

Defender Services, Inc.

**BID NUMBER 956
CUSTODIAL SERVICES FOR KNOX COUNTY SCHOOLS
KNOX COUNTY PURCHASING DIVISION
SUITE 100, 1000 NORTH CENTRAL STREET
KNOXVILLE, TN 37917**

Defender Services, Inc.

Business Model for Knox County School District

Our Business Model Goal is to create a long term, quality driven relationship with the Knox County School District that is cost effective and allows the District to focus on its core objective which is to educate its students.

Defender's Business Model is focused around a number of key components to insure success. They are:

- 1) Target Customers – Defender seeks to do business with customers that can benefit from our 53 plus years of experience in the janitorial field. With over 400 customers and in excess of 7,500 employees Defender Services, Inc. and the Knox County School District is a perfect match.
- 2) Problem Solving – Defender eliminates problems such as employee turnover and absenteeism, rising benefits cost, as well as human resources matters. Additionally, capital equipment expenditures for janitorial equipment and supplies are included in our service, saving a significant amount of time both for the school and purchasing.
- 3) Value – In addition to any initial savings realized by the District, Defender will continuously monitor our operations in conjunction with each sites operations personnel to seek any cost saving improvements that do not affect the quality of service. This could be in the form of new technology, or improved methods of cleaning.
- 4) Keeping Customers – Many of our current customers have been with us over 20 consecutive years or more. The main ingredient in this type of longevity is Defender's ability to recognize our service is a "moving target", meaning that needs and expectations are always changing while quality of service is always "King". Defender's Quality Assurance Program is designed to meet these challenges. The following are highlights of the program:
 - a) Weekly Compliance Report – Signed weekly by each site's designated representative to confirm services were rendered in compliance with the scope of work.
 - b) Monthly Site Inspection – This report is prepared by our Regional Supervisor who physically visits each site and inspects the quality of work.
 - c) Quarterly Quality Report- Prepared by our Division Manager who visits the site and meets with the designated District Representative to review all aspects of the contract to include supervisory performance.
 - d) Annual Regional Vice Presidents Report – The Regional Vice President meets with key members of the District's management group to review overall performance and to discuss any changes or recommendations.Attached are copies of our Quality Program.
- 5) Defender's Bid – Our bid is full-disclosure in nature. We will review in detail all aspects of costing with the District to insure each party understands its content. We have attached our costing detail for your review.
- 6) Negotiation – Defender will in good faith negotiate any phase of this proposal.

DEFENDER SERVICES, INC.
KNOX COUNTY SCHOOL DISTRICT - COSTING

<u>Labor</u>	Number		Total		Total	% Total
	<u>People</u>	<u>Hrs./Wk.</u>	<u>Hrs./Wk.</u>	<u>Pay Rate</u>	<u>Cost/Wk.</u>	<u>Billing</u>
Project Manager	1	40	40.00	Salary	\$ 1,200.00	
Day Office Staff	2	40	80.00	\$ 12.00	\$ 960.00	
Nite Office Staff	2	40	80.00	\$ 12.00	\$ 960.00	
Supervisors	15	40	600.00	\$ 15.00	\$ 9,000.00	
Floor Crew	15	40	600.00	\$ 10.00	\$ 6,000.00	
Day Leads	88	40	3,520.00	\$ 9.00	\$ 31,680.00	
Nite Leads	88	40	3,520.00	\$ 9.00	\$ 31,680.00	
Nite Cleaners	131	40	5,240.00	\$ 8.50	\$ 44,540.00	
Personal Leave Accural-2 days pp/py			<u>100.00</u>	\$ 8.50	<u>\$ 850.00</u>	
	342		13,480.00	Sub-Total	\$ 126,870.00	
<u>Payroll Taxes/Workers Comp.</u>						
Fica,Fut,Sut,Gen.Liab.		11.65%			\$ 14,780.36	
Workers Comp. (Staff)		0.95%			\$ 115.14	
Workers Comp. (Labor)		3.36%			<u>\$ 3,827.04</u>	
				Sub-Total	\$ 145,592.54	77.46%
<u>Misc. Cost</u>						
Health Insurance (Supervisors and Office Staff Only)					\$ 1,080.00	0.57%
Background/Drug \$35.00 pp					\$ 287.74	0.15%
Cleaning Supplies					\$ 4,583.01	2.44%
Paper/Liners					\$ 9,304.62	4.95%
Equipment (see equipment sheet)					\$ 8,739.99	4.65%
Equipment Repair					\$ 1,311.00	0.70%
Small Equipment (see equipment sheet)					\$ 1,043.66	0.56%
Vehicles (Manager & Supervisors)					\$ 1,347.69	0.72%
Vehicle Insurance					\$ 464.00	0.25%
Vehicle Operating Expense					\$ 943.38	0.50%
Cell Phones					\$ 196.15	0.10%
Office Rent					\$ 275.00	0.15%
Office Water/Electric					\$ 60.00	0.03%
Office Equipment/Supplies					\$ 120.00	0.06%
Safety/Incentives					\$ 727.96	0.39%
Misc.,Window Washing					<u>\$ 605.76</u>	<u>0.32%</u>
			TOTAL COST		\$ 176,682.50	94.00%
			OVERHEAD/PROFIT		<u>\$ 11,277.61</u>	<u>6.00%</u>
			WEEKLY TOTAL		\$ 187,960.11	100.00%
			ANNUAL TOTAL		\$ 9,773,925.72	
			SQ.FT.COST		\$ 1.012	
			CURRENT BUDGET		\$ 11,494,158.00	
			ANNUAL SAVINGS		\$ 1,720,232.28	

DEFENDER SERVICES, INC.
KNOX COUNTY SCHOOL DISTRICT - COSTING - NO DAY PERSON

<u>Labor</u>	<u>Number</u>		<u>Total</u>		<u>Total</u>	<u>% Total</u>
	<u>People</u>	<u>Hrs./Wk.</u>	<u>Hrs./Wk.</u>	<u>Pay Rate</u>	<u>Cost/Wk.</u>	<u>Billing</u>
Project Manager	1	40	40.00		\$ 1,200.00	
Day Office Staff	2	40	80.00	\$ 12.00	\$ 960.00	
Nite Office Staff	2	40	80.00	\$ 12.00	\$ 960.00	
Supervisors	15	40	600.00	\$ 15.00	\$ 9,000.00	
Floor Crew	15	40	600.00	\$ 10.00	\$ 6,000.00	
Day Leads	0	40	-	\$ 9.00	-	
Nite Leads	88	40	3,520.00	\$ 9.00	\$ 31,680.00	
Nite Cleaners	131	40	5,240.00	\$ 8.50	\$ 44,540.00	
Personal Leave Accural-2 days pp/py			<u>72.00</u>	\$ 8.50	<u>\$ 612.00</u>	
	254		9,960.00	Sub-Total	\$ 94,952.00	
<u>Payroll Taxes/Workers Comp.</u>						
Fica,Fut,Sut,Gen.Liab.		11.65%			\$ 11,061.91	
Workers Comp. (Staff)		0.95%			\$ 115.14	
Workers Comp. (Labor)		3.36%			<u>\$ 2,762.59</u>	
				Sub-Total	\$ 108,891.64	73.26%
<u>Misc. Cost</u>						
Health Insurance (Supervisors and Office Staff Only)					\$ 1,080.00	0.73%
Background/Drug					\$ 213.70	0.14%
Cleaning Supplies					\$ 4,583.01	3.08%
Paper/Liners					\$ 9,304.62	6.26%
Equipment (see equipment sheet)					\$ 8,739.99	5.88%
Equipment Repair					\$ 1,311.00	0.88%
Small Equipment (see equipment sheet)					\$ 1,043.66	0.70%
Vehicles (Manager & Supervisors Only)					\$ 1,347.69	0.91%
Vehicle Insurance					\$ 464.00	0.31%
Vehicle Operating Expense					\$ 943.38	0.63%
Cell Phones					\$ 196.15	0.13%
Office Rent					\$ 275.00	0.19%
Office Water/Electric					\$ 60.00	0.04%
Office Equipment/Supplies					\$ 120.00	0.08%
Safety/Incentives					\$ 544.46	0.37%
Misc., Window Washing					<u>\$ 605.76</u>	<u>0.41%</u>
			TOTAL COST		\$ 139,724.07	94.00%
			OVERHEAD/PROFIT		<u>\$ 8,918.56</u>	<u>6.00%</u>
			WEEKLY TOTAL		\$ 148,642.62	100.00%
			ANNUAL TOTAL		\$ 7,729,416.39	
			SQ.FT.COST		\$ 0.800	

Section 6.18 Pricing - Revised

School	Monthly Cost	Monthly Cost with KCS Employee per 5.11
A. L. Lotts Elementary	\$ 9,686.26	\$ 7,660.09
Adrian Burnett Elementary	\$ 5,897.96	\$ 4,664.22
Amherst Elementary	\$ 12,572.00	\$ 9,942.19
Austin-East High	\$ 22,984.18	\$ 18,176.35
Ball Camp Elementary	\$ 7,050.46	\$ 5,575.65
Bearden Elementary	\$ 3,851.36	\$ 3,045.73
Bearden High & Vocational	\$ 22,000.54	\$ 17,398.46
Bearden Middle	\$ 13,984.11	\$ 11,058.92
Beaumont Elementary	\$ 6,288.99	\$ 4,973.46
Belle Morris Elementary	\$ 4,732.89	\$ 3,742.87
Blue Grass Elementary	\$ 6,888.79	\$ 5,447.79
Bonny Kate Elementary	\$ 3,650.38	\$ 2,886.79
Brickey McCloud Elementary	\$ 11,263.21	\$ 8,907.17
Carter Elementary	\$ 3,531.60	\$ 2,792.86
Carter High	\$ 16,270.23	\$ 12,866.83
Carter Middle	\$ 8,394.89	\$ 6,638.85
Cedar Bluff Elementary	\$ 11,831.47	\$ 9,356.56
Cedar Bluff Middle	\$ 7,169.50	\$ 5,669.78
Cedar Bluff Preschool	\$ 4,084.65	\$ 3,230.22
Central High	\$ 22,289.28	\$ 17,626.81
Chilhowee Elementary	\$ 5,563.07	\$ 4,399.39
Christenberry Elementary	\$ 8,112.90	\$ 6,415.84
Copper Ridge Elementary	\$ 6,093.05	\$ 4,818.51
Corryton Elementary	\$ 1,919.53	\$ 1,518.00
Dogwood Elementary	\$ 10,688.45	\$ 8,452.64
East Knox County Elementary	\$ 6,798.63	\$ 5,376.50
Eastport Ot/Pt	\$ 2,776.79	\$ 2,195.94
Fair Garden	\$ 4,020.30	\$ 3,179.34
Farragut High & Vocational	\$ 19,001.99	\$ 15,027.16
Farragut Intermediate	\$ 8,943.76	\$ 7,072.90
Farragut Middle School	\$ 14,099.73	\$ 11,150.35
Farragut Primary	\$ 9,617.55	\$ 7,605.75
Fort Sanders	\$ 4,131.73	\$ 3,267.46
Fountain City Elementary	\$ 4,373.91	\$ 3,458.97
Fulton High	\$ 20,166.89	\$ 15,948.38
Gap Creek Elementary	\$ 1,743.67	\$ 1,378.93
Gibbs Elementary	\$ 10,544.12	\$ 8,338.50
Gibbs High & Vocational	\$ 16,277.33	\$ 12,872.44
General Services Building with annex etc.	\$ 6,374.10	\$ 5,040.77
Green Elementary	\$ 5,546.66	\$ 4,386.41
Gresham Middle	\$ 9,653.36	\$ 7,634.07
Halls Elementary	\$ 7,508.06	\$ 5,937.53

School	Monthly Cost	Monthly Cost with KCS Employee per 5.11
Halls High & North Knox Vocational	\$ 17,337.28	\$ 13,710.67
Halls Middle	\$ 12,224.89	\$ 9,667.69
Hardin Valley Academy	\$ 22,011.05	\$ 17,406.78
Hardin Valley Elementary	\$ 11,799.42	\$ 9,331.22
Historic Knoxville High School	\$ 9,937.49	\$ 7,858.77
Holston Middle	\$ 16,608.88	\$ 13,134.64
Inskip Elementary	\$ 6,360.43	\$ 5,029.96
KAEC	\$ 6,067.16	\$ 4,798.03
Karns Elementary & Annex	\$ 20,756.51	\$ 16,414.67
Karns High & Byington Solway	\$ 21,980.20	\$ 17,382.38
Karns Middle	\$ 14,157.41	\$ 11,195.96
L & N Stem Academy	\$ 2,905.40	\$ 2,297.65
Lincoln Park	\$ 3,153.21	\$ 2,493.62
Lonsdale Elementary	\$ 5,128.97	\$ 4,056.09
Maynard Elementary	\$ 3,105.36	\$ 2,455.78
Mooreland Heights. Elementary	\$ 3,049.81	\$ 2,411.85
Mount Olive Elementary	\$ 3,101.43	\$ 2,452.67
New Hopewell Elementary	\$ 2,871.13	\$ 2,270.55
Northwest Middle	\$ 12,817.94	\$ 10,136.68
Norwood Elementary	\$ 4,219.49	\$ 3,336.86
Pleasant Ridge Elementary	\$ 3,574.41	\$ 2,826.71
Pond Gap Elementary	\$ 2,978.80	\$ 2,355.70
Powell Elementary	\$ 8,448.56	\$ 6,681.29
Powell High	\$ 19,758.42	\$ 15,625.36
Powell Middle	\$ 12,980.13	\$ 10,264.94
Richard Yoakley	\$ 2,854.47	\$ 2,257.37
Ridgedale Alternative Program	\$ 4,553.27	\$ 3,600.82
Ritfa Elementary	\$ 5,981.70	\$ 4,730.45
Rocky Hill Elementary	\$ 6,599.27	\$ 5,218.84
Rule Building/ Security	\$ 1,709.06	\$ 1,351.56
Sam E. Hill	\$ 3,360.52	\$ 2,657.57
Sarah Moore Greene Elementary	\$ 10,803.81	\$ 8,543.87
Sarah Simpson Center Prof Develop Center	\$ 9,209.00	\$ 7,282.66
Sequoyah Elementary	\$ 5,401.65	\$ 4,271.73
Shannondale Elementary	\$ 3,404.27	\$ 2,692.17
South Knox Elementary	\$ 3,155.95	\$ 2,495.79
South-Doyle High	\$ 23,307.28	\$ 18,431.87
South-Doyle Middle	\$ 17,517.85	\$ 13,853.46
Spring Hill Elementary	\$ 3,927.76	\$ 3,106.15
Sterchi Elementary	\$ 3,443.75	\$ 2,723.39
Sunnyview Elementary	\$ 4,192.66	\$ 3,315.64
Vine Middle	\$ 9,570.73	\$ 7,568.72
West Haven Elementary	\$ 2,716.63	\$ 2,148.37
West High	\$ 23,650.80	\$ 18,703.53

School	Monthly Cost	Monthly Cost with KCS Employee per 5.11
West Hills Elementary	\$ 7,606.42	\$ 6,015.31
West Valley Middle	\$ 16,058.31	\$ 12,699.23
West View Elementary	\$ 3,276.61	\$ 2,591.21
Whittle Springs Middle	\$ 6,479.89	\$ 5,124.43
Total Cost for School Locations	\$ 814,493.81	\$ 644,118.03
Additional Charges		
	Per Hour Charge	
Cost per hour for extra work pursuant to Section 5.2	\$19.60	
Cost per hour for extra work pursuant to Section 5.3	\$12.95	
	Per Square Foot Cost	
Cost per square foot for additional carpet cleaning.	\$.12	
	Total Price	
Total Cost of Performance and Payment Bond equal to 100 percent of annual contract price less per hour charges.	\$17,500/year	

Defender Services, Inc.

Wage Rates for Knox County School District

5/11/2011

Day Lead Person	\$ 9.00 per hour	Plus Benefits
Night Lead Person	\$ 9.00 per hour	Plus Benefits
Night Cleaners	\$ 8.50 per hour	Plus Benefits
Floor Crew Lead	\$ 10.00 per hour	Plus Benefits
Supervisors	\$ 15.00 per hour	Plus Benefits
Office Staff	\$ 12.00 per hour	Plus Benefits

See Attachment for Employee Benefits

Defender Services, Inc.

Employee Benefits at Knox County Schools

Paid Holidays:	Six (6) per year	New Years Day Martin Luther King, Jr. Day Easter Labor Day Thanksgiving Day Christmas Day
Vacation Pay:	Five (5) days per year after 1850 hours worked	
Personal Leave:	Two (2) days per year	
Health Insurance:	Payroll Deduction (Optional)	
Dental Insurance:	Payroll Deduction (Optional)	
Direct Deposit:	(Optional)	
Safety Incentive Bonus		

**KNOX COUNTY PURCHASING DIVISION
INSURANCE CHECKLIST
BID NUMBER 956**

THE CERTIFICATE OF INSURANCE MUST SHOW ALL COVERAGES & ENDORSEMENTS WITH "YES" AND ITEMS 20 TO 25

REQUIRED	NUMBER	TYPE OF COVERAGE	COVERAGE LIMITS																
YES	1.	WORKERS COMPENSATION	STATUTORY LIMITS OF TENNESSEE																
YES	2.	EMPLOYERS LIABILITY	\$100,000 PER ACCIDENT \$100,000 PER DISEASE \$600,000 DISEASE POLICY LIMIT																
YES	3.	AUTOMOBILE LIABILITY <table border="1" style="margin-left: 20px;"> <tr> <td><input checked="" type="checkbox"/></td> <td>ANY AUTO-SYMBOL (1)</td> <td></td> <td></td> </tr> <tr> <td><input type="checkbox"/></td> <td></td> <td></td> <td></td> </tr> <tr> <td><input type="checkbox"/></td> <td></td> <td></td> <td></td> </tr> <tr> <td><input type="checkbox"/></td> <td></td> <td></td> <td></td> </tr> </table>	<input checked="" type="checkbox"/>	ANY AUTO-SYMBOL (1)			<input type="checkbox"/>				<input type="checkbox"/>				<input type="checkbox"/>				COMBINE SINGLE LIMIT (Per -Accident) \$ 1,000,000 BODY INJURY (Per -Person) BODY INJURY (Per-Accident) PROPERTY DAMAGE (Per-Accident)
<input checked="" type="checkbox"/>	ANY AUTO-SYMBOL (1)																		
<input type="checkbox"/>																			
<input type="checkbox"/>																			
<input type="checkbox"/>																			
YES	4.	COMMERCIAL GENERAL LIABILITY <table border="1" style="margin-left: 20px;"> <tr> <td>CLAIM MADE</td> <td><input checked="" type="checkbox"/></td> <td>OCCUR</td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> </tr> </table> GEN'L AGGREGATE LIMITS APPLIES PER <table border="1" style="margin-left: 20px;"> <tr> <td>POLICY</td> <td><input checked="" type="checkbox"/></td> <td>PROJECT</td> <td>LOC</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> </tr> </table>	CLAIM MADE	<input checked="" type="checkbox"/>	OCCUR						POLICY	<input checked="" type="checkbox"/>	PROJECT	LOC					LIMITS EACH OCCURRENCE \$ 1,000,000 FIRE LEGAL LIABILITY \$ 100,000 MED EXP (Per person) \$ 5,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS-COMPLETED OPERATIONS/AGGREGATE \$ 2,000,000
CLAIM MADE	<input checked="" type="checkbox"/>	OCCUR																	
POLICY	<input checked="" type="checkbox"/>	PROJECT	LOC																
YES	5.	PREMISES/OPERATIONS	\$1,000,000 CSL B/PPD EACH OCCURRENCE \$2,000,000 ANNUAL AGGREGATE																
YES	6.	INDEPENDENT CONTRACTOR	\$1,000,000 CSL B/PPD EACH OCCURRENCE \$1,000,000 ANNUAL AGGREGATE																
YES	7.	CONTRACTUAL LIABILITY (MUST BE SHOWN ON CERTIFICATE)	\$1,000,000 CSL B/PPD EACH OCCURRENCE \$1,000,000 ANNUAL AGGREGATE																
YES	8.	XCU COVERAGE	NOT TO BE EXCLUDED																
YES	9.	UMBRELLA LIABILITY COVERAGE	\$1,000,000																
		PROFESSIONAL LIABILITY																	
NO	10.	ARCHITECTS & ENGINEERS	\$1,000,000 PER OCCURRENCE/CLAIM																
NO		ASBESTOS & REMOVAL LIABILITY	\$2,000,000 PER OCCURRENCE/CLAIM																
NO		MEDICAL MALPRACTICE	\$1,000,000 PER OCCURRENCE/CLAIM																
NO		MEDICAL PROFESSIONAL LIABILITY	\$1,000,000 PER OCCURRENCE/CLAIM																
NO	11.	MISCELLANEOUS E & O	\$500,000 PER OCCURRENCE/CLAIM																
NO	12.	MOTOR CARRIER ACT ENDORSEMENT	\$1,000,000 B/PPD EACH OCCURRENCE UNINSURED MOTORIST (MCS-90)																
NO	13.	MOTOR CARGO INSURANCE																	
NO	14.	GARAGE LIABILITY	\$1,000,000 BODILY INJURY, PROPERTY DAMAGE PER OCCURRENCE																
NO	15.	GARAGEKEEPER'S LIABILITY	\$500,000 COMPREHENSIVE; \$500,000 COLLISION																
NO	16.	INLAND MARINE BAILEE'S INSURANCE	\$																
NO	17.	DISHONESTY BOND	\$																
NO	18.	BUILDERS RISK	PROVIDE COVERAGE IN THE FULL AMOUNT OF THE CONTRACT UNLESS PROVIDED BY OWNER.																
NO	19.	USL&H	FEDERAL STATUTORY LIMITS																

20. CARRIER RATING SHALL BE BEST'S RATING OF A-V OR BETTER OR ITS EQUIVALENT.
21. NOTICE OF CANCELLATION, NON-RENEWABLE OR MATERIAL CHANGES IN COVERAGE SHALL BE PROVIDED TO COUNTY AT LEAST 30 DAYS PRIOR TO ACTION. THE WORDS "ENDEAVOR TO" AND "BUT FAILURE TO" (TO END OF SENTENCE) ARE TO BE ELIMINATED FROM THE NOTICE OF CANCELLATION PROVISION ON STANDARD ACCORD CERTIFICATES. NO
22. THE COUNTY SHALL BE NAMED AS AN ADDITIONAL NAMED INSURED ON ALL POLICIES EXCEPT WORKERS' COMPENSATION AND AUTO.
23. CERTIFICATE OF INSURANCE SHALL SHOW THE BID NUMBER AND TITLE.
24. OTHER INSURANCE REQUIRED _____

25. THE CONTRACTOR AGREES TO SAVE, DEFEND, KEEP HARMLESS, INDEMNIFY AND PAY ON BEHALF OF THE COUNTY AND ALL OF ITS AGENTS AND EMPLOYEES (COLLECTIVELY THE COUNTY) FROM AND AGAINST ANY AND ALL CLAIMS, LOSS, DAMAGE, INJURY, COST (INCLUDING COURT COSTS AND ATTORNEY'S FEES), CHARGES, LIABILITY OR EXPOSURE, HOWEVER CAUSED, RESULTING FROM, ARISING OUT OF OR IN ANY WAY CONNECTED WITH THE CONTRACTOR'S PERFORMANCE OF THE AGREEMENT TERMS ON ITS OBLIGATIONS UNDER THE AGREEMENT.

INSURANCE AGENT'S STATEMENT AND CERTIFICATION: I HAVE REVIEWED THE ABOVE REQUIREMENTS WITH THE BIDDER NAMED BELOW AND HAVE ADVISED THE BIDDER OF REQUIRED COVERAGE NOT PROVIDED THROUGH THIS AGENCY.

AGENCY NAME: WELLS FARGO INSURANCE SERVICES AUTHORIZING SIGNATURE: [Signature]

BIDDER'S STATEMENT AND CERTIFICATION: IF AWARDED THE CONTRACT, I WILL COMPLY WITH THE CONTRACT INSURANCE REQUIREMENTS.

BIDDER NAME: Defender Services AUTHORIZING SIGNATURE: [Signature]

KNOX COUNTY SCHOOL DISTRICT
EQUIPMENT LISTING

<u>School</u>	<u>Sq. Ft.</u>	<u>Floor Low Spd.</u>	<u>Floor High Spd.</u>	<u>2550 Self Prop. Burnisher</u>	<u>T-5 Walk Behind Scrubber</u>	<u>T-7 Riding Scrubber</u>	<u>716 Carpet Extractor</u>	<u>Snow Blower</u>	<u>3090 Backpack Vacuums</u>	<u>Maid Carts</u>	<u>Pressure Washers</u>	<u>Mop Bucket Combo's</u>	<u>Dust Mops</u>
A.L. Lotts Elem.	113,352	1	1	1		1	1	1	2	3	1	5	3
Adrain Elem.	69,020	1	1	1	1		1	1	2	2	1	4	2
Amherst Elem.	147,122	1	1	1		1	1	1	3	4	1	8	4
Ball Camp Elem.	82,507	1	1	1	1		1	1	2	2	1	4	2
Bearden Elem.	45,070	1	1	1	1		1	1	2	2	1	4	2
Beaumont Elem.	73,596	1	1	1	1		1	1	2	2	1	4	2
Belle Morris Elem.	55,386	1	1	1	1		1	1	2	2	1	4	2
Blue Grass Elem.	80,615	1	1	1	1		1	1	2	2	1	4	2
Bonny Kate Elem.	42,718	1	1	1	1		1	1	2	2	1	4	2
Brickley-McCloud	131,806	1	1	1		1	1	1	3	2	1	4	2
Carter Elem.	41,328	1	1	1	1		1	1	2	4	1	8	4
Cedar Bluff Pre-K	47,800	1	1	1	1		1	1	2	2	1	4	2
Cedar Bluff Elem.	138,456	1	1	1		1	1	1	3	2	1	4	2
Chilwee Elem.	65,101	1	1	1	1		1	1	2	4	1	8	4
Christienberry Elem	94,940	1	1	1	1		1	1	2	2	1	4	2
Copper Ridge Elem.	71,303	1	1	1	1		1	1	2	3	1	6	3
Corryton Elem.	22,463	1	1	1	1		1	1	2	2	1	4	2
Dogwood Elem.	125,080	1	1	1		1	1	1	3	2	1	4	2
East Knox Elem.	79,560	1	1	1	1		1	1	2	3	1	6	3
Farragut Interm..	104,663	1	1	1		1	1	1	3	3	1	6	3
Farragut Prim.	112,548	1	1	1		1	1	1	3	3	1	6	3
Fountain City Elem.	51,185	1	1	1	1		1	1	2	2	1	4	2
Gap Creek Elem.	20,405	1	1	1	1		1	1	2	2	1	4	2
Gibbs Elem.	123,391	1	1	1		1	1	1	3	3	1	6	3
Green Elem.	64,909	1	1	1	1		1	1	2	2	1	4	2
Halls Elem.	87,862	1	1	1	1		1	1	2	2	1	4	2
Hardin Valley Elem.	138,081	1	1	1		1	1	1	3	3	1	6	3
Inskip Elem.	74,432	1	1	1	1		1	1	2	2	1	4	2
Karns Elem. & Annx	242,900	1	1	1		2	1	1	4	5	1	10	5
Lonsdale Elem	60,021	1	1	1	1		1	1	2	2	1	4	2
Maynard Elem.	36,340	1	1	1	1		1	1	2	2	1	4	2
Mooreland Heights	35,690	1	1	1	1		1	1	2	2	1	4	2
Mt.Olive Elem.	36,294	1	1	1	1		1	1	2	2	1	4	2
New Hopewell	33,599	1	1	1	1		1	1	2	2	1	4	2
Norwood Elem.	49,378	1	1	1	1		1	1	2	2	1	4	2
Pleasant Ridge Elem	41,829	1	1	1	1		1	1	2	2	1	4	2
Pond Gap Elem.	34,859	1	1	1	1		1	1	2	2	1	4	2

Powell Elem.	98,868	1	1	1	1	1	1	1	2	3	1	6	3
Ritta Elem.	70,000	1	1	1	1	1	1	1	2	2	1	4	2
Rocky Hill Elem.	77,227	1	1	1	1	1	1	1	2	2	1	4	2
Sarah Moore Elem.	126,430	1	1	1		1	1	1	3	3	1	6	3
Sequoyah Elem.	63,212	1	1	1	1	1	1	1	2	2	1	4	2
Shannon Dale Elem.	39,838	1	1	1	1	1	1	1	2	2	1	4	2
South Knox Elem.	36,932	1	1	1	1	1	1	1	2	2	1	4	2
Springhill Elem.	45,964	1	1	1	1	1	1	1	2	2	1	4	2
Sterchi Elem.	40,300	1	1	1	1	1	1	1	2	2	1	4	2
Sunnyview Elem.	49,064	1	1	1	1	1	1	1	2	2	1	4	2
West Haven Elem.	31,791	1	1	1	1	1	1	1	2	2	1	4	2
West Hills Elem.	89,013	1	1	1	1	1	1	1	2	3	1	6	3
West View Elem.	38,344	1	1	1	1	1	1	1	2	2	1	4	2
Bearden Middle	163,647	1	1	1		1	1	1	3	4	1	8	4
Carter Middle	98,240	1	1	1	1	1	1	1	2	2	1	4	2
Cedar Bluff Middle	83,900	1	1	1	1	1	1	1	2	2	1	4	2
Farragut Middle	165,000	1	1	1		1	1	1	3	4	1	8	4
Gresham Middle	112,967	1	1	1		1	1	1	3	3	1	6	3
Halls Middle	143,060	1	1	1		1	1	1	3	4	1	8	4
Holston Middle	194,363	1	1	1		1	1	1	3	4	1	8	4
Karns Middle	165,675	1	1	1		1	1	1	3	4	1	8	4
Northwest Middle	150,000	1	1	1		1	1	1	3	4	1	8	4
Powell Middle	151,898	1	1	1		1	1	1	3	4	1	8	4
South Doyle Middle	205,000	1	1	1		2	1	1	3	5	1	10	5
Vine Middle	112,000	1	1	1		1	1	1	3	3	1	6	3
West Valley Middle	187,920	1	1	1		1	1	1	3	4	1	8	4
Whittle Springs Mid.	75,830	1	1	1	1	1	1	1	2	2	1	4	2
Austin East High	268,969	1	1	1		2	1	1	3	5	1	10	5
Bearden High	257,458	1	1	1		2	1	1	3	5	1	10	5
Carter High	190,400	1	1	1		2	1	1	3	4	1	8	4
Central High	260,837	1	1	1		2	1	1	3	5	1	10	5
Farraugt High	222,368	1	1	1		2	1	1	3	5	1	10	5
Fulton High	236,000	1	1	1		2	1	1	3	5	1	10	5
Gibbs High/Voc,	190,483	1	1	1		2	1	1	3	4	1	8	4
Hardin Valley High	257,581	1	1	1		2	1	1	3	5	1	10	5
Halls High/Knox Voc	202,887	1	1	1		2	1	1	3	5	1	10	5
Karns High/Byington	257,220	1	1	1		2	1	1	3	5	1	10	5
Powell High	231,220	1	1	1		2	1	1	3	5	1	10	5
S. Dolyie High	272,750	1	1	1		2	1	1	3	5	1	10	5
West High	276,770	1	1	1		2	1	1	3	5	1	10	5
East Port	32,495	1	1	1			1	1	2	2	1	4	2
Fair Garden	47,047	1	1	1			1	1	2	2	1	4	2
Fort Sanders	48,351	1	1	1			1	1	2	2	1	4	2

Gen.Services bldg.	74,592	1	1	1	1	1	1	2	2	1	4	2	
Historic Knoxh High	116,292	1	1	1	1	1	1	3	3	1	6	3	
KAEC	71,000	1	1	1	1	1	1	2	2	1	4	2	
Lincoln Park	36,900	1	1	1	1	1	1	2	2	1	4	2	
Oakwood Supp. Dep	54,637	1	1	1	1	1	1	2	2	1	4	2	
Richard Yoakley	33,404	1	1	1	1	1	1	2	2	1	4	2	
Ridgedale Alt. Prog.	53,284	1	1	1	1	1	1	2	2	1	4	2	
Sam E. Hill	39,326	1	1	1	1	1	1	2	2	1	4	2	
Sarah Simpson	107,767	1	1	1	1	1	1	3	3	1	6	3	
Austin Football	11,700	1									2		
Bearden Soccer	750										1		
Bearden Baseball	3,068										1		
Bearden Football	10,792	1									2		
Carter	4,906	1									1		
Central Football	10,000	1									2		
Farragut Baseball	1,820										1		
Farragut Football	3,210										1		
Farragut Weight	7,000	1									1		
Gibbs Football/Base.	9,964	1									1		
Gresham Middle	2,925										1		
Halls Wrestling	6,720	1									1		
Halls Football	8,400	1									1		
Hardin Baseball	4,104	1									1		
Hardin Football	8,208	1									1		
Powell Complex	12,928	1									2		
South Doyle Base.	2,173										1		
South Doyle Wrest.	3,124										1		
South Doyle Foot.	4,879	1									1		
West Football	4,131	1									1		
West Soccer	5,775	1									1		
9,658,707		103	89	89	42	50	89	89	215	257	89	538	257
Cost Each	\$	497.00	\$ 847.00	\$ 4,450.00	\$ 7,814.00	\$ 10,453.50	\$ 1,250.00	\$ 1,200.00	\$ 264.00	\$ 79.00	\$ 197.00	\$ 58.00	\$ 25.00
Total Cost	\$	51,191.00	\$ 75,383.00	\$ 396,050.00	\$ 328,188.00	\$ 522,675.00	\$ 111,250.00	\$ 106,800.00	\$ 56,760.00	\$ 20,303.00	\$ 17,533.00	\$ 31,204.00	\$ 6,425.00

MAJOR EQUIPMENT

TOTAL COST	\$ 1,591,537.00
TAX/FREIGHT	\$ 190,984.44
GRAND TOTAL	\$ 1,782,521.44
MONTHLY COST	\$ 36,693.33
WEEKLY COST	\$ 8,467.69
5 YEAR DEPR.	

**ALL NEW EQUIPMENT
MANUFACTURER - TENNANT CO.**

SMALL EQUIPMENT

Total Cost	\$ 132,225.00
Tax/Freight	\$ 7,933.50
Grand Total	\$ 140,158.50
MONTHLY COST	\$ 4,522.54
WEEKLY COST	\$ 1,043.66
3 YEAR DEPR.	

Section VI: Vendor Information

6.15 – Total K-12 Square Footage Under Contract

Arabia Mountain High School	310,000 Square Feet Dr. Angela Pringle, Principal Phone: (678) 898-1358
St. Joseph Elementary School	150,000 Square Feet Roselyn K. Tindall, M.Ed. / Principal Phone: (803) 254-6736 Fax: (803) 540-1913 E-mail: rtindall@stjosdevine.com
Cardinal Newman High School	150,000 Square Feet Jacqueline Kasproski,, M.A., M. Ed. / Principal Phone: (803) 782-2814 Fax: (803) 782-9314 E-mail: jkasproski@cnhs.org

QUALITY ASSURANCE PROGRAM

An important function of our work done in a facility is to assure that Defender Services, Inc. has performed all duties in a satisfactory manner. Also, the management of Defender Services, Inc. and the contracting facility must be kept informed concerning the performance on a regular schedule. The Quality Assurance Program guarantees proper communication between the contracting facility and Defender Services, Inc.'s management personnel. The Defender Services, Inc. Quality Assurance Program consist of the following:

A. WEEKLY COMPLIANCE REPORT

The Contract Manager prepares the Compliance Report (see sample below) on Friday of each week for the Contract Coordinator to sign. If the contract is in compliance, the Coordinator's signature only is required. The report is forwarded to the Corporate Office and is reviewed the following Monday. In the event the contract is not in compliance, the discrepancies are listed for correction. The Contract Manager immediately corrects any discrepancy and the Contract Coordinator is requested to sign another compliance report reflecting that corrections were made. Both Compliance Reports are forwarded to the Defender Services, Inc. Corporate Office. In the event problems exist which cannot be corrected, the Divisional Manager or Regional Vice President is notified and immediately visits the Contract Coordinator and takes the necessary action to achieve compliance. This system provides communication between the Coordinator, Contract Manager and Defender Services, Inc. Corporate Management to ensure contract compliance.

**EXAMPLE OF A
WEEKLY COMPLIANCE REPORT**

WEEKLY COMPLIANCE

DATE _____ FACILITY _____

LOCATION _____

CONTRACT NUMBER _____

THE DEFENDER SERVICES CONTRACT WAS IN COMPLIANCE

DEFENDER MANAGER OR SUPERVISOR _____

CONTRACT COORDINATOR _____

COMMENTS _____

B. FACILITY VISIT REPORT

The Facility Visit Report records the results and remarks made concerning Defender Services, Inc.'s services (see attached sample). The Divisional Manager schedules a quarterly meeting in a conference room with all Department Managers and the facility staff. A general discussion is held between the Division Managers and all location management personnel to discuss the performance of the contract. The remarks made during this meeting provide the Division Manager with information needed for corrections or changes in the contract. It is normally made following the facility inspection if an inspection is scheduled. The results of this visit are transmitted to the Regional Vice President of Defender Services, Inc. and to the Corporate Office for review. In the event the comments are unfavorable, a visit may be made by the Regional Vice President or the Corporate Office to assure that all corrections have been made and the facility is satisfied with Defender Services, Inc.'s services.

FACILITY VISIT REPORT FOLLOWS THIS PAGE

**CONFIDENTIAL
FACILITY VISIT REPORT**

COMPANY _____ FACILITY _____ LOCATION _____

CONTRACT # _____ DATE VISITED _____ DIVISION MANAGER _____

The above facility was visited by me and contract conditions were discussed with the following personnel:

NAME _____ TITLE _____

NAME _____ TITLE _____

NAME _____ TITLE _____

NAME _____ TITLE _____

	EXCELLENT	GOOD	FAIR
PERFORMANCE RATING BY FACILITY PERSONNEL	_____	_____	_____
CONTRACT MANAGER PERFORMANCE	_____	_____	_____

	YES	NO
COMPLIANCE REPORTS BEING SIGNED	___	___
ANY DISCREPANCIES REPORTED	___	___
HAVE ANY DISCREPANCIES BEEN CORRECTED	___	___
HAVE INSPECTIONS BEEN MADE AS SCHEDULED	___	___
IS THE SAFETY PROGRAM SATISFACTORY	___	___
WHERE ANY MAJOR PROBLEMS EXPRESSED	___	___
DEFENDER'S PERFORMANCE IS SATISFACTORY	___	___

DIVISIONAL MANAGER _____ SIGNATURE _____ DATE _____

REGIONAL VICE PRESIDENT REVIEW _____

LIST ANY REMARKS ON THE NEXT PAGE

C. REGIONAL VICE PRESIDENT'S QUALITY ASSURANCE REPORT

This report records the results and remarks made concerning Defender Services, Inc. The Regional Vice President schedules an annual meeting with the Facility Management Staff. A general discussion is held to determine that the performance is satisfactory in the contract. This meeting provides the Regional Vice President with information that may require corrections or changes. It is a very valuable tool for communication between the entire facility and the Regional Vice President. The report is also sent to the Corporate Office for review.

QUALITY ASSURANCE REPORT FOLLOWS THIS PAGE

QUALITY ASSURANCE REPORT (Continued)

Division Manager/Your Evaluation	Excellent	Good	Poor
Rapport with Top Management			
Rapport with Lower Management			
Rapport with Contract Management			
Visitation of Plant			
Response to Plant Requests			
Additions to Contract			
Job Attitude			

General	Yes	No
Are invoices paid as scheduled?		
Are Defender's services satisfactory?		
Is you rapport satisfactory?		
Does Corporate Office need to visit?		
Is contract secure?		

Suggestions for Relationship Improvement

Remarks

Regional Vice President Signature _____ **Date** _____

Corporate Office Review:

Signature _____ **Date** _____

**AFFIDAVIT OF COMPLIANCE
WITH
DRUG-FREE WORKPLACE REQUIREMENTS OF
TENNESSEE CODE ANNOTATED, § 50-9-113**

(To be submitted with bid by construction contractor with 5 or more employees)

I, Joe Hester, president or other principal

Officer of Defender Services, Inc., swear or affirm that the
Name of Company

Company has a drug-free workplace program that complies with Title 50, Chapter 9, Tennessee Code Annotated, in effect at the time of this bid submission at least to the extent required of governmental entities. I further swear or affirm that the company is in compliance with Tennessee Code Annotated, § 50-9-113.

Joe Hester
President or Principal Officer

For: Defender Services, Inc.
Name of Company

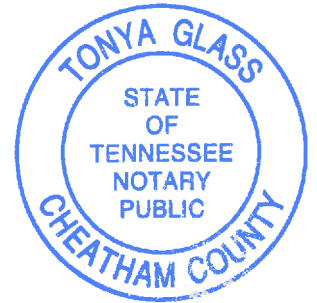
STATE OF TENNESSEE }
COUNTY OF Cheatham }

Subscribed and sworn before me by Joe Hester

President or principal officer of Defender Services, Inc.

On this 13th day of May 2011

Tonya Glass
Notary Public



My Commission expires: 6-18-2011

AFFIDAVIT OF COMPLIANCE

WITH

TENNESSEE CRIMINAL HISTORY RECORDS CHECK

TENNESSEE CODE ANNOTATED, SECTION 49-5-413

(To be submitted with bid by contractor)

I, Joe Hester, president or other principal

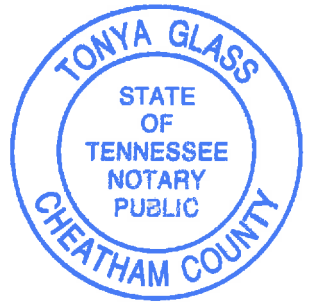
Officer of Defender Services, Inc., swear or affirm that the
Name of Company

Company is in compliance with Public Chapter 587 of 2007, codified at Tennessee Code Annotated 49-5-413, in effect at the time of this bid submission at least to the extent required of governmental entities. I further swear or affirm that the company is in compliance with Tennessee Code Annotated, § 49-5-413.

Joe Hester

President or Principal Officer

For: Defender Services, Inc.
Name of Company



STATE OF TENNESSEE }
COUNTY OF Cheatham }

Subscribed and sworn before me by Joe Hester

President or principal officer of Defender Services, Inc.

On this 13th day of May 2011.

Tonya Glass

Notary Public

My Commission expires: 6-18-2011

SECTION VI VENDOR INFORMATION AND PRICING

6.1 Vendor Name Defender Services, Inc.

6.2 Vendor Address 1018 Industrial Drive, Suite 108

City Pleasant View State TN Zip 37146

6.3 Telephone Number 615-746-6546 Fax Number 615-746-6111

6.4 Vendor Number As Assigned By the Knox County Purchasing Division 70783

6.5 Contact Person Joe Hester

6.6 Authorizing Signature Joe Hester

6.7 Vendor's Knox County Business License Number Applied For
(If Applicable) Attach A Copy Of The License.

6.8 I Acknowledge the Receipt Of: (Please Write "Yes" If You Received One)

Addendum 1 Yes Addendum 2 Yes Addendum 3 Yes Addendum 4 Yes

6.9 Will your company accept the Electronic Commerce Card (VISA) as payment?

Yes X No _____

6.10 Note any exceptions to the specifications that you take here. For instance, if you take exception to Section 3.1; then write 3.1 and explain how you differ from the specification. Use additional pages if necessary. Certain exceptions may be deemed non-responsive to the IFB and be just cause for rejection of bid.
N/A

6.11 Detail the business model to be deployed in fulfilling the services requested in this solicitation. (use additional sheets if necessary). SEE ATTACHED

6.12 Number of Employees: 7,500

6.13 Years In this Business: 53

6.14 Total Number of Clients: 400

6.15 Total K-12 Square Footage under Contract: SEE ATTACHED
(Vendors must attach a list of current K-12 Educational contracts in place. List District Name, number of square feet under contract, personal contact and phone number.)

6.16 List of Equipment: (use additional sheets if necessary) SEE ATTACHED