must preserve the employee's blood sample for at least 90 days. Testing of the source individual's blood does not need to be repeated if it is known that the individual is infectious for HIV or HBV. Results of the source blood tests are confidential, however; the test results must be made available to the exposed employee as soon as possible. These results must be made available through the consultation of a health care professional. Following the post-exposure evaluation, the health care professional will provide a written opinion to the employer.

This opinion is limited to a statement that the employee has been informed of the results of the evaluation and told of the need, if any, for further evaluation or treatment. The employer will provide a copy of the written evaluation to the employee within 15 days. This is the only information shared with the employer following an exposure incident; all other employee medical records are confidential. All evaluations and follow-up must be made available at no cost to the employee and at a reasonable time and place, performed by or under the supervision of a licensed physician or another licensed health care professional, such as a nurse practitioner. All laboratory tests must be conducted by an accredited laboratory and at no cost to the employee.

The blood-borne pathogen standard requires that medical and training records be kept regarding employee incident occupational exposure. A medical record must be kept regarding employee incidents of occupational exposure. This record may be kept onsite or may be retained by the health care professional that provides services to the employees. The medical record contains the employee name, social security number, and hepatitis B vaccination status, including the dates of vaccination and the written opinion of the health care professional regarding the vaccination. Occupational exposure incidents are added to the medical records to document the incident and the results of testing following the incident. All other pertinent medical documents become part of the record. Medical records must be maintained 30 years past the last date of employment of the employee. Emphasis is on confidentiality of medical records. No medical record or part of a medical record may be disclosed without direct, written consent of the employee or as required by law.

Training records document each training session and must be kept for three (3) years. Training records will include the date, content outline, trainer's name and qualifications, names, and job titles of the persons attending the training sessions.

If the employer ceases to do business, medical and training records are transferred to the successor employer. The employer must notify the Director of the National Institute for Occupational Safety and Health, U.S. Department of Health and Human Services, for specific directions regarding the disposition of the record at least three (3) months prior to disposal. Training records must be made available to employees upon request. The employee or anyone having the employee's consent can obtain medical records.



IV. *Safe Handling*

A. **Safe Handling of Insulin Syringes {29 CFE 1910.1030(b) & (C)}:**

Discarded insulin syringes create a potential for exposure for persons emptying the trash whether the insulin is administered by the diabetic his or herself or by a health care worker and whether the disposal occurs in a health care facility or elsewhere. The employer has the responsibility for protecting custodial workers who are encountering discarded insulin syringes in the trash. This can be accomplished by including those custodial workers in the exposure control plan or by other means such as requiring insulin-using employees to discard their used syringes in special containers.

B. **Handling Feminine Hygiene Products is Not Occupational Exposure {29 CFR 1910.1030 (b)}**

29 CFR 1910.1030, defines regulated waste as liquid or semi-liquid blood or other potentially infectious material (OPIM); items contaminated with blood or OPIM and which would release these substances in a liquid or semi-liquid state if compressed; items that are caked with dried blood or OPIM are capable of releasing these materials during handling; contaminated sharps; and pathological and microbiological wastes containing blood or OPIM.

OSHA does not generally consider discarded feminine hygiene products, used to absorb menstrual flow, to fall within the definition regulated waste. The intended function of products such as sanitary napkins is to absorb and contain blood; the absorbent material of which they are composed would, under most circumstances, prevent the release of liquid or semi-liquid blood or the flaking off of dried blood.

OSHA expects these products to be discarded into waste containers, which are lined in such away to prevent contact with the contents. Please note, however, that it is the employer's responsibility to determine which job classifications or specific tasks and procedures involve occupational exposure. For example, the employer must determine whether employees can come into contact with blood during the normal handling of such products from the initial pickup through disposal in the outgoing trash. If OSHA determines, on a case-by-case basis, that sufficient evidence exist of reasonably anticipated exposure, the employees will be held responsible for providing the protections of 29 CFR 1910.1030 to the employees with occupational exposure.

C. **Handling Feminine Hygiene Products are Generally Not Regulated Waste {29 CFR 1910.1030 (b)}**

The blood-borne pathogens standard defines regulated waste as liquid or semi-liquid blood or other potentially infectious materials (OPIM); contaminated items that would release blood or OPIM in a liquid or semi-liquid state if compressed; items that are caked with dried blood or OPIM and are capable of releasing these materials during handling; contaminated sharps; and pathological and microbiological wastes containing blood or OPIM. OSHA does not generally consider discarded feminine hygiene products, to absorb menstrual flow, to fall within the definition of regulated waste. OSHA expects the waste containers into which these products are discarded to be lined in such a way as to protect employees from physical contact with the contents. Beyond these general guidelines, it is the employer's responsibility to determine the existence of regulated waste. This determination is not to be based on actual volume of the blood, rather on the potential to release blood or OPIM, e.g., when compacted in the waste container. If OSHA determines, on a case-by-case basis, that sufficient evidence of regulated waste exists, blood flaking off during handling, or based on employee interviews, citations may be issued.



D. **Bandages may Be Regulated Waste {29 CFR 1910.1030 (b)}**

The blood-borne pathogens standard defines regulated waste as liquid or semi-liquid blood or other potentially infectious materials (OPIM); contaminated items that would release blood or OPIM in a liquid or semi-liquid state if compressed; items that are caked with dried blood or OPIM and are capable of releasing these materials during handling; contaminated sharps; and pathological and microbiological wastes containing blood or OPIM. Bandages which are not saturated to the point of releasing blood or OPIM if compressed would not be considered as regulated waste.

It is the employer's responsibility to determine the existence of regulated waste. This determination is not to be based on actual volume of blood, rather on the potential to release blood or OPIM, e.g., when compacted in the waste container. If OSHA determines, on a case-by-case basis, that sufficient evidence of regulated waste exists, e.g., through such visual factors as pool of liquid in the bottom of a container or dried blood flaking off during handling, or based on employee interviews, citations may be issued.

Safety Program



Hazard Communication Program

There are a number of materials used in our daily activities, which, if not handled properly, could be hazardous to our safety and health.

This Hazard Communication Program is developed so that employees may recognize those materials which are considered to be hazardous under certain conditions, and learn to handle such substances safely.

The Occupational Safety and Health Administration, (OSHA), has also recognized the hazardous potential of many materials used by industry, and has placed into law the Hazard Communication Standard (29 CFR 1910.1200).

The program and accompanying Material Safety Data Sheets will be available for review by all employees in this facility. You will find this information located at _____ for review.

The complete inventory of all hazardous substances and the SDS for each substance are located at _____, and are available for copy or examination.

II. Container Labeling:

The Project Manager will ensure that all containers received and/ or used:

- ◆ Are clearly labeled to indicate the contents.
- ◆ Point up the appropriate hazard warnings by an affixed label containing the numerical warning system of NEPA 704M.
- ◆ Have on the label supplied by the vendor, the name, address, and telephone number of manufacturer.
- ◆ Are described in a Safety Data Sheet (SDS).
 - ◇ No containers should be used until the above conditions are satisfied.

III. Safety Data Sheets (SDS)

- ◆ Copies of the Safety Data Sheets (SDS) pertaining to the chemicals or materials in use in a particular facility or operation will be located in both the branch office and at the site under control of the supervisor or Project Manager.
- ◆ Copies of the SDS's for all chemicals or materials are located in _____ and are contained in a master file.
- ◆ SDS's will be available for review by all employees during each work shift. Copies will be available upon request to the immediate supervisor, or in the absence of the supervisor, in the office of the Branch Manager.

III. Employee Training and Information:

Before starting work, each new employee will attend training on Hazardous Materials.

The hazardous material training will cover the following information:

- ◆ Chemicals and their hazards in the work area.
- ◆ Procedures to be used to avoid any ill effects from exposure to hazardous materials.
- ◆ Personal protective equipment and mechanical protection by the company to assure employee safety.
- ◆ Procedures to be followed in the event of an accidental spill or exposure to hazardous chemicals.

Safety Program



IV. *Evidence of Training:*

Upon completion of the required training, the employee will sign a form stating that the training has been received, understood by the employee, and further explained by management, as necessary.

V. *New Chemicals:*

Before any new chemical is put into use, each employee involved in using the chemical will be formally trained in the hazard inherent in the use of the new chemical, if such a hazard is determined to exist. The training will include a review of the MSDS, the procedures required for the safe use of the chemical, and the personal protective equipment to be and the procedures to be in the event of a spill.

VI. *Posted Notices:*

Notices will be posted on all bulletin boards providing an explanation of the Company's container labeling system and the location of both the written Hazard Communication Program and the Material Safety Data Sheets.

VII. *Hazardous Material Listing:*

The following list is of the chemicals used by this company in this facility. In the event you have a question concerning the use of a particular chemical or substance, consult the MSDS and, if the question is not clearly answered, consult with your supervisor BEFORE using the chemical:

<u>Material</u>	<u>Hazardous Substance</u>	<u>Effects</u>
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VIII. *Hazardous Non-Routine Task:*

- ◆ Occasionally, you may be assigned a task, which is not routine, i.e., you may be required to work with a chemical you have not used before. Prior to starting such work, every employee involved will be given such information as is necessary to work safely with the chemical.
- ◆ No employee is to begin work at a non-routine task without first being briefed on any hazards, which may be involved in the performance of such an assignment.
- ◆ After training, do not begin work unless your immediate supervisor is aware of your activity.

IX. *Informing Subcontractors:*

Branch Managers shall deliver the following information to any subcontractors for distribution to their employees:

- ◆ The hazardous material to which they may be exposed on the job site.
- ◆ Measures to be taken to avoid the risk of exposure.
- ◆ Steps the company has taken to assure their safety.
- ◆ Procedures to be followed in the event of contact with hazardous material.

Safety Program



X. *Special Assignments:*

A. **Purchasing:**

When ordering a new chemical, you need to request a Material Safety Data Sheet to be received prior to delivery of the material, or, in worst case with the material.

When noting any changes in the alpha or numerical designation of a product, you need to request a revised MSDS.

B. **Project Manager:**

Will check the manufacturer's label on all incoming materials. If such label is not present, the material will be set aside, and the Branch Manager will be contacted for further instructions.

Will affix an appropriate label to containers and inscribe the numerals in each diamond to indicate the degree of health hazard, flammability, or reactivity by the manufacture or other sources. If there is any doubt concerning the degree of hazard, contact the Branch Manager for further instructions.

C. **Supervisors:**

Will ensure that employees are following correct procedures in the use of hazardous materials.

Will enforce the use of required personal protective equipment. Will ensure that such equipment is available and is being properly used by employees.

D. **Branch Managers:**

Will periodically inspect those operations in which hazardous materials are present for compliance with established rules and regulations concerning the correct use of hazardous materials and PPE.

Safety Program



Hazard Communication Training Acknowledgment

This is to acknowledge that I have completed GBM's Hazard Communication Program.

I have been trained of the following:

1. The purpose of Hazard Communication Program.
2. The use of Safety Data Sheet
3. The location of the Hazard Communication Program and SDS's at the job site.
4. Product use and handling instructions for all products I use.
5. The use of personal protective equipment as required.
6. Emergency procedures in case of injury or spills.
7. The General Chemical Safety Handling Rules and that I also have received a copy of these rules.

GREEN CLEANING FOR GREEN BUILDINGS

GBM'S GREEN CLEANING & SUSTAINABILITY PROGRAM
STANDARD OPERATING PROCEDURES

Revised May 2019



SUSTAINABILITY

GBM's Green Cleaning & Sustainability Program



The GBM Green Cleaning & Sustainability Program (GCSP) takes conventional cleaning beyond appearances in commercial buildings, with procedures, chemicals, tools and equipment designed to make them the safest, healthiest, and cleanest while reducing harmful impacts on the environment.

GBM has employed the GCSP for over 32 years and since cleaning can play a major role in the health, safety, and performance of a building's occupants, implementing a GCSP program is now more important than ever.

The GCSP meets minimum LEED requirements and GBM has LEED certified staff on board.

Cleaning is the process of locating, identifying, containing, removing and properly disposing of an unwanted substance from surface or environment.

GBM uses certified sustainable chemicals, tools and equipment while maintaining competitive pricing. While product selection is important, procedures for the **GCSP** are equally important. Our procedures are Quality Assured with the proper training, documentation, and auditing. The **GCSP** focuses on procedures for 14 key areas:

- People with Special Needs
- Dusting and Dust Mopping
- Entryways
- Floor Care
- Carpet Care
- Restrooms
- Food Areas: Cafeterias, Break Rooms, etc.
- OSHA Blood-Borne Pathogen Standard
- Measuring / diluting Concentrated Cleaning Products
- Indoor Plants
- Integrated Pest Management
- Recycling
- Spills
- Trash

The issue of product preference is not one of “good” new products versus “bad” traditional products. Rather the issue is defined as opportunities to reduce impact on health and environment in accordance with certain guidelines, whether it is Green Seal Certification, the LEED Specifications or your own (in-house) program. When addressing procedures for Healthy High Performance Cleaning program, the same approach must be followed. However, GBM has developed our own “GBM Green Products” guideline to narrow the product preference.

In general, **GCSP** procedures are similar to conventional procedures. The emphasis is to develop a standardized technique. This section discusses source reduction and pollution prevention strategies in

SUSTAINABILITY

GBM's Green Cleaning & Sustainability Program



addition to specific opportunities to modify conventional procedures to reduce impact on health and the environment.

With the use of any cleaning chemicals or janitorial equipment, it is important that appropriate personal protective equipment (PPE) be used and product directions followed. Furthermore, proper disposal of all cleaning wastes is required.

SPECIFIC PROCEDURE MODIFICATION

The first issue to be addressed is modifying the cleaning program and/or cleaning schedule to accommodate people with special needs within the building. This issue not only emphasizes the focus on protecting health, it also epitomizes the focus of the **GCSP**. This includes the need to identify the most vulnerable population and the method for designing programs to create the healthiest environment.

A. PEOPLE WITH SPECIAL NEEDS

One of the primary goals of a **GCSP** is to protect the health of building occupants. This is done in many ways including the identification and removal of harmful contaminants, such as particulates, mold spores, bacteria and viruses. While the cleaning process can reduce exposure to these and other harmful contaminants, unfortunately, the process of cleaning and the cleaning products themselves can adversely affect the health of building occupants. This is especially true for those who are very sensitive to odors, those with pre-existing health conditions such as asthma and allergies, and those with reduced immune system such as those recovering from cancer, and other health conditions.

Action Items:

1. Identify those building occupants with individual needs and sensitivities.
2. Develop a plan to address the individual needs of people with sensitivities.
3. Modify procedures and/or cleaning schedules as necessary to accommodate their individual needs.
4. Address ventilation requirements to help mitigate the problems with airflow.
5. Communicate cleaning plans to building occupants.

B. DUSTING, DUST MOPPING AND VACUUMING

Traditional dusting and dust mopping techniques frequently move dust and other contaminants from one area to another, such as from a bookshelf to the floor. It is important to recognize that moving the dust from one place to another wastes labor and reduces efficiencies. Dusting, and dust mopping activities that do not capture soils completely, can stir harmful particulates into the air where people can then be exposed to them.

SUSTAINABILITY

GBM's Green Cleaning & Sustainability Program



DUSTING

GBM Requirements (Cloth or Vacuum)

1. Use only dusting tools that capture and remove dust (i.e. microfiber based tools).
2. Microfiber, lint-free dusting cloths or vacuums are preferred instead of feather dusters.
3. Use only vacuum cleaners that meet the Carpet and Rug Institute (CRI) Green Label Program for decibel ratings and filtration levels.
4. Always use a folded cloth and be sure to refold when full of soil. Refolding provides more cleaning surface areas and maximizes use of the cloth.
5. Dry dusting is preferred. If required, use dampened cloth with water or approved water based dusting product.

Dusting Procedures

- Gather Equipment.
- Wear personal protective equipment per label directions.
- Be sure to use appropriately sized attachment if using a vacuum.
- Dust from top to bottom.
- Be thorough and get hard to reach areas.
- Never remove personal items.

DUST MOPPING AND VACUUMING

GBM Requirements

1. A dry microfiber flat mop is recommended over a dry or chemically treated cotton mop.
2. If using a microfiber mop, choose the widest mop possible taking into consideration the area, obstruction, unevenness of the floor, etc.
3. If using a vacuum, be sure to use a wide area hard floor attachment to maximize soil removal and to minimize labor.
4. CRI's Green Label Program and HEPA filters are the standard for vacuums.

Dust Mopping Procedures

- Assemble equipment and supplies.
- Put on appropriate personal protective equipment, as stated on the product label and MSDS.
- Using a putty knife, carefully remove any gum or other debris stuck to the floor.
- Start from a far corner and work toward door.
- When using a microfiber flat mop, use continuous motion, without lifting the mop from the floor.
- Typically begin next to the wall. When turning, pivot so that the leading edge remains the same. Overlap the previously mopped path by 2 to 4 inches to ensure complete coverage.

SUSTAINABILITY

GBM's Green Cleaning & Sustainability Program



- When completely finished, pick up the collected debris using a counter brush and dust pan or vacuum.
- When the microfiber no longer attracts soil, it will need to be laundered or discarded if using disposal clothes. Vacuum bags should be checked periodically and changed out when they become half / two-thirds full.

C. ENTRYWAYS

Entryways are the first line of defense in limiting contaminants from entering buildings. Therefore, special effort should be focused in these areas to keep the contaminants out of the building. Proper maintenance of entryway system can increase the life of the flooring systems (carpet, stone, resilient tile, etc.). From an economic and safety standpoint, a proper entryway maintenance program stops dirt at the door and will reduce floor care labor used to maintain floor finishes and sealers. Appropriate walk-off entry mats reduce liability and costs associated with people slipping and falling as a result of wet, dirty floors particularly during inclement weather or from excessive amount of dirt and grit build up.

GBM Requirements

1. Use high quality walk-off matting outside and inside the entry. GBM will be able to recommend the appropriate matting systems with the following considerations:
 - Mats with non-porous backing that inhibit mold and mildew growth within the backing
 - Fire retardant rating that exceeds DOC-FF1-70, like NFPA-253 Class I and II
 - Electrostatic Propensity Level of less than 2.5 KV
2. Ensure that interior matting is at least 12 to 15 feet in length; especially during inclement weather or high soil condition.
3. Ensure that mopping solutions are mixed accurately and changed when dirty.
4. Recommendation is to use microfiber wiping clothes and flat mops.
5. Use vacuums that meet the certification standards under the CRI Green Label program. Check and change bags and filters as needed.
6. When using ice-melting products, it is preferable to use compounds that do not contain sodium chloride.

Daily Interior Entryway Maintenance Procedures

- Clean walls, doors, door handles, push plates, and kick plates using micro fiber cloths.
- Vacuum matting in both directions.
- Dust mop or vacuum entryway flooring.
- Repeat more frequently if heavy soil is present.

Daily Exterior Entryway Maintenance Procedures

SUSTAINABILITY

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- Empty and Clean trash receptacles and ash urns.
- Clean doors, door handles, and kick-plates with appropriate cleaner.
- Sweep exterior sidewalks and vestibule with high quality push broom or mechanized sweeper or vacuum.
- Vacuum entryway matting.

Periodic Exterior Entryway Maintenance Procedures

- Roll up and remove matting if possible.
- Sweep underneath matting (if not required on daily basis).
- Clean washable entryway mats with high-pressure washer, or extraction machine.
- Reinstall matting once entryway is dry.

Periodic Interior Entryway Maintenance Procedures

- Roll up and remove matting.
- Place wet floor signs and caution tape.
- Damp mop entryways (if not required on daily basis).
- Remove wet floor signs and caution tape when area is completely dry.

D. FLOOR CARE

The procedures for floor care in the **GCSP** are similar in most instances to those of a traditional program. Beyond the traditional issues, floor care in the **GCSP** addresses the selection of the procedures themselves. The life cycle assessment of the selected finish should factor in the durability and the frequency of stripping and recoating.

In the **GCSP**, a primary strategy should be one of pollution prevention, or one that minimizes the need to strip and recoat a floor. Thus, a specific focus should be on preventative measures, such as:

- Keep outside entryways clean to prevent soils from being tracked into the building. This may include sweeping, use of a power sprayer, etc.
- Use of matting systems at all entrances to capture soils and moisture from shoes. It is preferable that the mats be large enough for each shoe to hit the mat two times (typically a minimum of 12 to 15 feet).
- Frequent vacuuming of entryway mats and grating systems.
- Frequent dust mopping of resilient tile floors or vacuuming, especially close to entryways and other sources of particulates (i.e. near copier rooms).

SUSTAINABILITY

GBM's Green Cleaning & Sustainability Program



- Periodically clean under floor mats to reduce the potential for moisture to lead to bacterial and fungal growth. When floor mats get wet, replace them with clean dry mats.
- An intensive cleaning and frequent cleaning of the entryways to capture soils at the entryways rather than to remove it after it has spread throughout the entire building.

GBM Requirements (Floor Stripping)

1. Notify building manager / occupants if a strip-out is scheduled.
2. Select environmentally preferable product as outlined in “GBM Green Products”. Mix and use products according to label directions. In most cases a dilution control dispenser is preferable.
3. Ventilate area and building during and after stripping.
4. Always wear appropriate PPE.
5. Especially when stripping floors, it is preferable to conduct these activities on a weekend or some other extended time period when occupants will not be in the building. This allows maximum time for the building to be ventilated (flushed with fresh air) prior to the return of the occupants.

Floor Stripping Procedures

- Prep the area by placing wet floor signs, caution tape and other blockades around area to be stripped.
- Assemble equipment and supplies.
- Remove free standing objects. Vacuum and remove walk-off mats.
- Dust mop or vacuum the area. Remove all gums and other sticky residue from floor with putty knife.
- Put on appropriate PPE.
- Apply foaming stripper to baseboards, if necessary. Prepare to control liquid flow
- Apply stripper to floor. Dip “strip” mop into “strip” bucket. Lift mop allowing excess to drip into bucket. Apply to floor. Apply sufficient solution, but be sure not to over wet which may lead to solution traveling under doors or onto carpet. Outline a 10 x 10 foot area and fill in using an overlapping pattern. Let solution dwell over 5 to 10 minutes. Do not allow solution to dry. Re-apply as necessary to keep floor wet.
- Using edging tool to loosen finish close to baseboards and corners.
- Scrub the floor with a rotary floor machine after the stripping solution has had time to work. Scrub across the work area and retreat as necessary.
- Check your progress. If any floor finish remains, apply more stripper and increase dwell time. Don't let floor dry.
- Rinse the floor using the “rinse” mop and bucket. Use a squeegee to manage the slurry.
- Pick up slurry with wet vac or mop and bucket.
- Rinse the floor again with clean cold water.
- When the floor dries. Rub your hand over it. If there is residue on your hand, you must rinse again.

SUSTAINABILITY

GBM's Green Cleaning & Sustainability Program



- Once the floor is dry and free of residue and glossy area (sign of finish or sealer), it is ready to be coated.

GBM Requirements (Floor Finish / Sealer Application)

1. Apply finishes or sealers with a clean rayon mop head or approved microfiber flat mop system.
2. Use clean buckets with clean wheels.
3. Line bucket with fitted trash liner or prepare recommended finishing system.
4. Always wear appropriate PPE.
5. Use finish or sealer as recommended in the “GBM Green Products”.
6. Apply even coats.
7. Don't force dry finish with a fan directed on the floor.

Finish / Sealer Procedures

- Assemble equipment and supplies.
- Put on appropriate Personal Protective Equipment, as stated on the product label and MSDS.
- Post wet floor signs and blockades.
- Prepare mop and bucket.
- Pour enough sealer or finish into the bucket for the area.
- Dip the mop head into the finish or sealer (Do not wring out).
- Apply the finish or sealer using an overlapping figure 8 motion in a 10 x 10 frame.
- Apply all the way to the baseboard on the first and last coat.
- Allow each coat to dry.
- Apply additional finish or sealer coats until desired appearance is achieved.
- Do not apply more than four coats in 24 hours.
- Do not buff between coats.
- Do not buff until at least 24 hours after application of the last coat.
- Remove and discard the liner and left over finish. Thoroughly clean the mop head, bucket and wringer. Remove wet floor signs and other blockades after the floor is completely dry.

GBM Requirements (for Buffing and Burnishing)

1. Make sure that adequate floor finish exists.
2. Select the appropriate mop on/in-tank restoration products as recommended. Water-based, low VOC products are preferred. Apply per label directions and let dry.
3. Be sure that the pad matches the rotary scrubbing machine speed and the finish type. Buffing and burnishing machine should operate at noise levels less than 70 dba.

Buffing Procedures

- Assemble equipment and supplies.
- Put on appropriate Personal Protective Equipment, as stated on the product label and MSDS.

SUSTAINABILITY

GBM's Green Cleaning & Sustainability Program



- Post wet floor signs or other blockades.
- Dust mop with flat mop. Clean floor mop-on restorer or in-tank restorers with scrubber. Do not rinse floor after cleaning.
- Let floor dry completely.
- For optimum appearance, buff using appropriate pads.
- If using a 175 RPM machine, make three passes using a swinging motion over the work area, using appropriate pads.
- If using a 1,000 – 1,500 RPM machine, make a single pass in a straight line over the area.
- Change pads as necessary.
- Dust mop the area after the entire area has been buffed.
- Clean equipment and return it to its proper place.
- Remove wet floor signs and / or other blockades.

Burnishing Procedures

- Assemble equipment and supplies.
- Put on appropriate Personal Protective Equipment, as stated on the product label and MSDS.
- Post wet floor signs or other blockades.
- Dust mop and damp mop / scrub the floor.
- Mount the appropriate pad on the UHS burnisher.
- Make one pass over the work area. If the floor is not glossy after one pass, then make a second pass.
- Change pad as necessary.
- Dust mop the entire area after the floor has been burnished.
- Clean equipment and return it to its proper location.
- Remove wet floor signs or other blockades.

E. CARPET CARE

General Maintenance

Beyond the traditional issues, carpet care in the **GCSP** addresses the selection of the appropriate products, methods, and equipment. The program includes some minor modifications of typical procedures, and pays special attention to moisture and ventilation. In the **GCSP**, the primary effort should be a soil prevention strategy, or one that minimizes the need to extract a carpet.

GBM Requirements

1. Keep outside / outdoor entryways clean to prevent soils from being tracked into the building. This may include sweeping, use of a power sprayer, etc.

SUSTAINABILITY

GBM's Green Cleaning & Sustainability Program



2. Use entry mats to capture soils and moisture from shoes. It is preferable that the mats be large enough for each shoe to hit the mat two times (typically a minimum of 12 to 15 feet).
3. Frequently vacuum entryway mats and grating systems.
4. Frequent dust mopping of resilient tile floors, or vacuuming of carpeted surfaces, especially close to entryways and other sources of particulates (i.e. near copier rooms) reduces soiling on surrounding carpeted areas.
5. Establish daily routine for cleaning carpets.
6. Develop a program of occupants education to inform tenants on how to handle small spills or who to call so that spills can be removed quickly by the cleaning personnel.
7. Establish an interim cleaning process to address the needs of high traffic areas.
8. Minimize the needs for large scale extraction.
9. Use cleaning chemicals as recommended in the “GBM Green Products”.

Carpet Pre-Spray and Extraction

Carpet can act as a “sink” that allows particles, allergens and other unwanted material to filter down into the backing of the carpets. Once down deep in the carpet, these unwanted materials can lead to damage of the fibers and the need to ultimately replace the carpets sooner than properly maintained carpeting. But from a health perspective, one of the biggest enemies of a healthy indoor environment is when moisture provides an opportunity for biological growth in the carpets. Thus, pre-spraying carpet and rinsing with an extractor should get deep down into the carpets and remove the unwanted contaminants.

GBM Requirements

1. Minimize the amount of cleaning chemicals used.
2. Use appropriate functioning equipment that will maximize the amount of water being extracted from the carpet to minimize moisture and potential for mold, mildew and bacterial growth.
3. Increase ventilation. Open windows if weather allows and use carpet fan to dry carpets quickly.
4. Dispose cleaning solutions properly.

Pre-Spray and Extraction Procedures

- Remove large debris from carpet.
- Vacuum and roll up walk-off mats.
- Thoroughly vacuum the area to be extracted.
- Assemble equipment and supplies.
- Put on appropriate Personal Protective Equipment, as stated on the product label and MSDS.
- Treat spots.
- Prepare pre-spray solutions.
- Pre-spray the carpet. Allow the detergent to work 10 – 15 minutes.
- Extract the carpet with water or extraction rinse. Collect as much moisture as possible.
- Empty the recovery tank when full. Refill the solution tank.
- Circulate air in the room with a carpet fan.

SUSTAINABILITY

GBM's Green Cleaning & Sustainability Program



- Raise the carpet nap. Finish the job with a vacuum cleaner.
- Remove wet floor signs or other blockades after carpet is dry.
- Clean equipment and return it to its proper location.
- Replace walk-off mats.

Carpet Spot Cleaning Procedures

- Identify the spot – Note the appearance, location, color, size, shape and odor.
- Assemble your equipment and supplies (chemical, portable extractor, PPE, etc.) - Put appropriate Personal Protective Equipment, as stated on the product label and MSDS.
- Post wet floor signs or other blockades.
- Remove surface soil with bone scraper working from outside to center of spot. - Apply spotting chemical. If using liquid spray, adjust to stream or coarse spray - Allow dwell time for product to work - Work spot to center using bone scraper. - Using a microfiber cloth to absorb soil. - Rinse with water, refold microfiber cloth, work toward center and blot dry.
- Repeat as necessary.
- Raise the nap with the vacuum. Remove wet floor signs or other blockades after the spot is dry.
- In addition to Hot Water Extraction method, GBM also uses the **HOST Dry Carpet Cleaning System**. Vacuuming, pile lifting, spot cleaning, traffic lane cleaning and overall cleaning can be performed with low moisture system.
- The procedure involving the Host Dry Carpet Cleaning System will be available upon request.

F. RESTROOMS

Because their heavy use and moisture, restrooms must be cleaned frequently using appropriate cleaning products and procedures. Make sure that cleaning is done thoroughly, including hard-to-reach areas such as behind toilets and around urinals. Periodically machine scrub or pressure wash restroom floors with a cleaner disinfectant. Make sure that label directions for appropriate dilutions and necessary dwell times are followed to allow for thorough germ-killing activity. Dwell time for many disinfectants is ten minutes. Be sure to follow the label instructions closely.

Some products used in the restroom can be hazardous, such as drain cleaners and toilet bowl cleaner. Make sure that appropriate PPE is used and appropriate ventilation is provided for cleaning personnel.

Never mix cleaning chemicals.

Use paper products that meet the minimum requirements for post-consumer recycled content as set by the U. S. Environmental Protection Agency's Comprehensive Procurement Guidelines for the appropriate product category. Refer to the Janitorial Paper and Liner Guidelines.

SUSTAINABILITY

GBM's Green Cleaning & Sustainability Program



Item	Post-Consumer Fiber (%)	Recovered Fiber (%)
Bathroom Tissue	20-60	20-100
Paper Towels	40-60	40-100
Paper Napkins	30-60	30-100
Facial Tissue	10-15	10-100
General Purpose Industrial Wipes	40	40-100

Preference should be given to paper that has not been bleached with chlorine compounds. Additionally, preference should be given to paper provided on large rolls; this minimizes packaging materials and reduces the frequency in which the rolls need to be restocked. These steps will minimize waste and corresponding environmental impact.

Large trash receptacles should be utilized to minimize overflow of waste and reduce the frequency for policing the area. It is often beneficial to place a trash receptacle by the door for easy disposal of towels to prevent them from being thrown on the floor.

GBM Requirements

1. Make sure cleaning and disinfecting solutions are prepared and used according to label direction (i.e. dwell time).
2. Use cleaners as recommended.
3. Frequently clean surfaces that hands touch to eliminate the spread of germs (i.e. door knobs, light switches, handles, etc.)
4. Address moisture problems.
5. Keep floor dry to eliminate slip-fall injuries and prevent the build-up of bacteria, mold and mildew.

Restroom Procedures

- Put on Personal Protective Equipment.
- Assemble equipment.
- Mix / Dispense cleaning solutions.
- Knock, announce yourself, and prop open door.
- Apply products to interior of toilets and urinals. Give the bowl cleaner to work.
- Apply products to exterior of toilet and urinals. Leave disinfectant on these surfaces so that it has time to work.
- Apply products to sinks and countertops.
- Fill dispensers.
- Empty trash and replace liners. Remove the used liners straight up. For safety, do not press down on the trash to avoid any injuries from sharp objects.
- Clean mirrors.
- Clean and wipe dispensers.

SUSTAINABILITY

GBM's Green Cleaning & Sustainability Program



- Wipe sinks and countertops.
- Clean interiors of toilet and urinals.
- Wipe exteriors of toilets and urinals.
- Clean frequently touched surfaces by spraying disinfectant cleaner on cloth and wipe light switches, push plates, flushers and dispensers.
- Spot clean walls.
- Sweep floors.
- Remove the wet floor signs only after the floor is dry.

G. FOOD AREAS: CAFETERIAS, BREAK ROOMS, ETC.

GBM Requirements and Procedures

1. Clean and sanitize floors, tables, etc.
2. Separate recyclables from trash and make sure recyclable areas are kept clean (i.e. rinse soda cans) so as not to attract pests.
3. Make sure that occupants understand how to properly separate trash and recyclables and the proper disposal of each.
4. Make sure that waste containers are covered and emptied at least once daily.

Particular attention should be paid to food waste, trash receptacles containing food debris, recyclables such as soda cans, and other objects that contain food residue that can attract pests. Making every effort to eliminate those things that attract pest is critical to protecting occupants health by reducing or eliminating the need for pesticides inside the building. Ask occupants to rinse out food and drink containers before placing recyclable collection. Refrigerators used by occupants for their personal use should be emptied and cleaned periodically. Integrated Pest Management should be followed.

H. OSHA BLOOD-BORNED PATHOGEN STANDARD

GBM Requirements and Procedures

1. Use safety cones or other means to make sure that occupants do not come in contact with biological spills.
2. Use proper Personal Protective Equipment (i.e. gloves, goggles).
3. Disinfect area with appropriate solution following OSHA's Bloodborne Pathogen Standard.
4. Dispose properly in a biological bag.

OSHA required procedures and training on the Blood-Borne Pathogen Standard (Part.1910.1030) is not changed in a Healthy High Performance Cleaning program as the requirements are mandated by Federal Law. The Blood-Borne Pathogen Standard requires, among other things, the use of bleach at a

SUSTAINABILITY

GBM's Green Cleaning & Sustainability Program



1:10 dilution, an EPA registered tuberculocidal products, or an EPA registered products with claims against both HBV and HIV.

I. MEASURING / DILUTING CONCENTRATED CLEANING PRODUCTS

GBM Requirements and Procedures

1. Use appropriate Personal Protective Equipment when mixing concentrated cleaning products.
2. Follow manufacturer's dilution direction.
3. Do not under – or over- dilute concentrated cleaning products.
4. For automatic dispensing system, make sure that all is functioning properly.
5. Make sure that spray bottles (secondary containers) have required MSDS labels.
6. Never mix different cleaning products together.

Highly concentrated cleaning products reduce environmental impact from packaging and transportation, and typically reduce actual use cost compared to less concentrated alternatives. However, to gain environmental benefits and to protect workers exposed to these more highly concentrated products during mixing, extra care should be taken.

Dilution control equipment is highly recommended because it minimizes the potential for human error and reduces the chance of chemical exposure to concentrates. Dilution equipment should be periodically checked for accuracy.

J. INDOOR PLANTS

GBM Requirements and Procedures

1. Educate occupants on appropriate care guidelines for indoor plants.
2. Ensure that plants are not in direct contact with carpets and unit ventilators.

Indoor plants are a wonderful addition to any building. While the cleaning contractor is typically not responsible for watering and caring for office plants, they frequently are called upon to address spills from watering, mold growth in carpets from dampness, aphids, pests, and other problems. Furthermore, occupants use of pesticides and fertilizers should be managed with care because these products can impact health. Thus, occupants should be educated on the proper and appropriate care for plants. If plants are on carpets, they should be slightly elevated to keep moisture from building up in carpeting. Unit ventilators should not be used as plant stands.

SUSTAINABILITY

GBM's Green Cleaning & Sustainability Program



K. INTEGRATED PEST MANAGEMENT

GBM Requirements and Procedures

1. Continually monitor the building for signs of pest infiltration.
2. Cleaning, structural repairs, mechanical repairs, biological controls, and other non-chemical methods should be used to prevent pests from entering the building and to reduce the availability of food, moisture, harborage and nesting areas.
3. If non-toxic options are unreasonable and have been exhausted, only then should pesticide be used and it should be the least toxic.
4. Occupants should be provided notifications of the integrated pest management system including their role in preventing pests.

Pests of all kinds can be very harmful to the building itself and can serve as vectors of disease that can affect occupant well-being and productivity. The moisture of many traditional pesticide products can present risks to the occupants, especially in buildings occupied with infants, small children and the elderly. Thus, developing strategies that prevent pests from entering the building and maintaining an indoor environment that is not welcoming to them by eliminating food, moisture, habitats and routes of entry, can minimize the necessity of pesticide use.

Landscaping features should be designed in such a way to eliminate “safe havens” for pests and rodents. Barriers should be erected to prevent pests from entering the building. This may include devices to keep pest from entering through spaces under external doors and sealing cracks, crevices and holes (i.e. where pipes pass through a wall) in external walls. One simple inspection tool is a spatula, because if a spatula fits in a crack, in concrete, baseboards, wallboards, etc., insects can use that space to access the room.

Food and moisture sources, which are essential for pests, should be eliminated or controlled through thorough cleaning. This is particularly true for food service areas and break rooms. Food and food waste should be kept in containers with tightly fitted closures. Another beneficial strategy includes educating occupants to rinse out beverage cans before placing in the recyclable collection bins, as these containers often have food residues (i.e. sugars) that attract pests. Clearly inform occupants as to whom they should call for food spills (i.e. soft drinks, coffee, food particles from cookies and chips, etc.) so they can be cleaned up promptly.

Monitoring and site inspections are important strategies to deal with pest in such a way as to minimize the need for pesticide use. Traps for both insects and rodents can be carefully and strategically placed throughout the building and monitored routinely to identify the beginning of a potential pest problem. Eliminating clutter within a building minimizes places for pests to hide and makes the space more cleanable. From a health perspective, it is important to educate occupants that a neat and organized space, even in their private offices, is essential for thorough cleaning.

Prevention should typically be the first line of defense to eliminate pests. Baits and traps can be used to eliminate most problems. When necessary, the least toxic pesticide specific to the species to be

SUSTAINABILITY

GBM's Green Cleaning & Sustainability Program



eliminated should be used. Before any pesticide is applied, notification should be given to building occupants so that those especially sensitive to pesticides, pregnant women, or anyone with a pre-existing health condition can plan accordingly.

L. RECYCLING

One of the primary keys to making the recycling effort work, especially in a way that is efficient for both cleaning personnel and occupants, is to develop some clear building goals and procedures. To accomplish this, it is important to work with building management to support education and other efforts to engage the occupants in this effort.

It is important to enlist the occupants to sort their recyclables and to make it clear which recyclables are to be collected and where they are to be placed (the use of signs, pictures, labels, stickers, etc. can be useful). Recyclables that contained food, such as soda or soup cans, should be rinsed out by the occupants prior to being placed in collection bins to minimize the potential for attracting pests. Cleaning personnel should not be required to separate recyclables from trash. It is important that building management work to support the recycling effort and especially to address the issue of non-compliance by individual occupants or those that frequently contaminants the mix.

GBM Requirements

1. Ensure that the building collection meets the guidelines from the local recycling hauler and recycling procedures.
2. Ensure that occupants understand what can be recycled and how it needs to be separated. Ongoing occupant education is the key to a successful recycling program.
3. Food containers such as soda cans should be rinsed clean by occupants before placing in recycling containers so as to not attract pests.
4. Track, evaluate and analyze recycling results.

Recycling is a very important pollution prevention activity to reduce our burdens on the environment as a result of both solid waste disposal and the extraction of the natural raw materials. Many recycling efforts are guided by regulations and mandated, including EPA's Comprehensive Procurement Guideline.

Check with local haulers and recyclers to determine what materials are picked-up and the best sorting strategies. Among the materials to be considered for recycling include:

- Clear, green and brown glass bottles and jars
- Plastic containers
- White office paper
- Mixed office paper
- Newspaper
- Cardboard

SUSTAINABILITY

GBM's Green Cleaning & Sustainability Program



- Telephone and other books
- Metal containers
- Batteries

M. SPILLS

GBM Requirements and Procedures

1. Clean spills while still fresh
2. Use proper cleaning solutions and use only what is necessary
3. Dispose properly.
4. Ensure that occupants know whom to contact in case of spills

Generally, it is preferable to address spills as soon as possible to minimize impact on both health and environment. Work with building occupants to pick-up spills themselves or to communicate quickly so that cleaning personnel can quickly address the spill.

N. TRASH

GBM Requirements and Procedures

1. Ensure that trash, especially which contains food waste, is removed frequently and is not left in buildings over an extended period of time.
2. Dispose properly and ensure that trash does not attract pests or create litter.
3. Make sure that trash and recyclables are being separated properly.
4. Make sure occupants know how to separate recyclables.
5. Trash should be handled as with a traditional program. If it is not disposed every day, it should be disposed before weekends and holidays to minimize the opportunity.

General Building Maintenance, Inc.

Standard Equipment List



Product	Manufacturer	Model	Remarks
Upright Vacuum	Sanitaire	SC 899A	Meets LEED Requirements
Back-Pack Vacuum (Reg)	Pro Team	Super Coach	HEPA Filter
Carpet Spot Cleaner	Advance	AquaSpot	Carpet Spot Cleaner with Wand
Carpet Extractor	Advance	ET 600	Carpet Extractor with Heater
Ride-On (or Stand-On) Scrubber	Windsor	Chariot	I-Scrub Stand-On Scrubber
Propane Burnisher	Advance	PBU 21	Propane Burnisher
Electric Burnisher	Advance	Advolution	2000 RPM
Low Speed Machine	Advance	Advolution	Or Equivalent Machine
Wet-Dry Vac	Advance	Sprite	With Squeegee
Tilt Cart with Cover	Rubbermaid		Medium
Restroom Caddy	Eco-Lab	Caddy	Restroom Cleaning Machine
Brute Barrel w/ Dolley	Rubbermaid		With Skirt
Mop System (Unger)	Unger	Smart Color	Dual Compartments / Color Coordinated Microfiber
Mop System (Rubber Maid)	Unger	Smart Color	Color Coordinated Microfiber Mopping System
Dust Mops	Unger		
Scrubber	Karcher	T600	Walk Behind model
Buffer/Burnisher	Karcher	BR1600	Electric model
Extractors	Karcher	1610 and EX-SC-1020P	
Wet Vacuum	Karcher	V-WD-24	
Floor Blower	Commercial Dryer		Air Mover

City of Smyrna
Full Service Janitorial Contract Proposal
RFP 21-015



ACKNOWLEDGMENT OF ADDENDA



**THE CITY OF SMYRNA
2800 KING STREET
SMYRNA, GEORGIA 30080**

Thursday, April 22, 2021

RFP 21-015 Full Service Janitorial Contract

PROPOSAL DUE DATE: Thursday, May 13, 2021 - 10:00 AM

ADDENDUM I

The contents of this Addendum are fully incorporated into the original RFP.

Due to the overwhelming interest in this contract and COVID-19 protocols, the pre-proposal conference will need to occur over two (2) days by appointment.

We will schedule a pre-proposal conference and site visits on Tuesday, April 27 and Wednesday, April 28, 2021 – 9:00 AM at the Smyrna Community Center, 200 Village Green Circle, Smyrna, GA 30080.

Please contact Kelly Brown at kbrown@smyrnaga.gov to reserve your date. Face covering and social distancing will be required.

Thank you,

Kelly Brown

Kelly Brown, CPPB, NIGP-CPP
Purchasing Manager

Please complete and submit the Acknowledgements below (include in your proposal):

ACKNOWLEDGEMENT of ADDENDA

RFP 21-015 Full Service Janitorial Contract

_____ We acknowledge receipt of Addenda 1 - _____.

General Building Maintenance, Inc.

Company Name



Signature

Joe Woodson

Printed Name

President

Title

Date 4/22/2021



**THE CITY OF SMYRNA
2800 KING STREET
SMYRNA, GEORGIA 30080**

Friday, April 30, 2021

RFP 21-015 Full Service Janitorial Contract

PROPOSAL DUE DATE: Thursday, May 13, 2021 - 10:00 AM

ADDENDUM 2

The contents of this Addendum are fully incorporated into the original RFP.

- 1) After analyzing the RFP, I noticed that on page 3 item 3 and 4, it mentions that a Surety bond or a Performance bond may be necessary. But in the last line of item 3, It states that "no bid bond is required for this project." Would you clarify if a Bid Bond should be added to the bid? *No bid bond is required.*
- 2) On pages 8/9 each facility's location, address, and sq. footage is given. However, the sq. footage of the Recycling Center is not available. Would you please inform what that number would be? *We do not have actual square footage, but estimate it at less than 1200 sq. ft.*
- 3) What is the cleanable space for the Recycling Center, it's not listed on the RFP? *Please see question #2 above and notes in Addendum 2.*
- 4) Who is the incumbent contractor and how long have they been providing their services? *RL Commercial Systems / 2 ½ years*
- 5) What is the current contracted monthly price and yearly price? *Please visit our website – www.smyrnaga.gov / I Want To... / File An Open Records Request / click Here to access JustFOIA and select the City Clerk form to request current monthly invoice or other information. Bid Tab has been provided from last RFP.*
- 6) Can you provide us with the bid tab sheet form the last bid opening? *Bid tab is attached.*
- 7) Is the scope/size of this bid identical with the current contract? *The scope is the same except addition of the Recycling Center. We also added liquidated damages.*
- 8) Have there been any changes from the previously awarded contract to current request for bid? *Please see question # 7 above.*
- 9) Are there any significant changes from the last bid? *We added liquidated damages.*

10) Library opens 7 days, but do we provide 6 days janitorial services? *Right now the Library is open 6 days a week, but we anticipate returning to 7 days by contract start.*

11) You have special operation hours for COVID Hours - Do we provide staffing plan and cost based on regular hours? *Please provide staffing and cost based on regular hours – we anticipate returning to normal hours by contract start.*

And do we provide reduced services during COVID? *Reduced services during COVID.*

12) What is the plan for payment during COVID Hours? *The Janitorial contract should be billed monthly – the annual cost is divided by 12 months. Checks are issued on Thursday and may be mailed or picked up on Friday.*

13) Who is responsible for providing day porters' services for each building? *No day porters are required.*

If we provide DP-What is the day porter hours? *Not applicable.*

14) What is the time frame for day porter's services and night shift? *Not applicable.*

15) Can you provide the flooring type breakdown of all locations? Carpet, Concrete, VCT, Tile, etc.? *Please see attached information with breakdown per location.*

16) Why did these facilities come up for bid at this time? *Some service issues and time for re-bid.*

17) Has the Scope of Work under the new solicitation remained the same, decreased or increased compared to the current contract? *Please see question #7.*

18) Can you provide the contract price if it has been increased for the past years? *The contract amount has remained the same over the last 2 ½ years.*

19) Will it be awarded a single bidder or multiple bidders? *The award will be to a single bidder.*

20) What is required min. wage for this contact? *State of Georgia minimum wage.*

21) Prior to commencement of subsequent renewal terms, will your agent consider a request for price adjustments in accordance with the current National Consumer Price index or the increased minimum wage of State? *We are asking prices to remain firm for a period of three years - price adjustments will be evaluated at renewal.*

22) Is Exterior Window Cleaning a part of this contract? *The proposal documents state exterior window cleaning will be performed quarterly.*

23) Will the extra charge be applied for COVID -19 fogging and disinfecting wipe down? *We do not require COVID fogging and disinfecting. This is done in-house.*

24) What are the terms of the current contract? Please provide the tabulation sheet for the

current contract. *The initial contract was for one year with option to renew. Bid tab is attached.*

25) Will there be a closet available for storing our equipment? *Storage areas are available within each building.*

26) Is there anything outside the building needing cleaning? *Per the proposal documents, window cleaning is required every 3 months or as needed.*

27) Will there be a need to do a COVID cleaning (using Electrostatic Spraying) prior to the regular cleaning. *COVID cleaning and disinfecting is performed in-house.*

28) Will there be a destined place to empty the trash onsite? *There is a dumpster located at each building.*

29) Items left on the floor, do we clean around them? *Yes, do not move items left on the floor.*

30) Does RFP 21-015 require a Bid Bond? *No bid bond is required.*

Addendum 2 includes:

- Answers to Questions
- Notes regarding flooring, offices, restrooms per location (the information provided here is an estimate of what is found at each location – your own site visit notes should be used in completing proposal)
- Sign-In Sheet for Pre-Proposal Conference & Site Visits
- Bid Tab for RFP 18-002

Thank you,

Kelly Brown

Kelly Brown, CPPB, NIGP-CPP
Purchasing Manager

Please complete and submit the Acknowledgements below (include in your proposal):

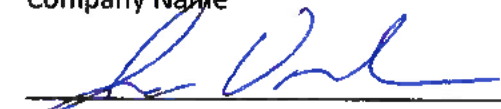
ACKNOWLEDGEMENT of ADDENDA

RFP 21-015 Full Service Janitorial Contract

_____ We acknowledge receipt of Addenda 2 - _____.

General Building Maintenance, Inc

Company Name



Signature

Joe Woodson

Printed Name

President

Title

Date 4/30/2021



**THE CITY OF SMYRNA
2800 KING STREET
SMYRNA, GEORGIA 30080**

Friday, May 7, 2021

RFP 21-015 Full Service Janitorial Contract

PROPOSAL DUE DATE: Thursday, May 13, 2021 - 10:00 AM

ADDENDUM 3

The contents of this Addendum are fully incorporated into the original RFP.

- 1) Can commercial auto insurance be waived for this requirement? As an alternative, will the agency allow the vendor to add agency to an auto policy if the vendor is awarded? *We are mainly concerned with general liability and workers compensation at this time, but auto liability may be added if vendor is awarded. Auto Liability would be required when driving to multiple locations within the city.*
- 2) What is the previous award amount for this requirement? *This is answered in Addendum 2 – I have attached the previous bid tab.*
- 3) Has this requirement changed its last award? *This was answered in Addendum 2 – we have added the Recycling Center and an annual deep clean.*
- 4) Who was the previous awarded contractor for this requirement? *RL Commercial Systems is the current vendor.*
- 5) Was anything within the scope being done internally by building staff? If so, what services were done internally? *No items are completed by building staff.*
- 6) Can you please provide us with a checklist of items to submitted with the bid?
 - a) Bid Form & Acknowledgements with breakdown of monthly and annual cost
 - b) Detailed proposal which includes evaluation criteria – staffing, experience/performance, approach, and availability
 - c) Acknowledgement of Addenda
 - d) Contractor & Subcontractor Affidavit
 - e) Vendor Questionnaire
 - f) Client Reference Sheet and additional references
 - g) Occupational / Business License
 - h) Certificate of Insurance

Please complete and submit the Acknowledgements below (include in your proposal):

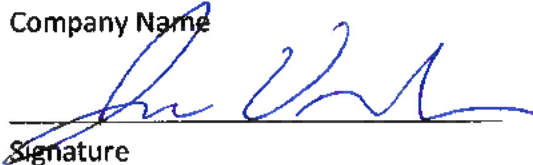
ACKNOWLEDGEMENT of ADDENDA

RFP 21-015 Full Service Janitorial Contract

_____ We acknowledge receipt of Addenda 3 - _____.

General Building Maintenance, Inc.

Company Name



Signature

Joe Woodson

Printed Name

President

Title

Date 5/7/2021

City of Smyrna
Full Service Janitorial Contract Proposal
RFP 21-015



CONTRACTOR AFFIDAVIT



City of Smyrna, Georgia
CONTRACTOR AFFIDAVIT AND AGREEMENT

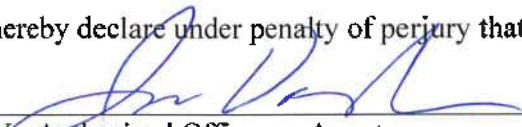
By executing this affidavit, the undersigned contractor verifies its compliance with O.C.G.A. §13-10-91 (b) (1), stating affirmatively that the individual, firm, or corporation which is engaged in the physical performance of services on behalf of the City of Smyrna has registered with and is participating in a federal work authorization program commonly known as E-Verify, or any subsequent replacement program, in accordance with the applicability provisions and deadlines established in O.C.G.A. 13-10-91. Furthermore, the undersigned contractor will continue to use the federal work authorization program throughout the contract period and the undersigned contractor will contract for the physical performance of services in satisfaction of such contract only with subcontractors who present an affidavit to the contractor with the information required by O.C.G.A. § 13-10-91 (b). Contractor hereby attests that its federal work authorization user identification number and date of authorization are as follows:

33255 08 / 20 / 2006
EEV/ Federal Work Authorization User Identification Number Date of Authorization

Name of Contractor General Building Maintenance

Name of Project RFP 21-015 Full Service Janitorial Public
Employer City of Smyrna

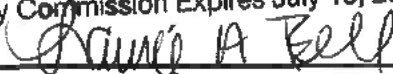
I hereby declare under penalty of perjury that the foregoing is true and correct.


BY: Authorized Officer or Agent

Joe Woodson
Printed Name and Title of Authorized Office or Agent

SUBSCRIBED AND SWORN
BEFORE ME ON THIS THE
11th DAY OF May / 2021

Notary Public
My Commission Expires:

Notary Public, Dekalb County, Georgia
My Commission Expires July 18, 2023


City of Smyrna
Full Service Janitorial Contract Proposal
RFP 21-015



VENDOR QUESTIONNAIRE

**City of Smyrna
RFP 21-015**

VENDOR QUESTIONNAIRE

Questionnaire must be completed by ALL Vendors and returned with Quote response.
Any additional pages provided should be clearly labeled.

1. How long have you been in business?
General Building Maintenance has been in business 38 years.

2. Give us background information on your company, including the number of employees available to service the City of Smyrna, the closest office location, as well as any financial ratings and reports available. Separate attachment is acceptable. *Corporate background information and financials are attached.*
 - A. How many employees are available to service the City of Smyrna?
100 located in the Atlanta area

- B. Please provide the name and address of your local office: General Building Maintenance, Inc. (GBM) Atlanta Headquarters: 3835
Presidential Parkway, Suite 200, Atlanta, GA 30340

3. Have you done similar business with other governmental agencies in the past three (3) years?

Yes X No _____

If yes, name agency and volume and total value of projects:

The State of Tennessee - 5 million square feet with a total value \$4.6 million annually; the State of Florida - 7 million square feet with a total value of \$6 million annually; and Zoo Atlanta (contract signed with the City of Atlanta) - 173,000 sq ft, total volume of \$2,085,000 for the 3 year contract.



EXECUTIVE SUMMARY

General Building Maintenance, Inc (GBM) is a privately-owned, certified Minority Business Enterprise corporation that has specialized in commercial cleaning for nearly 38 years.

Established in Atlanta in 1983, GBM provides janitorial services to satisfied customers in 20 cities across the US and has expanded to include facility maintenance programs to fit individual clients' needs. Presently, GBM employees clean more than 60 million square feet each night of Class "A" office space, school and university facilities, hospitals, major resorts, manufacturing and retail buildings and is dedicated to providing consistent, first-class cleaning services at an economical price.

With the use of technology, GBM has created an environment that encourages accountability among the staffers who will be working in your environment. In order to maintain your brand image, GBM has the resources to invest in the latest equipment and software which allows our staff to be in constant communication with clients and service partners to ensure proper follow-up and immediate correction of any service deficiencies, should they arise, and also to discuss any areas of concern towards maintaining 100% satisfaction. Routine and surprise inspections are conducted by our General Managers, Quality Assurance Managers, and members of the Executive Management team, so that quality levels which meet your satisfaction are achieved.

APPROACH

Rather than a "team" approach to cleaning, GBM increases productivity by using an "area of responsibility" approach. Cleaners are instructed to complete all tasks within the scope of their individually designated square feet area. This allows for heightened accountability as GBM supervisors know precisely which employee is responsible for which area, and can easily praise an individual's work or address any deficiencies.

Before operations commence, the GBM Managerial team walks your properties and establishes precisely the staff and equipment needed to perform the cleaning to the highest standards.



GBM employees dedicated to your service are recruited through Job Fairs, either in house or hosted at a location near the project site, depending on which is more convenient for you. GBM uses eVerify in order evaluate prospective employees and determine who will work best in your building.

GBM employees are trained on the latest OSHA/safety advancements, proper chemical usage, GBM's Green Initiative, and new technology. Both online and field training are conducted and GBM regularly holds training seminars/workshops at our corporate headquarters and branch locations.

GBM encourages our staff and provides them with the resources to pursue the Registered Building Service Manager (RBSM) certification, Certified Building Service Executive (CBSE), and ISSA certification (all company Executives, General Managers and Quality Assurance Managers). GBM also encourages attendance at industry trade shows, subscribes to industry-related trade journals, and utilizes educational seminars from BOMA and IFMA.

When GBM is awarded your contract, you can be assured of a quick and smooth transition of cleaning teams as efficiency is maintained by our professional, dependable employees. Our Supervisors and Managers are readily reachable whenever you need to communicate.



SINCE 1983

GENERAL BUILDING MAINTENANCE ZERO DEFECTS

Core Capabilities

General Building Maintenance, Inc. (GBM) is a privately-owned company offering comprehensive janitorial services to the Southeastern United States as well as Texas, California, and Colorado. Founded in 1983, we specialize in providing facility maintenance and green cleaning to corporate headquarters, multi-tenant spaces, medical and educational facilities, manufacturing plants, and government buildings.

We actually hold ourselves accountable to our company policy of "zero defects" for the 60 million square feet of facility space that we clean. This high standard motivates us to keep our clients 100% satisfied.

Codes

- DUNS Number - 107531477
- ISO 9002 International Quality Standard Certified
- Homeland Security E-Verify - 33255
- Minority Owned Business - NMSDC #AT01396
- Building Owners and Managers Association
- International Facility Managers Association
- International Sanitary Supply Association

Branch and Corporate Office Locations



www.gbmweb.com

About the Company

- Carpet Cleaning, Maintenance, and Restoration
- Wood Floor Services
- Pressure-washing
- Window Cleaning
- Handyman Services
- Construction Clean-up
- Marble/Granite Services
- Landscaping and Snow Removal
- HVAC Filter/Light Bulb Replacement
- Touch Up Painting and Detailing

Company Certifications

NAICS:

- 561720-Janitorial
- 561730-Landscaping

NIGP:

- 39-Janitorial/Custodial Services
- 91039 - Janitorial/Custodial Services

UNSPC:

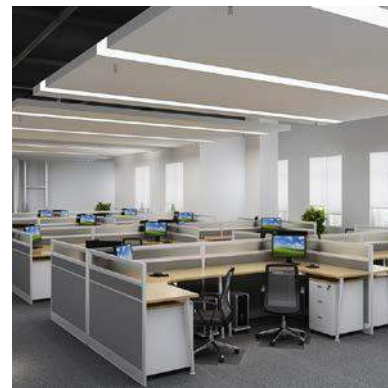
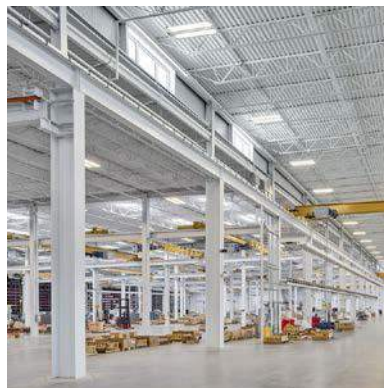
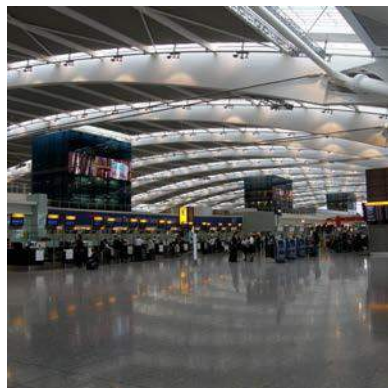
- 76 - Industrial Cleaning Services
- 7611-Cleaning and Janitorial Services
- 761115-General Building and Office Cleaning Services

Clients/References

The following are some of our clients:

- CBRE
- Cushman & Wakefield
- Fulton County Schools
- International Hotel Group
- Jones Lang LaSalle
- Piedmont Fayetteville Hospital
- State of Florida
- Transwestern
- Zoo Atlanta

AREAS OF EXPERTISE



- Office Buildings
- Resorts – Kitchens, Restaurants & Convention Centers
- Commercial and Corporate Facilities
- Government Complexes
- Hospitals & Medical Office Buildings
- Schools– K-12 and Higher Education
- Manufacturing Facilities/Plants
- Airports–Complete Custodial Services
- Clean rooms Up to Class 1, Laboratories, Semiconductor Wafer Fabs
- Convention Centers/Exhibition Facilities
- Minor Mechanical Services/Regular Scheduled Maintenance
- Lawn Care Services
- Light-Bulb/Ballast Changing Services
- Office Cubicle Reconfiguration/Moving Services

SERVICES OFFERED



- Comprehensive Carpet Cleaning, Maintenance and Restoration
- Marble/Granite Services
- Emergency Water Extractions
- Clean Room Services
- VCT Floors, Terrazzo, and Tile Services
- Covid-19 Disinfection



- Commercial Landscape Management
- Landscape Enhancement
- Landscape Analysis and Budget Planning Services
- Water Management/ Irrigation
- Fertilization
- Weed Control
- Tree Trimming / Pruning



- Drain Cleaning
- HVAC Filter Replacement
- LED Lighting Upgrades
- Light Bulb Replacement
- Lock Changing
- Ceiling Tile Replacement
- Touch Up Painting and Detailing



NATIONAL RECOGNITION

- Elite Member, National Minority Supplier Development Council
- Member, State Minority Business Development Council of AL, AZ, CO, FL, GA, MD, NC, SC, TN, TX,
- Top 100 National Diversity Contractor Award Recipient
- 50 Fastest Growing Asian American Business of America
- Top 35 Fastest Growing Business in Atlanta
- Best Contractor Award Recipient by Multiple Corporations
- Small Businessman of the Year Award Recipient
- Business Hall of Fame Laureate

PROFESSIONAL ASSOCIATIONS and MEMBERSHIPS



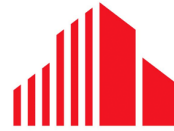


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UNIVERSITY


Hilton
Grand Vacations



CAPRIDGE
PARTNERS

LINCOLN
PROPERTY
COMPANY



Raytheon



SINCE 1983



Testimonials

"General Building Maintenance has consistently helped us maintain our high standards. Your workers attention to detail and pride in their workmanship puts your firm head and shoulders above any other cleaning service we have engaged." Gough W. Thompson, Jr. - East West Realty Company

"I'd like to take this opportunity to tell you how much I have enjoyed working with General Building Maintenance. The cleaning of Lincoln Pointe has been far above average. Thank you for the superb service your company has given Lincoln Pointe."

Karen L. Bingham - Lincoln Property Company

"I'm an employee of Raytheon in Birmingham, Alabama. Your company provides janitorial services for our company and I just wanted to let you know that we are pleased with the good job that your employees have been doing. It's nice to come into my office and have it so clean every day. "

Shelley Jones - Raytheon

THIS CERTIFIES THAT

General Building Maintenance, Inc
dba GBM



* Nationally certified by the: **GEORGIA MINORITY SUPPLIER DEVELOPMENT COUNCIL**

*NAICS Code(s): 561720; 561730

* Description of their product/services as defined by the North American Industry Classification System (NAICS)

12/18/2020

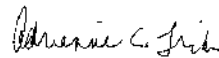
Issued Date

AT01396

Certificate Number

02/28/2022

Expiration Date


Adrienne Trimble



Stacey Key, President and CEO

By using your password (NMSDC issued only), authorized users may log into NMSDC Central to view the entire profile: <http://nmsdc.org>

Certify, Develop, Connect, Advocate.

* MBEs certified by an Affiliate of the National Minority Supplier Development Council, Inc.®



General Building Maintenance, Inc. and Affiliates

A dark blue horizontal bar with a diagonal cut on the right side, positioned below the company name.

Consolidated Financial Statements and Consolidated Supplementary Information

Years Ended December 31, 2020 and 2019



Table of Contents

Independent Accountants' Review Report	1
Consolidated Financial Statements:	
Consolidated Balance Sheets	2
Consolidated Statements of Income	3
Consolidated Statements of Changes in Stockholder's Equity	4
Consolidated Statements of Cash Flows.....	5
Notes to Consolidated Financial Statements	6
Consolidated Supplementary Information:	
Independent Accountants' Review Report on Consolidated Supplementary Information	14
Consolidated Schedules of Selling, General and Administrative Expenses.....	15



Independent Accountants' Review Report

Stockholder
General Building Maintenance, Inc. and Affiliates
Atlanta, GA

We have reviewed the accompanying consolidated financial statements of General Building Maintenance, Inc. and Affiliates (collectively, the "Company"), which comprise the consolidated balance sheets as of December 31, 2020 and 2019, and the related consolidated statements of income, changes in stockholder's equity and cash flows for the years then ended, and the related notes to the consolidated financial statements. A review includes primarily applying analytical procedures to management's financial data and making inquiries of Company management. A review is substantially less in scope than an audit, the objective of which is the expression of an opinion regarding the consolidated financial statements as a whole. Accordingly, we do not express such an opinion.

Management's Responsibility for the Consolidated Financial Statements

Management is responsible for the preparation and fair presentation of these consolidated financial statements in accordance with accounting principles generally accepted in the United States of America ("U.S. GAAP"); this includes the design, implementation, and maintenance of internal control relevant to the preparation and fair presentation of consolidated financial statements that are free from material misstatement whether due to fraud or error.

Accountant's Responsibility

Our responsibility is to conduct the review engagements in accordance with Statements on Standards for Accounting and Review Services promulgated by the Accounting and Review Services Committee of the American Institute of Certified Public Accountants. Those standards require us to perform procedures to obtain limited assurance as a basis for reporting whether we are aware of any material modifications that should be made to the consolidated financial statements for them to be in accordance with U.S. GAAP. We believe that the results of our procedures provide a reasonable basis for our conclusion.

Accountant's Conclusion

Based on our reviews, we are not aware of any material modifications that should be made to the accompanying consolidated financial statements in order for them to be in accordance with U.S. GAAP.

Dixon Hughes Goodman LLP

Atlanta, Georgia
March 31, 2021

General Building Maintenance, Inc. and Affiliates
Consolidated Balance Sheets
December 31, 2020 and 2019

	<u>2020</u>	<u>2019</u>
ASSETS		
Current assets:		
Cash and cash equivalents	\$ 136,525	\$ 2,394
Trade accounts receivable, net	4,460,773	3,358,434
Other current assets	<u>74,554</u>	<u>84,859</u>
Total current assets	4,671,852	3,445,687
Property and equipment, net	236,292	224,556
Notes receivable, related parties	756,476	834,449
Interest receivable, related parties	407,919	370,201
Deposits	<u>31,088</u>	<u>42,438</u>
Total assets	<u>\$ 6,103,627</u>	<u>\$ 4,917,331</u>
LIABILITIES AND STOCKHOLDER'S EQUITY		
Current liabilities:		
Accounts payable and accrued expenses	\$ 816,805	\$ 457,781
Current maturities of long-term debt	<u>26,042</u>	<u>25,216</u>
Total current liabilities	842,847	482,997
Long-term debt, less current maturities	<u>54,698</u>	<u>80,705</u>
Total liabilities	<u>897,545</u>	<u>563,702</u>
Commitments and contingencies (note 7)		
Stockholder's equity:		
Common stock, \$1 par value; 100,000 shares authorized: 10,000 shares issued and outstanding	10,000	10,000
Treasury stock, at cost, 5,000 shares	(255,000)	(255,000)
Retained earnings	4,616,428	3,763,975
Noncontrolling interest	<u>834,654</u>	<u>834,654</u>
Total stockholder's equity	<u>5,206,082</u>	<u>4,353,629</u>
Total liabilities and stockholder's equity	<u>\$ 6,103,627</u>	<u>\$ 4,917,331</u>

See accompanying notes and independent accountants' review report.

General Building Maintenance, Inc. and Affiliates
Consolidated Statements of Income
Years Ended December 31, 2020 and 2019

	<u>2020</u>	<u>2019</u>
Revenues	\$ 29,637,425	\$ 25,688,252
Cost of revenues	23,430,516	20,793,867
Gross profit	6,206,909	4,894,385
Selling, general and administrative expenses	3,709,856	3,610,326
Operating income	2,497,053	1,284,059
Other income (expense):		
Interest expense	(2,974)	(3,524)
Interest income	38,010	37,525
Miscellaneous income	21,985	15,218
Other income, net	57,021	49,219
Net income	<u>\$ 2,554,074</u>	<u>\$ 1,333,278</u>

General Building Maintenance Inc. and Affiliates
Consolidated Statements of Changes in Stockholder's Equity
Years Ended December 31, 2020 and 2019

	<u>Common Stock</u>	<u>Treasury Stock</u>	<u>Retained Earnings</u>	<u>Non-Controlling Interest</u>	<u>Total Stockholder's Equity</u>
Balance, December 31, 2018	\$ 10,000	\$ (255,000)	\$ 3,711,303	\$ 834,654	\$ 4,300,957
Stockholder's distributions	-	-	(1,280,606)	-	(1,280,606)
Net income	-	-	1,333,278	-	1,333,278
Balance, December 31, 2019	10,000	(255,000)	3,763,975	834,654	4,353,629
Stockholder's distributions	-	-	(1,701,621)	-	(1,701,621)
Net income	-	-	2,554,074	-	2,554,074
Balance, December 31, 2020	<u>\$ 10,000</u>	<u>\$ (255,000)</u>	<u>\$ 4,616,428</u>	<u>\$ 834,654</u>	<u>\$ 5,206,082</u>

See accompanying notes and independent accountants' review report.

General Building Maintenance, Inc. and Affiliates
Consolidated Statements of Cash Flows
Years Ended December 31, 2020 and 2019

	<u>2020</u>	<u>2019</u>
Cash flows from operating activities:		
Net income	\$ 2,554,074	\$ 1,333,278
Adjustment to reconcile net income to net cash provided by operating activities:		
Provision for doubtful accounts	(213)	-
Loss on disposal of property and equipment	2,521	5,514
Depreciation and amortization expense	60,071	71,548
Non-cash interest income	(37,718)	(37,445)
Changes in operating assets and liabilities:		
Accounts receivable	(1,102,126)	(965,742)
Other assets and deposits	21,655	98,809
Accounts payable and accrued expenses	359,024	129,911
Net cash provided by operating activities	<u>1,857,288</u>	<u>635,873</u>
Cash flows from investing activities:		
Proceeds from sale of property and equipment	1,534	4,097
Purchases of property and equipment	(75,862)	(67,112)
Advances made on notes receivable, related parties	(2,200)	(20,000)
Net cash used by investing activities	<u>(76,528)</u>	<u>(83,015)</u>
Cash flows from financing activities:		
Principal payments on long-term debt	(25,181)	(16,632)
Distributions to stockholder	(1,621,448)	(1,280,606)
Net cash used by financing activities	<u>(1,646,629)</u>	<u>(1,297,238)</u>
Net decrease in cash and cash equivalents	134,131	(744,380)
Cash and cash equivalents, beginning of year	<u>2,394</u>	<u>746,774</u>
Cash and cash equivalents, end of year	<u>\$ 136,525</u>	<u>\$ 2,394</u>
Supplemental disclosure of cash flow information:		
Cash paid for interest	<u>\$ 2,974</u>	<u>\$ 3,524</u>
Supplemental schedule of noncash investing and financing activities:		
Distribution of note receivable, related party	<u>\$ 80,173</u>	<u>\$ -</u>
Pay off vehicle financing via insurance proceeds	<u>\$ -</u>	<u>\$ 51,847</u>
Purchase of vehicle via debt	<u>\$ -</u>	<u>\$ 103,204</u>

See accompanying notes and independent accountants' review report.

Notes to Consolidated Financial Statements

1. Summary of Significant Accounting Policies

Basis of Presentation, Organization and Operations

The consolidated financial statements of General Building Maintenance, Inc. and Affiliates (collectively, the "Company") include the accounts of General Building Maintenance, Inc. ("GBM"), Hepatech Cleanroom Services, Inc. ("Hepatech"), a variable interest entity ("VIE"; see note 2), and General Building Maintenance of Florida, LLC ("GBM of Florida"), a wholly-owned subsidiary of GBM.

GBM was formed under the laws of the State of Georgia on September 12, 1983 as a subchapter S corporation. Hepatech was formed under the laws of the State of Georgia on March 30, 1995 as a C corporation. GBM of Florida was organized under the laws of the State of Florida on June 30, 2006 as a limited liability company. All significant intercompany accounts and transactions have been eliminated in consolidation.

GBM and GBM of Florida provide janitorial services to businesses. Hepatech provides specialized janitorial services to businesses that have clean rooms and require micro-contamination control cleaning services. Revenues are recognized as services are performed. Expenses are recorded as they are incurred.

The accompanying consolidated financial statements have been prepared in accordance with accounting principles generally accepted in the United States of America ("U.S. GAAP"). The Financial Accounting Standards Board ("FASB") has established the FASB Accounting Standards Codification ("ASC") as the single source of authoritative GAAP.

Use of Estimates

Management uses estimates and assumptions in preparing the consolidated financial statements in accordance with U.S. GAAP and general practices common to the industry. Those estimates and assumptions affect the reported amount of assets and liabilities, the disclosure of contingent assets and liabilities, and reported revenues and expenses. Actual results could vary from the estimates that were used.

Cash and Cash Equivalents

For purposes of the consolidated statements of cash flows, the Company considers all liquid debt instruments purchased with an original maturity of three months or less to be cash equivalents. Accounts at financial institutions are insured by the Federal Deposit Insurance Corporation. In the normal course of business, the Company has deposits that exceed the insured balance. The Company has not experienced losses in such accounts.

Trade Accounts Receivable

Trade accounts receivable from the sale of services are recorded at net realizable value and the Company grants credit to customers on an unsecured basis.

Management establishes an allowance for doubtful accounts based on its estimates of collection losses that may be incurred in the collection of all receivables. Estimated losses are based on a review of the current status of the receivables and management's evaluation of the effect of existing economic conditions.

General Building Maintenance, Inc. and Affiliates
Notes to Consolidated Financial Statements

Normal trade receivables are due 30 - 60 days after the issuance of an invoice with some customers having extended terms. Receivables past due are considered delinquent. Delinquent receivables are reserved based on individual credit evaluation and specific circumstances of the customer. At both December 31, 2020 and 2019, the Company has recorded an allowance for doubtful accounts of approximately \$39,000.

Property and Equipment

Property and equipment are stated at cost less accumulated depreciation. Major additions and improvements are charged to the property accounts while replacements, maintenance, and repairs, which do not improve or extend the lives of respective assets, are expensed currently. When an asset is retired or otherwise disposed, the related cost and accumulated depreciation are removed, and a gain or loss is recorded for the difference between any sales proceeds and the asset's net book value at disposition. The Company believes that no impairments of property and equipment exist at December 31, 2020.

Depreciation of property and equipment is computed principally by using the straight-line method over the estimated useful lives of the related assets which are as follows:

Computer equipment	3 - 7	years
Furniture and fixtures	5 - 7	years
Leasehold improvements	Lesser of estimated useful life or life of the lease	
Machinery and equipment	5 - 7	years
Vehicles	3 - 5	years

Treasury Stock

The Company uses the cost method when it acquires its own common stock as treasury shares.

Revenue Recognition

Effective January 1, 2019, the Company adopted ASC Topic 606, *Revenue from Contracts with Customers* (ASC 606). The Company adopted the standard using the modified retrospective approach and determined no adjustments were necessary as a result of the adoption. The Company derives its revenues primarily from performing janitorial and cleaning services, special services such as shampooing carpets and waxing floors, and sales of supplies to its customers. Revenues are recognized when control of these services or products are transferred to its customers in an amount that reflects the consideration the Company expects to be entitled to in exchange for those products and services. Sales taxes the Company collects concurrent with revenue-producing activities are excluded from revenue. Incidental items that are immaterial in the context of the contract are recognized as expense. The Company does not have any significant financing components as payment is received at or shortly after the point of sale. Costs incurred to obtain a contract are expensed as incurred.

Disaggregation of Revenue from Contracts with Customers

The following table disaggregates the Company's revenue based on the timing of satisfaction of performance obligations:

	<u>2020</u>	<u>2019</u>
Performance obligations satisfied over time	\$ 20,192,082	\$ 19,186,289
Performance obligations satisfied at a point in time	<u>9,445,343</u>	<u>6,501,963</u>
	<u>\$ 29,637,425</u>	<u>\$ 25,688,252</u>

Performance Obligations

For performance obligations related to janitorial and cleaning services, control transfers to the customer over time. These services are typically sold to customers based on a specified rate per square foot or for services provided for the entire property. Revenues under these contracts are recognized on the basis of actual time incurred multiplied by specified rate.

For performance obligations related to day porter services, control transfers to the customer over time. These services are typically sold to customers based on a specified rate per day porter per month. Revenues under these contracts are recognized on the basis of elapsed time under the contract.

For performance obligations related to special services such as shampooing carpet and waxing floors, control transfers to the customer at the point in time that services are completed.

For performance obligations related to the sale of supplies, control transfers to the customer at a point in time. The Company transfers control and records revenue for supply sales upon purchase of supplies on a gross or net basis dependent on whether the Company is the principal or the agent related to the sale.

Advertising

Advertising costs are expensed as incurred. Advertising expense was approximately \$4,000 and \$10,000 for the years ended December 31, 2020 and 2019, respectively.

Income Taxes

GBM, under the Internal Revenue Code ("IRC"), has elected to be an S Corporation. In lieu of corporate income taxes, the stockholder is taxed on GBM's taxable income. GBM makes periodic distributions to the stockholder to assist in satisfying income tax obligations resulting from GBM's income being included in the stockholder's income tax returns.

Hepatech records deferred income taxes using the liability method under which deferred tax assets and liabilities are determined based on the differences between the financial reporting and tax bases of assets and liabilities. Deferred tax assets or liabilities are determined using the enacted tax rates expected to apply to taxable income in the periods in which the deferred tax asset or liability is expected to be settled or realized. Management evaluates the realizability of any deferred tax assets. If in their opinion it is more likely than not that some or all of the deferred tax asset will not be realized, a valuation allowance is recorded for that portion of the deferred tax asset with a corresponding charge recorded to the deferred income tax provision.

GBM of Florida, as organized under Florida law and according to the IRC, is to be treated as a partnership for purposes of income taxes. The member reports the taxable income or loss on the member's income tax returns.

Accounting guidance prescribes a recognition threshold and measurement attribute for the consolidated financial statement recognition and measurement of a tax position taken or expected to be taken in an income tax return. Consideration is given to the recognition and measurement of tax positions that meet a "more-likely-than-not" threshold. A tax position is a position taken in a previously filed tax return or a position expected to be taken in a future tax return that is reflected in measuring current or deferred income tax assets and liabilities. Tax positions include the Company's status as a pass-through entity. The recognition and measurement of tax positions taken for various jurisdictions consider the amounts and probabilities of outcomes that could be realized upon settlement using the facts, circumstances, and information available at the reporting date. The Company has determined that it does not have any material unrecognized tax benefits or obligations as of December 31, 2020.

2. Variable Interest Entities

Accounting guidance requires that a company that holds a variable interest in an entity ("VIE") consolidate the entity if the company's interest in the VIE is such that the company will absorb a majority of the VIE's expected losses and/or receive a majority of the VIE's expected residual returns, if they occur. In such cases, the company and its stockholder are the primary beneficiary of the VIE. Additional disclosures are required by the primary beneficiary and other significant variable interest holders.

Hepatech is owned 100% by the stockholder of GBM. GBM and its stockholder participate significantly in Hepatech's operations and substantially all of Hepatech's activities involve GBM and its stockholder. GBM is the primary beneficiary of Hepatech; therefore, the Company consolidated the results of Hepatech's operations and eliminated all intercompany accounts and transactions. Consolidated assets and liabilities include cash and cash equivalents and income tax liabilities. Since GBM has no ownership interest in Hepatech, all related equity and net income is eliminated to the noncontrolling interest, Hepatech's stockholder.

3. Related Party Transactions

The Company periodically advances operating funds to non-VIE entities under common control, including Global Sun Investments, Inc. ("Global Sun"), who leases office space to the Company, see note 7. The advances are unsecured, and advances to Global Sun and Ellis Services Solutions, LLC ("ESSE") bear interest at the rate of 5.0%, while advances to VetConnex LLC do not bear interest. The following related party amounts are included in notes receivable, related parties in the consolidated balance sheets as of December 31, 2020 and 2019:

	<u>2020</u>	<u>2019</u>
Global Sun	\$ 511,476	\$ 509,276
ESSE	245,000	245,000
VetConnex LLC	<u>-</u>	<u>80,173</u>
	<u>\$ 756,476</u>	<u>\$ 834,449</u>

Interest receivable under the related party notes are approximately \$408,000 and \$370,000 at December 31, 2020 and 2019, respectively.

4. Property and Equipment

Property and equipment at December 31, 2020 and 2019 are summarized as follows:

	<u>2020</u>	<u>2019</u>
Leasehold improvements	\$ 56,831	\$ 181,132
Furniture and fixtures	38,250	75,169
Computer equipment	72,621	75,764
Janitorial equipment	147,623	135,736
Vehicles	<u>325,147</u>	<u>317,124</u>
	640,472	785,977
Less accumulated depreciation and amortization	<u>(404,180)</u>	<u>(561,421)</u>
Net property and equipment	<u>\$ 236,292</u>	<u>\$ 224,556</u>

5. Line of Credit

The Company maintains a \$2,000,000 revolving line of credit ("LOC") with Wells Fargo Bank, National Association, maturing August 1, 2021, for which borrowings are secured by eligible trade accounts receivable and equipment of the Company and guaranteed by the stockholder. The LOC bears interest at the greater of a floating rate equal to the Prime rate plus 1.00% or the floor rate of 5.00% (5.00% at December 31, 2020). There were no outstanding borrowings at either December 31, 2020 or 2019. The LOC contains certain covenants and restrictions, including maintenance of certain financial ratios.

General Building Maintenance, Inc. and Affiliates
Notes to Consolidated Financial Statements

6. Long-Term Debt

Long-term debt as of December 31, 2020 and 2019 consists of the following:

	<u>2020</u>	<u>2019</u>
Notes payable, collateralized by vehicles, due in variable monthly installments of principal plus interest at rates ranging from 0.00% to 4.19%, maturing on various dates through October 2024.	\$ 80,740	\$ 105,921
Less current maturities	<u>(26,042)</u>	<u>(25,216)</u>
Long-term debt, less current maturities	<u>\$ 54,698</u>	<u>\$ 80,705</u>

Aggregate maturities of long-term debt are as follows:

Years Ending December 31:

2021	\$ 26,042
2022	24,503
2023	21,797
2024	<u>8,398</u>
	<u>\$ 80,740</u>

7. Commitments and Contingencies

Operating Leases

The Company leases, at customary terms and market rates, office space in Presidential Office Park in Atlanta, Georgia under a non-cancelable operating lease agreement with Global Sun, see note 3. The Company also leases certain residential property in Panama City, Florida and Myrtle Beach, South Carolina from the stockholder under non-cancelable agreements accounted for as operating leases. The Company also leases additional office space from third parties under operating lease agreements. Operating leases extend through February 2028.

Operating lease payments vary over the course of the lease period. The Company recognizes operating lease expense on a straight-line basis, the total minimum payments under the lease are calculated and then divided equally over the life of the lease. The difference between this amount and the amount actually paid is reflected in accounts payable and accrued expenses.

Total lease expense, including related party, was approximately \$200,000 and \$152,000 for the years ended December 31, 2020 and 2019, respectively, of which approximately \$162,000 and \$128,000, respectively was under operating leases with related parties.

General Building Maintenance, Inc. and Affiliates
Notes to Consolidated Financial Statements

At December 31, 2020, future minimum rental payments due under non-cancelable operating leases are as follows:

<u>Year Ending December 31</u>	<u>Related Party</u>	<u>Other</u>	<u>Total</u>
2021	\$ 194,568	\$ 14,660	\$ 209,228
2022	197,497	-	197,497
2023	152,933	-	152,933
2024	120,683	-	120,683
2025	123,700	-	123,700
Thereafter	<u>269,324</u>	<u>-</u>	<u>269,324</u>
	<u>\$ 1,058,705</u>	<u>\$ 14,660</u>	<u>\$ 1,073,365</u>

Litigation

The Company is subject to claims and legal actions that arise in the ordinary course of business. In the opinion of management, the ultimate resolution of such matters will not have a material adverse effect on the Company's consolidated financial position.

Global Pandemic

In March 2020, an outbreak of a novel strain of Coronavirus ("COVID-19") emerged globally. The COVID-19 outbreak has had far reaching and unpredictable impacts on the global economy, supply chains, financial markets, and global business operations of a variety of industries. The Company has not initially been significantly impacted by the pandemic. Although it is not possible to reliably estimate the length or severity of the pandemic, it could have an adverse financial impact and result in a delay in cash flows and other potential adverse effects.

8. Concentration of Risk

Financial instruments which potentially subject the Company to concentrations of credit risk consist of trade accounts receivable and sales. As of December 31, 2020 and 2019, two customers accounted for approximately 46% and 39%, respectively, of the Company's trade accounts receivable. For the years ended December 31, 2020 and 2019, approximately 52% and 44%, respectively, of the Company's sales were obtained from two customers. Management expects these customers to be long-term in nature. Additionally, the Company's business activities are concentrated in performing janitorial services primarily in two states, with Florida and Tennessee comprising approximately 84% and 83% of 2020 and 2019 revenues, respectively.

9. Defined Contribution Plan

The Company sponsors a 401(k) Savings and Retirement Plan covering substantially all of its eligible employees who have one year or more of service. The Company matches employee contributions up to a maximum of 50% of the participant's salary deferral, limited to 6% of the employee's salary. Vesting of the Company's matching contributions begins after the first year of service at a rate of 20% per year until 100% vested after five years. The matching contribution for the years ended December 31, 2020 and 2019 was approximately \$33,000 and \$32,000, respectively.

10. Subsequent Events

The Company has evaluated subsequent events through March 31, 2021. All subsequent events requiring recognition as of that date have been incorporated into these consolidated financial statements.



Consolidated Supplementary Information



Independent Accountants' Review Report on Consolidated Supplementary Information

Stockholder
General Building Maintenance, Inc. and Affiliates
Atlanta, Georgia

Our report on our review of the basic consolidated financial statements of General Building Maintenance, Inc. and Affiliates appears on page 1. The objective of that review was to perform procedures to obtain limited assurance as a basis for reporting whether we were aware of any material modifications that should be made to the consolidated financial statements for them to be in conformity with accounting principles generally accepted in the United States of America ("U.S. GAAP"). The supplementary information, the Consolidated Schedules of Selling, General and Administrative Expenses for the years ended December 31, 2020 and 2019, is presented for the purpose of additional analysis and is not a required part of the basic consolidated financial statements. The information is the representation of Company management. We have reviewed the information and, based on our review, we are not aware of any material modifications that should be made to the information in order for it to be in accordance with U.S. GAAP. We have not audited the information and, accordingly, do not express an opinion on such information.

Dixon Hughes Goodman LLP

Atlanta, GA
March 31, 2021

General Building Maintenance, Inc. and Affiliates
Consolidated Schedules of Selling, General and Administrative Expenses
Years Ended December 31, 2020 and 2019

	<u>2020</u>	<u>2019</u>
Salaries - administrative	\$ 1,442,787	\$ 1,237,711
Contributions	487,973	640,479
Salaries - officers	433,273	395,725
Insurance	358,562	318,493
Rent	200,087	151,724
Payroll taxes	148,690	138,570
Dues and subscriptions	115,305	106,580
Accounting	78,125	76,467
Employee benefits	63,483	39,020
Depreciation	60,071	71,548
Telephone and utilities	56,965	54,172
Public relations	44,726	107,918
Auto	38,962	55,446
Travel and meals	38,893	106,973
Legal	33,115	3,897
Office expenses and supplies	28,603	25,191
Consulting fees	22,695	19,059
Bank charges	14,809	17,056
Postage and delivery	14,083	12,519
Uniforms	13,402	9,856
Repairs and maintenance	4,608	1,915
Advertising and marketing	3,975	10,364
Taxes and licenses	2,318	3,913
Other expenses	4,346	5,730
	<u>\$ 3,709,856</u>	<u>\$ 3,610,326</u>

See accompanying notes.

City of Smyrna
Full Service Janitorial Contract Proposal
RFP 21-015



CLIENT REFERENCE SHEET

**City of Smyrna
RFP 21-015**

CLIENT REFERENCE SHEET

References from Clients (preferably including government clients) must be provided by ALL responding Vendors using the form below. It is the vendor's responsibility to provide COMPLETE and ACCURATE reference information on the form below, INCLUDING FAX NUMBERS AND EMAIL ADDRESSES.

1. JLL - State of Tennessee

Company

312 Rosa L Parks Ave, 24th FL, Nashville, TN 37243

Address, City, State, Zip Code

615-519-2912

312-288-4400

Telephone Number

Fax Number

Kevin Coffman

kevin.coffman@am.jll.com

Name of Contact Person

E-Mail Address

Type of Project Janitorial cleaning of state government office buildings, agencies, public spaces
Dates: 3/2014 to 4/2022 (Contract term) Cost: \$ 4.6 million annually

2. Zoo Atlanta

Company

800 Cherokee Ave, Atlanta, GA 30315

Address, City, State, Zip Code

404-624-5893

404-624-5900

Telephone Number

Fax Number

Eric Hall

ehall@zooatlanta.org

Name of Contact Person

E-Mail Address

Type of Project City of Atlanta landmark, public space, set up/tear down, janitorial cleaning
Dates: 3/2020 to 3/2023 (Contract term) Cost: \$ 2,085,000 total value

3. Cumberland IV

Company

3225 Cumberland, Suite 100, Atlanta, GA 30339

Address, City, State, Zip Code

404-419-1714

404-847-9937

Telephone Number

Fax Number

Terry Glawe

tglawe@crockerpartners.com

Name of Contact Person

E-Mail Address

Type of Project Class "A" office space, janitorial cleaning, for 209,000 sq ft facility
Dates: Ongoing since April 3, 2020 Cost: \$ 291,300.00 annual approx

City of Smyrna
Full Service Janitorial Contract Proposal
RFP 21-015



BUSINESS LICENSE



Department of Planning & Sustainability
Division of Business Licensing
330 Ponce De Leon Ave., Decatur, GA 30030
(404) 371-2461
BUSINESS AND OCCUPATIONAL TAX CERTIFICATE

GENERAL BUILDING MAINTENANCE
3835 PRESIDENTIAL PKWY #200
DORAVILLE, GA 30340-

Business Name:
GENERAL BUILDING MAINTENANCE
3835 PRESIDENTIAL PKWY STE 200
ATLANTA, GA 30340-

This is your Business and Occupation Tax Certificate for 2020. We are pleased that you are doing business in DeKalb County and hope you have great success in your enterprise this year.

Detach the certificate below and display it for public view at your place of business.
This certificate must be displayed for public view

Department of Planning & Sustainability
330 W. Ponce de Leon Avenue, Decatur, GA 30030
BUSINESS AND OCCUPATIONAL TAX CERTIFICATE

Not Transferable

GENERAL BUILDING MAINTENANCE 3835 PRESIDENTIAL PKWY #200 DORAVILLE, GA 30340-	 DeKalb County 20 GEORGIA 20	ACCOUNT: 35573
GENERAL BUILDING MAINTENANCE 3835 PRESIDENTIAL PKWY STE 200 ATLANTA, GA 30340-		EXPIRES: 12/31/2020

Business Description: GENERAL BLDG MAINTENANCE

This certificate is only valid at this location and when the location conforms to DeKalb County's Zoning Regulations



May 13, 2021

Ms. Kelly Brown, CPPB
Purchasing Manager
City of Smyrna
2800 King Street
Smyrna, Georgia 30080

Re: Janitorial Services Proposal RFP 21-015

Dear Ms. Brown:

A copy of General Building Maintenance, Inc.'s business license from Dekalb County, GA is attached. The license is valid although the date on it only shows validity through 12/31/2020. This is due to delays from the county in processing 2021 licensure fees and issuing the updated license.

Our office has been in communication with Dekalb County since January and has reached out to them most recently last week to confirm the status on when we can anticipate receiving our updated license. We have been assured that our fees are paid in full and that the license will be issued as soon as possible. This has been an ongoing issue and occurred the previous 2 years as well. We regret that we are unable to include a more recent business license in this proposal, but hope that the 2020 license and this letter will suffice.

Again, we appreciate the opportunity to submit a proposal and look forward to working with you. Please feel free to contact me if you have any questions regarding our business license. You may also reach out to Dekalb County and verify the status of our licensure.

Regards,

A handwritten signature in blue ink, appearing to read 'Joe Woodson', is written over a light blue horizontal line.

Joe Woodson
President

City of Smyrna
Full Service Janitorial Contract Proposal
RFP 21-015



CERTIFICATE OF INSURANCE

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 any rights to the certificate holder in lieu of such endorsement(s).

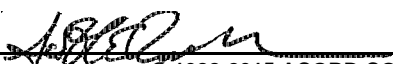
PRODUCER McGriff Insurance Services P.O. Box 2190 Alpharetta, GA 30023 770 664-6818	CONTACT NAME:	
	PHONE (A/C, No, Ext): 770 664-6818	FAX (A/C, No): 888-827-9870
INSURED General Building Maintenance Inc. 3835 Presidential Pkwy. #200 Atlanta, GA 30340	E-MAIL ADDRESS:	
	INSURER(S) AFFORDING COVERAGE	
	INSURER A : First Liberty Insurance Corporation	NAIC #
	INSURER B : Liberty Insurance Corporation	33588
	INSURER C : Employers Insurance Company of Wausau	42404
	INSURER D : Travelers Casualty & Surety Co of Amer	21458
	INSURER E : Liberty Mutual Fire Insurance Company	31194
INSURER F :	23035	

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"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:			TB6Z91462181031	03/01/2021	03/01/2022	EACH OCCURRENCE \$1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$300,000 MED EXP (Any one person) \$5,000 PERSONAL & ADV INJURY \$1,000,000 GENERAL AGGREGATE \$2,000,000 PRODUCTS - COMP/OP AGG \$2,000,000 \$
E	AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS ONLY <input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY			AS2Z91462181021	03/01/2021	03/01/2022	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"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED <input checked="" type="checkbox"/> RETENTION \$10000			TH7Z91462181051	03/01/2021	03/01/2022	EACH OCCURRENCE \$10,000,000 AGGREGATE \$10,000,000 \$
C	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? <input checked="" type="checkbox"/> N Y / N (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below		N/A	WCCZ91462181011	03/01/2021	03/01/2022	<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
D	Third Party Crime			105572925	03/01/2021	03/01/2022	1,000,000
E	Leased/Rented			YU2Z91462181041	03/01/2021	03/01/2022	50,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
 The City of Smyrna is included as Additional Insured with respect to General Liability and Automobile Liability insurance, where required by written contract with Named Insured.
 A 30 day Notice of Cancellation applies with respect to General Liability and Automobile Liability insurance, except for non payment which contains a 10 day Notice of Cancellation.

CERTIFICATE HOLDER		CANCELLATION	
The City of Smyrna 2800 King Street Smyrna, GA 30080		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 	

**REQUEST FOR PROPOSAL 21-015
FULL SERVICE JANITORIAL CONTRACT**

BID FORM

FACILITY	MONTHLY COST	ANNUAL COST
City Hall	\$2,180.47	\$26,165.64
Community Center	\$3,586.16	\$43,033.92
Fire Station #1 (Admin area only)	\$511.22	\$6,134.64
Library	\$2,174.20	\$26,090.40
Police (Admin & Front Lobby only)	\$840.68	\$10,088.16
Public Works	\$2,056.87	\$24,682.44
Recycling Center	\$483.13	\$5,797.56
Taylor-Brawner Hall	\$1,687.60	\$20,251.20
Wolfe Center	\$1,131.62	\$13,579.44
TOTAL	\$14,651.95	\$175,823.40

BID FORM & ACKNOWLEDGEMENTS

COMPANY NAME General Building Maintenance, Inc.

ADDRESS 3835 Presidential Parkway, Suite 200, Atlanta, GA 30340

CONTACT PERSON Joe Woodson PHONE 770-458-1900

EMAIL marketing@gbmweb.com

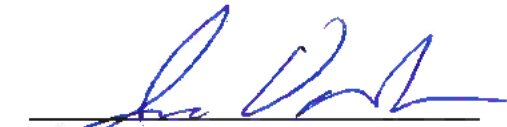
The General Building Maintenance, Inc. Company submits the following offer for RFP 21-015 for Full Service Janitorial Contract.

ANNUAL TOTAL \$ 175,823.40
(Number)

One-hundred seventy-five thousand eight-hundred twenty-three dollars and forty cents
(Written)

We take no exceptions to the specifications as provided in the bid documents.

We acknowledge exceptions to the specifications as provided in the bid documents. Itemized exceptions are attached.



(Signed)

President
(Title)

5/11/2021
(Date)

JANITORIAL SERVICE AGREEMENT

THIS AGREEMENT is made as of the _____ day of _____ 2022, by and between the CITY OF SMYRNA, GEORGIA (hereinafter the “City”) and General Building Maintenance, Inc. (hereinafter “GBM”).

WITNESSETH:

WHEREAS, the City issued Request for Proposals (“RFP”) 21-015 to solicit bids to provide materials and labor necessary for janitorial services for multiple City locations; and

WHEREAS, GBM submitted a bid under RFP 21-015 on May 13, 2021; and

WHEREAS, after evaluation of all submitted bids, the City awarded GBM the contract for said janitorial services.

NOW, THEREFORE, for and in consideration of the mutual promises contained herein and effective the 21st day of March 2022, the City and GBM agree as follows:

1. Incorporation of RFP 21-015, including addenda.

All terms of RFP 21-015, including addenda, are hereby incorporated by reference and make a part of this Agreement as if they were fully recited herein. The parties agree that in the event of any conflict between the terms of this Agreement and the terms of RFP 21-015, including addenda, then the terms of RFP 21-015, including addenda, shall control and be binding upon all parties herein.

2. Services.

The services to be provided by GBM shall be those included in RFP 21-015, including all schedules, attachments, and addenda.

3. Georgia law to control. This Agreement shall be construed and interpreted under the laws of the State of Georgia.

4. Entire Agreement. This Agreement, including RFP 21-015 and addenda, as incorporated, contains the entire agreement of the parties hereto and no representations, inducements, promises or agreements, oral or otherwise, between the parties, not embodied herein, shall be of any force or effect.

5. General Provisions. All understandings and agreements between the parties are merged in this Agreement, incorporating all the terms and provisions of RFP 21-015 and addenda, which alone fully and completely expresses their agreement. This Agreement is entered into after full investigation, neither party relying upon any statements or representations made by the other not embodied in this Agreement. This Agreement may not be changed orally, but only by an agreement in writing, signed by the parties. It is expressly agreed and understood by the parties hereto that neither party is the agent, partner or joint venture partner of the other. **THIS AGREEMENT SHALL BE GOVERNED BY THE LAWS OF THE STATE OF GEORGIA.**

ANY JUDICIAL PROCEEDINGS REGARDING THIS AGREEMENT SHALL BE PROSECUTED IN THE COURTS, FEDERAL OR STATE, WHERE THE PROPERTY IS LOCATED AND THE PARTIES SUBMIT TO THE JURISDICTION AND VENUE OF SAID COURTS AS APPROPRIATE UNDER FEDERAL OR STATE LAW. THE PARTY PREVAILING IN ANY JUDICIAL ACTION OR OTHER PROCEEDING RELATING TO THIS AGREEMENT SHALL BE PAID ALL COSTS AND REASONABLE ATTORNEY'S FEES BY THE OTHER PARTY. Time is of the essence of this Agreement. However, if any action is required to be taken on a Sunday, or legal holiday, the action shall be deemed timely if it is taken on the next regular business day. No consent or waiver, express or implied, by City or GBM to or of any breach or default by the other party in the performance by such other party of the obligations thereof under this Agreement shall be deemed or construed to be a consent or waiver to or of any other breach or default in the performance by such other party of the same or any other obligations of such other party under this Agreement. Failure on the part of either City or GBM to complain of any act or failure to act of the other party or to declare the other party in default, irrespective of how long such failure continues, shall not constitute a waiver by such party of its rights under this Agreement. If any provision of this Agreement or the application thereof to any party or circumstances should be invalid or unenforceable to any extent, the remainder of this Agreement and the application of such provisions to any other party or circumstances shall not be affected thereby and shall be enforced to the greatest extent permitted by law. This Agreement constitutes the entire agreement between the parties hereto and neither this Agreement nor any provision hereof may be changed, waived, discharged or terminated orally, but only by an instrument in writing signed by the party against whom enforcement of the change, waiver, discharge or termination is sought. The Parties acknowledge that each Party and its counsel have reviewed this Agreement and that the normal rule of construction to the effect that any ambiguities are to be resolved against the drafting Party shall not be employed in the interpretation of this Agreement. This Agreement shall inure to the benefit of and be binding upon City and their respective successors and permitted assigns. This Agreement may be executed in counterparts, and the signature of any person required by this Agreement shall be effective if signed on any or all counterparts. All counterparts together shall be considered one and the same Agreement.

6. Notices.

Any written notice or other communication required or permitted hereunder shall be deemed to have been sufficiently given hereunder, if said written notice is deposited in the U.S. Mail and sent by certified or registered mail, postage prepaid, or made in person, addressed as follows:

To the City: City Administrator
2800 King Street SE
Smyrna, Georgia 30080

To General Building Maintenance: General Building Maintenance, Inc.
3835 Presidential Parkway, Suite 200
Atlanta, GA 30340

or any other address as may be later designated in writing by the other party and any such written notice or communication shall be deemed to have been given as of the date so mailed.

7. Waiver.

The failure of any party to seek redress for violation of or to insist upon the strict performance of any covenant or condition of this Agreement shall not prevent a subsequent act, which would have originally constituted a violation, from having the effect of an original violation.

8. Rights and Remedies Cumulative.

The rights and remedies provided in this Agreement are cumulative and the use of any one right or remedy by any party shall not preclude or waive the right not use any or all other remedies. Such rights and remedies are given in addition to any other rights the parties may have by law, statute, ordinance or otherwise.

9. Indemnification.

GBM shall hold harmless and indemnify and defend the City including, without limitation, its agents, servants, directors, officers, employees, representatives, counterparts and affiliates, licensees, contractors, lessors, successors and assigns, agencies, and subsidiaries, against any and all claims, damages, liabilities, losses, causes of action, and costs and/or expenses of any kind or nature arising out of or alleged to have arisen out of injury (including personal injury to or death of any person or persons) and loss or damage to any property, occurring in connection with or in any way attributable to the performance of work under this Agreement, resulting in whole or in part from the acts, errors or omissions of GBM or its employees, agents or subcontractors under this Agreement. GBM shall be responsible for and bear the cost of losses sustained and damage to the City's and any other indemnified party's property caused by GBM's acts, or those of its employees, agents, subcontractors or subcontractor's employees. The provisions of this paragraph shall survive the expiration or termination of this Agreement.

10. Insurance.

GBM shall at all times maintain the insurance coverage required in the Special Instructions of RFP 21-015, including addenda, and shall provide to the City written proof of same.

11. Workmanship.

Work shall be performed by GBM in a workmanlike manner according to standard practices prevailing within the janitorial industry.

12. City's right to inspect work.

The City has the right to inspect the facilities after GBM has completed services. Notice of reasonable dissatisfaction with the work performed shall be given to GBM by telephone or in writing within five (5) days from the completion of services. GBM shall then have one (1) business day to correct such work at no additional cost to the City. Failure to properly notify GBM shall not constitute a waiver of any claim or offset the City may have with regard to services rendered by GBM. GBM may assist the City, or any of its officers, employees or agents, in inspecting the grounds. At the City's request and upon reasonable notice, GBM shall attend any meeting regarding the facilities.

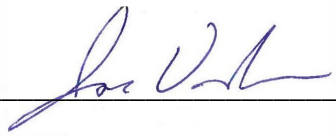
13. Severability.

If any provision of this Agreement or the application thereof to any person or circumstance shall be invalid, illegal or unenforceable to any extent, the remainder of this Agreement and the application thereof shall not be affected and shall be enforceable to the fullest extent permitted by law.

IN WITNESS WHEREOF, the Parties hereto have caused their hands and seals to be set this _____ day of _____, 2022.

CONTRACTOR:

General Building Maintenance, Inc.

By:  (Signature)
Joe Woodson (Printed)
President (Title)

CITY:

The City of Smyrna, Georgia

By: _____ Date: _____
Derek Norton, Mayor

LS Attest: _____ Date: _____
Heather Peacon-Corn, City Clerk

ATTORNEY:

Cochran & Edwards LLC

By: _____ Date: _____