



**Proposal to Provide
Custodial Services for
Knox County Schools
Bid Number 956**



Education Facilities Solutions

May 18, 2011

Mr. Matt Myers, CPPO, CPPB
Deputy Director of Purchasing
Knox County Government
Knox County Purchasing Division
Suite 100, 1000 North Central Street
Knoxville, Tennessee 37917

Bid Number 956 – RFP for Custodial Services for Knox County Schools

Dear Mr. Myers:

Sodexo is pleased to submit our proposal to provide custodial services for Knox County Schools. Our proposal represents a commitment from our team to bring an innovative and responsive custodial services program to meet Knox County Schools' present and future custodial needs.

Our proposal incorporates our best practices and innovative approaches into consistent quality performance. Sodexo is committed to providing Knox County Schools service solutions with a strong customer focus, just as we have provided our clients over the past 40 years. We will provide a friendly and positive work environment and professional management expertise while fostering a spirit of service and goodwill as we implement and perform the following initiatives:

- Create an atmosphere of hospitality and service orientation toward our customers, the students, faculty, staff, administration and visitors to the Schools' campuses
- Provide leadership with the experience to focus on daily operations, and an organization focused on improving service
- Provide professional management with professional employee training to ensure that our employees are fully prepared to perform their tasks in an efficient and economical manner. Training will be designed to meet APPA standards and will be provided by on-site programs, corporate support personnel, online courses through Sodexo University and in partnership with our national vendors.





Mr. Matt Myers
May 18, 2011
Page Two

- Implement the Sodexo Unit Operating System to provide our management team with the framework for implementing and managing the custodial operations. This system provides a balanced approach to deliver daily services.
- Implement the Sodexo Cleaning System (SCS) as an innovative approach to improve customer satisfaction, improve employee morale and increase productivity
- Provide better employee relations, higher productivity and great customer satisfaction
- Create an environment that recognizes the value of diversity and makes a commitment to supporting women and minority growth and development
- Provide a career path so employees are able to attain the highest level of growth opportunities
- Empower employees to implement ideas for improving services and cultivate a culture of employee ownership
- Provide the very best in equipment, supplies and tools to enhance productivity and provide consistency in the delivery of services
- Provide a friendly and approachable line of communication between the Schools' communities and the Sodexo team
- Provide an experienced on-site general manager who will provide effective leadership, assuring the custodial operations are managed in a value-driven and cost-effective manner
- Regularly and strictly assess our performance in order to provide for continuous improvement. Establish standards of accountability that will ensure that we always exceed the expectations of the Schools' administrators and staff. This Quality Assurance program will be based on well defined employee expectations and service levels and will provide for additional training when needed and employee recognition when earned.
- Strive not to be just a "custodial contractor," but rather, a true partner and caretaker dedicated to the proposition that our work is an important contribution to the overall success of the faculty, staff and students and providing a clean, safe and healthy learning environment
- Work with Knox County Schools to support your Energy Management program. We will make Sodexo's Energy Management and Sustainability programs available for the System's review.



Mr. Matt Myers
May 18, 2011
Page Three

We have contacted Mr. Robert Minter, Supplier Diversity Coordinator and reviewed the list of disadvantaged businesses provided by him. Darlene Fuller of our team contacted each company and determined their interest and ability to provide appropriate services. Bart Lane, Vice President of Operations, has interviewed the following companies and has evaluated the ability of each to partner with Sodexo. It is our intention to provide disadvantaged business partners the opportunity to participate in at least 25% of the contract.

Tri-State Building Services

Tracy McGowan, MBE WBE
865-388-7369
Tracy@tsbstn.com
Does work in a number of states

A Corporate Janitorial Contractor

Newlifeps@hotmail.com MBE
Luther Houston 865-973-1071
Very excited about the opportunity
Does some work for us at Georgia Institute of Technology

Coverall of Eastern Tennessee

Michelle Clark, Owner – WBE
Meeting will be with husband, Tom Clark
865-766-9126 cell
mclark@coveralletn.com

Precision Building and Maintenance – MBE, WBE

Dan Hostetler
precisionjansan@aol.com
865-740-8963 his cell

Knox Blount Maintenance – WBE

Clinton Ball
865-250-7930
Been in business since 1972, about 100 employees

Premier Building Maintenance – MBE

Tom Poovey
tpoovey@premierebuilding.com
865-851-6049
They have done some work with Compass.
Asked him to share about the relationship
Started in 1996, about \$12M in sales



*Mr. Matt Myers
May 18, 2011
Page Four*

As you will see in our proposal, Sodexo has the capabilities and experience gained from serving more than 200 educational entities to assist the administration in attaining the commitments established by the Schools. Our proposal represents our full commitment to provide Knox County Schools with a talented team and corporate support to implement our systems designed to support the System's missions and goals.

Sodexo is proposing one proposal price and one alternate proposal price for consideration. Our proposal price is our most competitive price that embraces Knox County Schools immediate and long-term operational goals. The alternate proposal price includes the staffing recommendations of the proposal price combined with increased wage and benefit rates.

Sodexo is committed to providing programs and services that promote total student well-being. As a Sodexo client, you will have a partner that is committed to becoming an active member in the Knox County School System's Partners in Education program. Sodexo has the necessary expertise to ensure a more balanced and fulfilling life for your students, and will work in partnership with you to help your System achieve overall success.

In closing, we would like to express our appreciation for this opportunity to serve the administration, faculty and students. Should there be any questions, or if clarification is needed on any items, please do not hesitate to contact me. Thank you.

Sincerely,

A handwritten signature in blue ink that reads "Bill Hopper". The signature is written in a cursive style.

Bill Hopper, CFE
Senior Director of Business Development

BH/sm

May 2011

Sodexo

Presented to
Knox County Schools



Authorized Representative of Sodexo

Senior Vice President, Facilities

Stephen Dunmore
President
stephen.dunmore@sodexo.com

Brad Lozier
Senior Vice President, Facilities
brad.lozier@sodexo.com

Bart Lane
Vice President of Operations
bart.lane@sodexo.com

John Stevens
Vice President of Business Development
john.stevens@sodexo.com

Terry Warner
District Manager
terry.warner@sodexo.com

Bill Hopper
Director of Business Development
334-434-3009
bill.hopper@sodexo.com

**283 Cranes Roost Boulevard
Suite 260
Altamonte Springs, Florida 32701**

This proposal is submitted under the name of Sodexo; however, if awarded this bid Sodexo will contract under the name Sodexo Operations, LLC. This proposal is proprietary of Sodexo. Except where required by law, any other use, duplication or review requires express permission of Sodexo. Proposal will be valid for a period of 90 days.

Table of Contents



Required Forms Tab 1

- Section VI – Vendor Information and Pricing
- Affidavit of Compliance with Drug-Free Workplace
Requirement of Tennessee Code Annotated § 50-9-113
- Affidavit of Compliance with Tennessee Criminal History
Records Check, Tennessee Code Annotated,
Section 49-5-413
- Knox County Purchasing Division, Insurance Checklist,
Bid Number 956
- Summary of Employee Benefits

Price Tab 2

- Financial Outline
- Areas to be Serviced
- Clarifications and Exceptions

Current Square Footage Under Contract Tab 3

- Required Form
- Client Partners

Business Model Tab 4

- Mission Statement/Program Objectives (Sub Tab 4-1)
- Summary of Operational Plan (Sub Tab 4-2)
- Corporate Overview (Sub Tab 4-3)
- Staffing Plan (Sub Tab 4-4)
- Corporate Organizational Chart (Sub Tab 4-5)
- Commitment to Lasting Partnerships (Sub Tab 4-6)
- Summary of Employee Benefits and Wage Rates (Sub Tab 4-7)
- Sodexo Cleaning System (Sub Tab 4-8)
- Quality Control Procedures (Sub Tab 4-9)
- Complaint Resolution Process (Sub Tab 4-10)
- Emergency Cleaning Procedures
and Emergency Response (Sub Tab 4-11)
- Training (Sub Tab 4-12)
- Cleaning Products and Equipment (Sub Tab 4-13)
- Security Plans and Procedures (Sub Tab 4-14)
- Uniforms (Sub Tab 4-15)
- Key Control Procedures (Sub Tab 4-16)

Table of Contents

Supplemental Information Tab 5

- Performance Guarantee
- RFP and Addendums 1, II, III and IV to Invitation for Bid 956
- 2010 Diversity & Inclusion Annual Report
- Fiscal 2010 Annual Report Reference Document





Required Forms

RFP Required Forms included on the following pages are:

- Section VI – Vendor Information and Pricing
- Affidavit of Compliance with Drug-Free Workplace Requirement of Tennessee Code Annotated § 50-9-113
- Affidavit of Compliance with Tennessee Criminal History Records Check, Tennessee Code Annotated, Section 49-5-413
- Knox County Purchasing Division, Insurance Checklist, Bid Number 956





SECTION VI VENDOR INFORMATION AND PRICING

6.1 Vendor Name Sodexo Operations, LLC

6.2 Vendor Address 9801 Washingtonian Boulevard

City Gaithersburg State Maryland Zip 20878

6.3 Telephone Number 1-800-763-3946 Fax Number 1-301-987-4499

6.4 Vendor Number As Assigned By the Knox County Purchasing Division 70786

6.5 Contact Person Bill Hopper

6.6 Authorizing Signature 

6.7 Vendor's Knox County Business License Number N/A
(If Applicable) *Attach A Copy Of The License.*

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

Addendum 1 ^{Yes} 5/3/11 Addendum 2 ^{Yes} 5/11/11 Addendum 3 ^{Yes} 5/12/11 Addendum 4 ^{Yes} 5/12/11

6.9 Will your company accept the Electronic Commerce Card (VISA) as payment? Yes, with added fee.

Yes No **District will be responsible for processing fee.*

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.

Please reference exceptions list following this page.

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

6.12 Number of Employees: More than 380,000

6.13 Years in this Business: 45+

6.14 Total Number of Clients: 56 - K-12

6.15 Total K-12 Square Footage under Contract: 60,583,769
(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) Please reference equipment list included.

Exceptions List

Sodexo Operations, LLC ("Contractor") has reviewed the Request for Proposal for Custodial Services ("RFP") for the Knox County Schools ("District") and is submitting its Proposal conditioned upon the incorporation of the following modifications:

1. Contractor requests modification of Section 2.11 to reflect the addition of the following language:

"However, in no event shall Contractor be responsible for any claims or actions resulting from the negligence of the District, its employees or agents. Notwithstanding the foregoing, with respect to property damage, for which the parties maintain a system of coverage on their respective property, each party hereto waives its rights, and the rights of its subsidiaries and affiliates, to recover from the other party hereto and its subsidiaries and affiliates for loss or damage to such party's building, equipment, improvements and other property of every kind and description resulting from fire, explosion or other cause normally covered in standard broad form property insurance policies. This clause shall survive termination of the Agreement."

2. Contractor requests modification of Section 2.14, page 4, to reflect a mutual limitation of liability.
3. Contractor requests deletion of Section 2.21, page 5 and the following substituted therefor to reflect mutual rights of termination and a cure period for cause:

"If either party breaches a material provision hereof ("Cause"), the non-breaching party shall give the other party written notice of such Cause. If the Cause is remedied within ten (10) days in the case of failure to make payment when due or sixty (60) days in the case of any other Cause, the notice shall be null and void. If such Cause is not remedied within the specified period, the party giving notice shall have the right to terminate this Agreement upon expiration of such remedy period. The rights of termination referred to in this Agreement are not intended to be exclusive and are in addition to any other rights available to either party at law or in equity.

After one (1) year, either party may terminate this Agreement at any time upon giving sixty (60) days' prior written notice to the other party.

4. Contractor requests clarification of the Performance Bond Requirement, in that the following shall apply to any required performance bond.

"Contractor wishes to negotiate a Performance Bond in an amount not to exceed 25% of the annual contract price to guarantee the services it will be performing when awarded the contract.

Contractor's performance bonds are written on an annually renewable basis. No forfeiture language is allowed for Contractor's bonds. Contractor will use its surety's, final bond form or Contractor will add the following conditional language to Obligee's form, as follows:

"The term of the bond shall be one year, and it may be extended by the Surety by Continuation Certificate. However, neither nonrenewal by the Surety, nor the failure or inability of Contractor to file a replacement bond in the event of nonrenewal, shall itself constitute a loss recoverable under the bond or any renewal or continuation thereof."

5. Contractor requests the addition of the following provisions:

Agreement Not To Hire. District shall not, without Contractor's written consent, hire or make any employment agreement with any person who has been a Contractor management employee involved with the Services within the earlier of one (1) year after such employee terminates employment with Contractor or within one (1) year after termination of this Agreement. District agrees that Contractor's management employees have acquired special knowledge, information, skills and contacts as a result of being employed with and trained by Contractor. If District hires or makes any agreement with any such employee within the restricted period, it is agreed by District that Contractor shall suffer damages, and District shall pay Contractor as liquidated damages an amount equal to two times the annual salary of each Contractor management employee hired by District. This sum has been determined to be reasonable by both parties after due consideration of all relevant circumstances. This provision shall survive the termination of this Agreement.

Condition of Premises and Equipment. The Premises and equipment provided by District for use in the Services operation shall be in good condition and maintained by District to ensure compliance with applicable laws concerning building conditions, sanitation, safety and health (including, without limitation, OSHA regulations). District agrees to indemnify Contractor against any liability or assessment, including related interest and penalties, arising from District's breach of the aforementioned obligations, and District shall pay reasonable collection expenses, attorneys' fees and court costs incurred in connection with the enforcement of such indemnity. District further agrees that any modifications or alterations to the workplace or the Premises (whether structural or non-structural) necessary to comply with any statute or governmental regulation or at District's request shall be the responsibility of District and shall be at the District's expense.

District represents and warrants that the Premises does not contain any hazardous levels of asbestos or asbestos containing materials. If District becomes aware or receives notice or other communication concerning the presence of hazardous levels of asbestos or asbestos containing materials in the Premises, District shall deliver to Contractor, within fifteen (15) days of receipt of such notice, a copy of any such notice or communication. In addition, District shall, at its sole cost and expense, promptly take all actions required by any governmental agency or which are reasonably necessary to mitigate any unsafe environmental condition caused by the presence of asbestos or asbestos containing materials.

District hereby indemnifies and agrees to reimburse, defend and hold harmless Contractor against any and all liabilities, losses or claims resulting from the presence of asbestos or asbestos containing materials in the Premises. This obligation shall include, without limitation, the burden and expense of defending all claims, suits and administrative proceedings (even if such claims, suits or administrative proceedings are groundless, false or fraudulent) resulting from the presence of asbestos or asbestos containing materials in the Premises. Such obligation shall not be affected by any investigation by or on behalf of Contractor or by any information which Contractor may have received or obtained with respect to the matter indemnified by District hereunder.

Trade Secrets and Proprietary Information. During the term of the Agreement, Contractor may grant to District a nonexclusive right to access certain proprietary materials of Contractor, survey forms, software (both owned by and licensed to Contractor), and similar items regularly used in Contractor's business operations ("Proprietary Materials"). In addition, District may have access to certain non-public information of Contractor, including, but not limited to, management guidelines and procedures, operating manuals, personnel information, purchasing and distribution practices, pricing and bidding information, financial information, surveys and studies, and similar compilations regularly used in Contractor's business operations ("Trade Secrets"). Trade Secrets shall not include (i) any information which at the time of disclosure or discovery or thereafter is generally available to and known by the public or the relevant industry (other than as a result of a disclosure directly or indirectly by District), or (ii) any information which was available to District on a non-confidential basis from a source other than Contractor, provided that such source was not bound by an agreement prohibiting the transmission of such information, or (iii) any information independently developed or previously known without reference to any information provided by Contractor.

District shall not disseminate any Proprietary Materials or disclose any of Contractor's Trade Secrets, directly or indirectly, during or after the term of the Agreement. District shall not photocopy or otherwise duplicate any such material without the prior written consent of Contractor. All Proprietary Materials and Trade Secrets shall remain the exclusive property of Contractor and shall be returned to Contractor immediately upon termination of the Agreement. Without limiting the foregoing, District specifically agrees that all software associated with the operation of the Services, including without limitation, accounting systems, and other software, are owned by or licensed to Contractor and not District. Furthermore, District's access or use of such software shall not create any right, title interest, or copyright in such software, and District shall not retain such software beyond the termination of the Agreement. Any signage, servicemark or trademark proprietary to Contractor shall remain the exclusive property of Contractor and shall be returned to Contractor immediately upon termination of this Agreement. In the event of any breach of this provision, Contractor shall be entitled to equitable relief, including an injunction or specific performance, in addition to all other remedies otherwise available. This provision shall survive termination of the Agreement.

Financial Exceptions List

- 1) In the event of termination of the contract, Knox County Schools shall reimburse Sodexo for the remaining book value of all Sodexo equipment purchased for Knox County Schools. Book Value being defined as purchase cost to Sodexo minus prior depreciation. Equipment will be depreciated over 3 or 5 years depending upon useful life.
- 2) In the event of termination of the contract prior to the initial 5 year term, Knox County Schools shall reimburse Sodexo for the unamortized portion of Sodexo's Opening Expenses. Opening Expenses will be amortized over 5 years.
- 3) The contract will be adjusted to reflect additional costs incurred by Sodexo (i) in connection with the implementation of legislation or other legal requirements, including, but not limited to, the implementation of the Patient Protection and Affordable Care Act and Health Care and Education Reconciliation Act of 2010, which comprise the health care reform of 2010, or other health care rules and regulations, or any modifications thereto or (ii) increases in benefit costs paid by Sodexo on behalf of covered employees. The adjustment to the Financial Arrangement will be effective from the date the events of (i) and/or (ii) occur."
- 4) District employees who are working in the Services at the Premises shall have the opportunity to transfer to Sodexo's payroll as of the commencement of the Agreement. Such offer shall be at the rate of pay and seniority for such employees in effect as of the commencement of the Contract. District shall be responsible for the payment of all accrued but unused vacation, holiday and sick time as of the date of the transfer of District's employees to Sodexo's payroll. District shall indemnify Sodexo for any liability relating to: (i) payment of earned or accrued benefits; (ii) termination or lay-off resulting from the transition of employees to Sodexo's payroll, including the W.A.R.N. Act; and (iii) employee claims for injury or loss, which injury or loss occurred while such employees were employed by District. In addition, District shall be responsible for any liability relating to claims by employees who were not offered employment by Sodexo.
- 5) Generally, in the surety or bond industry, a 10% (of contract price) performance bond is normal. A school district has approved funds in its budget for facilities programs to pay for contracted services. It is extremely rare that a school district would be out money or funds if a contractor did not continue to provide the services. Typically a school district just wants to have insurance in the event that they need to obtain the services on an emergency basis for a limited time and had to pay a higher contract price than they originally contracted for.

Performance bonds written for construction projects are far different than performance bonds written for facility services. In a construction project, there could be significant additional cost if a project is not fully completed. In the termination of a facilities agreement, a new service provider would be brought in with limited difficulty.

In this economic environment, cost is a determining factor for most school districts. When informed that the cost of providing a performance bond is in the area of \$10 per thousand, most school districts choose to re-examine their insurance needs. It would be our recommendation to all districts that they can reduce this amount significantly by going with a 10% performance bond. We are proposing a 25% (of contract price) in all our bids for Knox County Schools.

Finally, Sodexo has never had a bond called or accessed because we have always been able to work with our clients to resolve issues and problems.

Equipment to be Provided

Equipment Name	Quantity	Unit Price	Total
Labor Management Time Clock	88	\$ 600	\$ 52,800
Laptop Computers	4	\$2,500	\$ 10,000
Financial Computer, Monitor and Printer	1	\$2,500	\$ 2,500
Monitor	4	\$ 125	\$ 500
All in One Printers	4	\$ 275	\$ 1,100
Tennant 3090 Backpack Vacuum (BackPack)	196	\$ 335	\$ 65,580
Kiavacs	52	\$3,500	\$182,000
Tennant F5 20" Heavy Duty Slow Speed Buffer	71	\$ 559	\$ 39,689
Windsor Lightning 1500 rpm High-speed Burnisher 20"	89	\$ 871	\$ 77,552
Windsor Lightning 2500 rpm Battery Burnisher 20"	19	\$3,704	\$ 70,378
Tennant 3520 Wet/Dry Vacuum 15 Gallon	85	\$ 460	\$ 39,099
Tennant Front Mounted Squeegee Kit for 3520 Wet/Dry Vac	85	\$ 209	\$ 17,740
Tennant T3 Walk Behind Scrubber with Fast 20"	35	\$4,152	\$145,325
Tennant T7 Ride-on Scrubber with Fast 32"	20	\$9,606	\$192,124
Total New Equipment to be Provided			\$896,387
Leased Equipment	Quantity		Annual Lease
E250 Cargo Van	1		\$ 5,316.00
Ford Ranger 4 x 2			\$ 6,080.00

6.17 **References:** References are requested to provide the evaluators with information about the previous work that you have done. Therefore it is important that you provide references that are relevant to this contract. As an example:

Firm: Acme School District
 Address: 1234 Anywhere Street Knoxville, TN 12345 Contact: John Doe
 Contact Phone: 865.555.5555
 Contact Fax: 865.555.9999
 Nature of Contract: Daily custodial services for 75,000 square foot middle school
 Dollar Amount: \$2,000/month
 Contract Start: May 2011
 Contract End: April 2018

Legend for Sodexo Ranks

Rank 1 <\$1.0M
 Rank 2 \$1.0M – \$2.0M
 Rank 3 \$2.0M – \$5.0M
 Rank 4 >\$5.0M

List below three (3) references with whom you have had service agreements of this nature and size within the past three years. Knox County shall not be used as a reference for this solicitation.

Reference #1

Name of Firm: Detroit Public School District
 Address: 3011 West Grand Boulevard, 10th Floor, Detroit, Michigan 48202
 Contact Person: Mr. Robert Bobb, Emergency Financial Manager
 Contact Person telephone and fax numbers: Telephone – 313-873-3111 – Fax – 313-873-7439
 Nature of contract: Maintenance, Custodial and Grounds
 Square footage: 14,702,425
 Dollar amount: \$ Rank – 4 (over the life of the contract)
 Contract start date: 2/22/11 Contract end date: 6/30/16

Reference #2

Name of Firm: Lubbock Independent School District
 Address: 1628 19th Street, Lubbock, Texas 79401
 Contact Person: Mr. Bill Craft, Executive Director of Facilities
 Contact Person telephone and fax numbers: Telephone – 806-766-1056 – Fax: 806-766-1210
 Nature of contract: Maintenance, Custodial, Grounds and Project Management
 Square footage: 5,000,000
 Dollar amount: \$ Rank – 2 (over the life of the contract)
 Contract start date: 7/15/04 Contract end date: 6/30/14

Reference #3

Name of Firm: Oklahoma City Public Schools
 Address: 900 North Klein, Oklahoma City, Oklahoma 79106
 Contact Person: Mr. Sam Bogle, Director of Purchasing
 Contact Person telephone and fax numbers: Telephone – 405-587-1041 – Fax – 405-587-0443
 Nature of contract: Maintenance, Custodial and Grounds
 Square footage: 6,448,653
 Dollar amount: \$ Rank – 2 (over the life of the contract)
 Contract start date: 7/01/09 Contract end date: 6/30/10

Reference #4

Name of Firm: Tulsa Public Schools
 Address: 3027 South New Haven Avenue, Tulsa, Oklahoma 74114
 Contact Person: Mr. Jim Spear, Chief General Services Officer
 Contact Person telephone and fax numbers: Telephone – 918-746-6313 – Fax – 918-746-6597
 Nature of contract: Maintenance, Custodial, Grounds and Dining
 Square footage: 7,900,000
 Dollar amount: \$ Rank – 2 (over the life of the contract)
 Contract start date: 8/02/94 Contract end date: 6/30/11

Section 6.18 Pricing

This proposal price is our most competitive price that embraces Knox County Schools immediate and long-term operational goals.		
School	Monthly Cost	Monthly Cost with KCS Employee per 5.11
A. L. Lotts Elementary	\$ 124,913.49	\$ 92,103.03
Adrian Burnett Elementary	\$ 88,891.97	\$ 56,081.51
Amherst Elementary	\$ 152,352.97	\$ 119,542.51
Austin East High	\$ 260,865.25	\$ 228,054.79
Ball Camp Elementary	\$ 99,850.70	\$ 67,040.24
Bearden Elementary	\$ 69,431.64	\$ 36,621.18
Bearden High and Vocational	\$ 253,876.59	\$ 221,066.13
Bearden Middle	\$ 165,780.19	\$ 132,969.73
Beaumont Elementary	\$ 92,610.15	\$ 59,799.69
Belle Morris Elementary	\$ 77,813.80	\$ 45,003.34
Blue Grass Elementary	\$ 98,313.37	\$ 65,502.91
Bonny Kate Elementary	\$ 67,520.54	\$ 34,710.08
Brickey McCloud Elementary	\$ 139,908.11	\$ 107,097.65
Carter Elementary	\$ 66,391.11	\$ 33,580.65
Carter High	\$ 191,504.40	\$ 158,693.94
Carter Middle	\$ 112,634.39	\$ 79,823.93
Cedar Bluff Elementary	\$ 145,311.50	\$ 112,501.04
Cedar Bluff Middle	\$ 100,982.57	\$ 68,172.11
Cedar Bluff Preschool	\$ 71,649.87	\$ 38,839.41
Central High	\$ 252,876.36	\$ 220,065.90
Chilhowee Elementary	\$ 85,707.63	\$ 52,897.17
Christenberry Elementary	\$ 109,953.01	\$ 77,142.55
Copper Ridge Elementary	\$ 90,747.00	\$ 57,936.54
Corryton Elementary	\$ 51,062.55	\$ 18,252.09
Dogwood Elementary	\$ 134,442.96	\$ 101,632.50
East Knox County Elementary	\$ 97,456.14	\$ 64,645.68
Eastport Ot/Pt	\$ 59,213.95	\$ 26,403.49
Fair Garden	\$ 71,038.03	\$ 38,227.57
Farragut High & Vocational	\$ 223,268.21	\$ 190,457.75
Farragut Intermediate	\$ 117,853.33	\$ 85,042.87
Farragut Middle School	\$ 166,879.56	\$ 134,069.10
Farragut Primary	\$ 124,260.21	\$ 91,449.75
Fort Sanders	\$ 72,097.58	\$ 39,287.12
Fountain City Elementary	\$ 74,400.32	\$ 41,589.86
Fulton High	\$ 224,569.90	\$ 191,759.44
Gap Creek Elementary	\$ 49,390.34	\$ 16,579.88

Section 6.18 Pricing

School	Monthly Cost	Monthly Cost with KCS Employee per 5.11
Gibbs Elementary	\$ 133,070.58	\$ 100,260.12
Gibbs High & Vocational	\$ 195,681.67	\$ 162,871.21
General Services Building with annex etc	\$ 93,419.44	\$ 60,608.98
Green Elementary	\$ 85,551.62	\$ 52,741.16
Gresham Middle	\$ 126,977.35	\$ 94,166.89
Halls Elementary	\$ 104,201.85	\$ 71,391.39
Halls High & North Knox Vocational	\$ 209,949.87	\$ 177,139.41
Halls Middle	\$ 149,052.43	\$ 116,241.97
Hardin Valley Academy	\$ 252,107.69	\$ 219,297.23
Hardin Valley Elementary	\$ 145,006.80	\$ 112,196.34
Historic Knoxville High School	\$ 127,302.36	\$ 94,491.90
Holston Middle	\$ 190,738.17	\$ 157,927.71
Inskip Elementary	\$ 93,289.44	\$ 60,478.98
KAEC	\$ 90,500.80	\$ 57,690.34
Kams Elementary & Annex	\$ 230,176.43	\$ 197,365.97
Karns High & Byington Solway	\$ 241,812.00	\$ 209,001.54
Karns Middle	\$ 167,428.02	\$ 134,617.56
L & N Stem Academy		
Lincoln Park	\$ 62,793.19	\$ 29,982.73
Lonsdale Elementary	\$ 81,579.92	\$ 48,769.46
Maynard Elementary	\$ 62,338.16	\$ 29,527.70
Mooreland Heights Elementary	\$ 61,810.01	\$ 28,999.55
Mount Olive Elementary	\$ 62,300.79	\$ 29,490.33
New Hopewell Elementary	\$ 60,110.99	\$ 27,300.53
Northwest Middle	\$ 154,691.46	\$ 121,881.00
Norwood Elementary	\$ 72,932.06	\$ 40,121.60
Pleasant Ridge Elementary	\$ 66,798.20	\$ 33,987.74
Pond Gap Elementary	\$ 61,134.79	\$ 28,324.33
Powell Elementary	\$ 113,144.66	\$ 80,334.20
Powell High	\$ 231,190.48	\$ 198,380.02
Powell Middle	\$ 156,233.66	\$ 123,423.20
Richard Yoakley	\$ 59,952.55	\$ 27,142.09
Ridgedale Alternative Program	\$ 76,105.84	\$ 43,295.38
Ritta Elementary	\$ 89,688.26	\$ 56,877.80
Rocky Hill Elementary	\$ 95,560.49	\$ 62,750.03
Rule Building/Security		\$ 0.00
Sam E. Hill	\$ 64,764.41	\$ 31,953.95
Sarah Moore Greene Elementary	\$ 135,539.89	\$ 102,729.43
Sarah Simpson Center/PDTC	\$ 120,375.46	\$ 87,565.00

Section 6.18 Pricing

School	Monthly Cost	Monthly Cost with KCS Employee per 5.11
Sequoyah Elementary	\$ 84,172.74	\$ 51,362.28
Shannondale Elementary	\$ 65,180.43	\$ 32,369.97
South Knox Elementary	\$ 62,819.19	\$ 30,008.73
South Doyle High	\$ 262,699.15	\$ 229,888.69
South Doyle Middle	\$ 199,381.16	\$ 166,570.70
Spring Hill Elementary	\$ 70,158.05	\$ 37,347.59
Sterchi Elementary	\$ 65,555.82	\$ 32,745.36
Sunnyview Elementary	\$ 72,676.92	\$ 39,866.46
Vine Middle	\$ 123,814.94	\$ 91,004.48
West Haven Elementary	\$ 58,641.92	\$ 25,831.46
West High	\$ 265,746.18	\$ 232,935.72
West Hills Elementary	\$ 105,137.08	\$ 72,326.62
West Valley Middle	\$ 185,502.98	\$ 152,692.52
West View Elementary	\$ 63,966.49	\$ 31,156.03
Whittle Springs Middle School	\$ 94,425.37	\$ 61,614.91
Total Cost for School Locations	\$10,691,009.89	\$7,803,689.41
Additional Charges		Per Hour Charge
Cost per hour for extra work pursuant to Section 5.2		\$ 12.76
Cost per hour for extra work pursuant to Section 5.3		\$ 12.76
Total Cost of Performance and Payment Bond equal to 100 percent of the annual contract price less per hour charges. (not included in the Total Cost for School Locations above)	\$ 96,228.00	\$ 70,236.00
<p>Generally, in the surety or bond industry, a 10% (of contract price) performance bond is normal. A school district has approved funds in its budget for facilities programs to pay for contracted services. It is extremely rare that a school district would be out money or funds if a contractor did not continue to provide the services. Typically a school district just wants to have insurance in the event that they need to obtain the services on an emergency basis for a limited time and had to pay a higher contract price than they originally contracted for.</p>		
<p>Performance bonds written for construction projects are far different than performance bonds written for facility services. In a construction project, there could be significant additional cost if a project is not fully completed. In the termination of a facilities agreement, a new service provider would be brought in with limited difficulty.</p>		
<p>In this economic environment, cost is a determining factor for most school districts. When informed that the cost of providing a performance bond is in the area of \$10 per thousand, most school districts choose to re-examine their insurance needs. It would be our recommendation to all districts that they can reduce this amount significantly by going with a 10% performance bond.</p>		
<p>Finally, Sodexo has never had a bond called or accessed because we have always been able to work with our clients to resolve issues and problems.</p>		

Section 6.18 Alternate Proposal Price

Alternate Proposal Price – Includes the staffing recommendations of the proposal price combined with increased wage and benefit rates.		
School	Monthly Cost	Monthly Cost with KCS Employee per 5.11
A. L. Lotts Elementary	\$ 142,309.59	\$ 108,691.79
Adrian Burnett Elementary	\$ 99,800.20	\$ 66,182.40
Amherst Elementary	\$ 174,691.21	\$ 141,073.42
Austin East High	\$ 302,747.74	\$ 269,129.94
Ball Camp Elementary	\$ 112,732.71	\$ 79,114.91
Bearden Elementary	\$ 76,834.85	\$ 43,217.05
Bearden High and Vocational	\$ 294,500.35	\$ 260,882.55
Bearden Middle	\$ 190,536.83	\$ 156,919.03
Beaumont Elementary	\$ 104,188.07	\$ 70,570.27
Belle Morris Elementary	\$ 86,726.73	\$ 53,108.93
Blue Grass Elementary	\$ 110,918.50	\$ 77,300.70
Bonny Kate Elementary	\$ 74,579.54	\$ 40,961.75
Brickey McCloud Elementary	\$ 160,004.90	\$ 126,387.10
Carter Elementary	\$ 73,246.69	\$ 39,628.89
Carter High	\$ 220,894.24	\$ 187,276.44
Carter Middle	\$ 127,818.89	\$ 94,201.09
Cedar Bluff Elementary	\$ 166,381.50	\$ 132,763.70
Cedar Bluff Middle	\$ 114,068.44	\$ 80,450.64
Cedar Bluff Preschool	\$ 79,452.61	\$ 45,834.81
Central High	\$ 293,319.96	\$ 259,702.16
Chilhowee Elementary	\$ 96,042.32	\$ 62,424.52
Christenberry Elementary	\$ 124,654.56	\$ 91,036.76
Copper Ridge Elementary	\$ 101,989.34	\$ 68,371.54
Corryton Elementary	\$ 55,157.28	\$ 21,539.49
Dogwood Elementary	\$ 153,555.42	\$ 119,937.62
East Knox County Elementary	\$ 109,906.87	\$ 76,289.07
Eastport Ot/Pt	\$ 64,776.84	\$ 31,159.04
Fair Garden	\$ 78,730.57	\$ 45,112.77
Farragut High & Vocational	\$ 258,379.06	\$ 224,761.27
Farragut Intermediate	\$ 133,977.82	\$ 100,360.02
Farragut Middle School	\$ 191,834.20	\$ 158,216.40
Farragut Primary	\$ 141,538.65	\$ 107,920.85
Fort Sanders	\$ 79,980.96	\$ 46,363.16
Fountain City Elementary	\$ 82,698.44	\$ 49,080.65
Fulton High	\$ 259,915.20	\$ 226,297.40

Section 6.18 Alternate Proposal Price

School	Monthly Cost	Monthly Cost with KCS Employee per 5.11
Gap Creek Elementary	\$ 53,183.89	\$ 19,566.10
Gibbs Elementary	\$ 151,935.86	\$ 118,318.06
Gibbs High & Vocational	\$ 225,823.88	\$ 192,206.08
General Services Building with annex etc	\$ 105,143.12	\$ 71,525.32
Green Elementary	\$ 95,858.21	\$ 62,240.42
Gresham Middle	\$ 144,745.16	\$ 111,127.37
Halls Elementary	\$ 117,867.55	\$ 84,249.76
Halls High & North Knox Vocational	\$ 242,661.94	\$ 209,044.14
Halls Middle	\$ 170,796.21	\$ 137,178.42
Hardin Valley Academy	\$ 292,412.85	\$ 258,795.05
Hardin Valley Elementary	\$ 166,021.91	\$ 132,404.12
Historic Knoxville High School	\$ 145,128.72	\$ 111,510.92
Holston Middle	\$ 219,990.01	\$ 186,372.21
Inskip Elementary	\$ 104,989.70	\$ 71,371.90
KAEC	\$ 101,698.80	\$ 68,081.00
Kams Elementary & Annex	\$ 266,531.52	\$ 232,913.73
Karns High & Byington Solway	\$ 280,262.79	\$ 246,644.99
Karns Middle	\$ 192,481.45	\$ 158,863.65
L & N Stem Academy		
Lincoln Park	\$ 69,000.74	\$ 35,382.94
Lonsdale Elementary	\$ 91,171.17	\$ 57,553.37
Maynard Elementary	\$ 68,463.76	\$ 34,845.96
Mooreland Heights Elementary	\$ 67,840.49	\$ 34,222.69
Mount Olive Elementary	\$ 68,419.65	\$ 34,801.86
New Hopewell Elementary	\$ 65,835.45	\$ 32,217.65
Northwest Middle	\$ 177,450.89	\$ 143,833.10
Norwood Elementary	\$ 80,965.73	\$ 47,347.94
Pleasant Ridge Elementary	\$ 73,727.09	\$ 40,109.30
Pond Gap Elementary	\$ 67,043.65	\$ 33,425.85
Powell Elementary	\$ 128,421.07	\$ 94,803.27
Powell High	\$ 267,728.21	\$ 234,110.42
Powell Middle	\$ 179,270.86	\$ 145,653.06
Richard Yoakley	\$ 65,648.47	\$ 32,030.67
Ridgedale Alternative Program	\$ 84,711.15	\$ 51,093.35
Ritta Elementary	\$ 100,739.91	\$ 67,122.11
Rocky Hill Elementary	\$ 107,669.79	\$ 74,051.99
Rule Building/Security		\$ 0.00
Sam E. Hill	\$ 71,327.00	\$ 37,709.20

Section 6.18 Alternate Proposal Price

School	Monthly Cost	Monthly Cost with KCS Employee per 5.11
Sarah Moore Greene Elementary	\$ 154,849.92	\$ 121,232.12
Sarah Simpson Center/PDTC	\$ 136,954.20	\$ 103,336.41
Sequoyah Elementary	\$ 94,230.98	\$ 60,613.18
Shannondale Elementary	\$ 71,817.95	\$ 38,200.15
South Knox Elementary	\$ 69,031.42	\$ 35,413.63
South Doyle High	\$ 304,911.95	\$ 271,294.15
South Doyle Middle	\$ 230,189.69	\$ 196,571.90
Spring Hill Elementary	\$ 77,692.09	\$ 44,074.30
Sterchi Elementary	\$ 72,260.96	\$ 38,643.16
Sunnyview Elementary	\$ 80,664.64	\$ 47,046.85
Vine Middle	\$ 141,013.17	\$ 107,395.38
West Haven Elementary	\$ 64,101.78	\$ 30,483.99
West High	\$ 308,507.77	\$ 274,889.98
West Hills Elementary	\$ 118,971.23	\$ 85,353.44
West Valley Middle	\$ 213,811.90	\$ 180,194.10
West View Elementary	\$ 70,385.37	\$ 36,767.57
Whittle Springs Middle School	\$ 106,330.22	\$ 72,712.42
Total Cost for School Locations	\$12,167,585.00	\$9,209,218.83
Additional Charges		Per Hour Charge
Cost per hour for extra work pursuant to Section 5.2		\$ 12.76
Cost per hour for extra work pursuant to Section 5.3		\$ 12.76
Total Cost of Performance and Payment Bond equal to 100 percent of the annual contract price less per hour charges. (not included in the Total Cost for School Locations above)	\$ 109,512.00	\$ 82,890.00
<p>Generally, in the surety or bond industry, a 10% (of contract price) performance bond is normal. A school district has approved funds in its budget for facilities programs to pay for contracted services. It is extremely rare that a school district would be out money or funds if a contractor did not continue to provide the services. Typically a school district just wants to have insurance in the event that they need to obtain the services on an emergency basis for a limited time and had to pay a higher contract price than they originally contracted for.</p>		
<p>Performance bonds written for construction projects are far different than performance bonds written for facility services. In a construction project, there could be significant additional cost if a project is not fully completed. In the termination of a facilities agreement, a new service provider would be brought in with limited difficulty.</p>		
<p>In this economic environment, cost is a determining factor for most school districts. When informed that the cost of providing a performance bond is in the area of \$10 per thousand, most school districts choose to re-examine their insurance needs. It would be our recommendation to all districts that they can reduce this amount significantly by going with a 10% performance bond.</p>		
<p>Finally, Sodexo has never had a bond called or accessed because we have always been able to work with our clients to resolve issues and problems.</p>		

**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, Brad Lozier, president or other principal

Officer of Sodexo Operations, LLC, 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.


President or Principal Officer

For: Sodexo Operations, LLC
Name of Company

STATE OF ~~TENNESSEE~~ } FLORIDA
COUNTY OF } SEMINOLE

Subscribed and sworn before me by Brad Lozier,

President or principal officer of Principal Officer.

On this 16 day of May 2011.

Notary Public

My Commission expires: November 1, 2013

AFFIDAVIT OF COMPLIANCE

WITH

TENNESSEE CRIMINAL HISTORY RECORDS CHECK

TENNESSEE CODE ANNOTATED, SECTION 49-5-413

(To be submitted with bid by contractor)

I, Brad Lozier, president or other principal

Officer of Sodexo Operations, LLC, 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.



President or Principal Officer

For: Sodexo Operations, LLC
Name of Company

STATE OF ~~TENNESSEE~~ } FLORIDA
COUNTY OF } SEMINOLE

Subscribed and sworn before me by Brad Lozier,

President or principal officer of Principal Officer.

On this 16 day of May, 2011.

Notary Public

My Commission expires: November 1, 2013

**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 \$500,000 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> </tr> <tr> <td><input type="checkbox"/></td> <td></td> <td></td> </tr> <tr> <td><input type="checkbox"/></td> <td></td> <td></td> </tr> <tr> <td><input type="checkbox"/></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><input type="checkbox"/></td> <td>CLAIM MADE</td> <td><input checked="" type="checkbox"/></td> <td>OCCUR</td> <td>EACH OCCURRENCE</td> <td>\$ 1,000,000</td> </tr> <tr> <td><input type="checkbox"/></td> <td></td> <td><input type="checkbox"/></td> <td></td> <td>FIRE LEGAL LIABILITY</td> <td>\$ 100,000</td> </tr> <tr> <td><input type="checkbox"/></td> <td></td> <td><input type="checkbox"/></td> <td></td> <td>MED EXP (Per person)</td> <td>\$ 5,000</td> </tr> <tr> <td><input type="checkbox"/></td> <td></td> <td><input type="checkbox"/></td> <td></td> <td>PERSONAL & ADV INJURY</td> <td>\$ 1,000,000</td> </tr> <tr> <td><input type="checkbox"/></td> <td></td> <td><input checked="" type="checkbox"/></td> <td>PROJECT</td> <td>GENERAL AGGREGATE</td> <td>\$ 2,000,000</td> </tr> <tr> <td><input type="checkbox"/></td> <td></td> <td><input type="checkbox"/></td> <td>LOC</td> <td>PRODUCTS-COMPLETED OPERATIONS/ AGGREGATE</td> <td>\$ 2,000,000</td> </tr> </table>	<input type="checkbox"/>	CLAIM MADE	<input checked="" type="checkbox"/>	OCCUR	EACH OCCURRENCE	\$ 1,000,000	<input type="checkbox"/>		<input type="checkbox"/>		FIRE LEGAL LIABILITY	\$ 100,000	<input type="checkbox"/>		<input type="checkbox"/>		MED EXP (Per person)	\$ 5,000	<input type="checkbox"/>		<input type="checkbox"/>		PERSONAL & ADV INJURY	\$ 1,000,000	<input type="checkbox"/>		<input checked="" type="checkbox"/>	PROJECT	GENERAL AGGREGATE	\$ 2,000,000	<input type="checkbox"/>		<input type="checkbox"/>	LOC	PRODUCTS-COMPLETED OPERATIONS/ AGGREGATE	\$ 2,000,000	LIMITS
<input type="checkbox"/>	CLAIM MADE	<input checked="" type="checkbox"/>	OCCUR	EACH OCCURRENCE	\$ 1,000,000																																		
<input type="checkbox"/>		<input type="checkbox"/>		FIRE LEGAL LIABILITY	\$ 100,000																																		
<input type="checkbox"/>		<input type="checkbox"/>		MED EXP (Per person)	\$ 5,000																																		
<input type="checkbox"/>		<input type="checkbox"/>		PERSONAL & ADV INJURY	\$ 1,000,000																																		
<input type="checkbox"/>		<input checked="" type="checkbox"/>	PROJECT	GENERAL AGGREGATE	\$ 2,000,000																																		
<input type="checkbox"/>		<input type="checkbox"/>	LOC	PRODUCTS-COMPLETED OPERATIONS/ AGGREGATE	\$ 2,000,000																																		
YES	5.	PREMISES/OPERATIONS	\$1,000,000 CSL BI/PD EACH OCCURRENCE \$2,000,000 ANNUAL AGGREGATE																																				
YES	6.	INDEPENDENT CONTRACTOR	\$1,000,000 CSL BI/PD EACH OCCURRENCE \$1,000,000 ANNUAL AGGREGATE																																				
YES	7.	CONTRACTUAL LIABILITY (MUST BE SHOWN ON CERTIFICATE)	\$1,000,000 CSL BI/PD 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 BI/PD 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.
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: N/A AUTHORIZING SIGNATURE: N/A

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

BIDDER NAME: Sodexo Operations, LLC AUTHORIZING SIGNATURE: 



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
05/25/2010

PRODUCER
Aon Risk Services Central, Inc.
Chicago IL Office
200 East Randolph
Chicago IL 60601 USA

PHONE: (866) 283-7122 FAX: (847) 953-5390

INSURED
Sodexo, Inc. and Its Subsidiaries
9801 Washingtonian Boulevard
Suite 1012
Gaithersburg MD 20878-5355 USA

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW.

INSURERS AFFORDING COVERAGE		NAIC #
INSURER A:	New Hampshire Ins Co	23841
INSURER B:	Insurance Company of the State of PA	19429
INSURER C:	Illinois National Insurance Co	23817
INSURER D:	National Union Fire Ins Co of Pittsburgh	19445
INSURER E:		

Holder Identifier :

COVERAGES SIR applies per terms and conditions of the policy

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. AGGREGATE LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS. LIMITS SHOWN ARE AS REQUESTED

INSR LTR	ADPT INSRD	TYPE OF INSURANCE	POLICY NUMBER	POLICY EFFECTIVE DATE(MM/DD/YYYY)	POLICY EXPIRATION DATE(MM/DD/YYYY)	LIMITS	
D		GENERAL LIABILITY <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY CLAIMS MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-SUCT <input checked="" type="checkbox"/> LOC	GL4360711	06/01/2010	06/01/2011	EACH OCCURRENCE	\$1,000,000
						DAMAGE TO RENTED PREMISES (Ea occurrence)	\$1,000,000
						MED EXP (Any one person)	EXCLUDED
						PERSONAL & ADV INJURY	\$1,000,000
						GENERAL AGGREGATE	\$2,000,000
						PRODUCTS - COMP/OP AGG	\$3,000,000
D	A	AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS <input checked="" type="checkbox"/> NON OWNED AUTOS	CA 3482160 AOS CA 3976371 MA	06/01/2010	06/01/2011	COMBINED SINGLE LIMIT (Ea accident)	\$2,000,000
						BODILY INJURY (Per person)	
						BODILY INJURY (Per accident)	
						PROPERTY DAMAGE (Per accident)	
		GARAGE LIABILITY <input type="checkbox"/> ANY AUTO				AUTO ONLY - EA ACCIDENT	
						OTHER THAN AUTO ONLY: EA ACC	
						AGG	
		EXCESS / UMBRELLA LIABILITY <input type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS MADE <input type="checkbox"/> DEDUCTIBLE <input type="checkbox"/> RETENTION				EACH OCCURRENCE	
						AGGREGATE	
A	B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR / PARTNER / EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NJ) If yes, describe under SPECIAL PROVISIONS below	WC020342782 AOS WC020342783 CA WC020342784 FL	06/01/2010	06/01/2011	<input checked="" type="checkbox"/> WC STATUTORY LIMITS <input type="checkbox"/> OTHER	\$1,000,000
						E.L. EACH ACCIDENT	\$1,000,000
						E.L. DISEASE-EA EMPLOYEE	\$1,000,000
						E.L. DISEASE-POLICY LIMIT	\$1,000,000
D		OTHER EXCESS WC	XWC0910581	06/01/2010	06/01/2011	E.L. Each accident	\$500,000
						E.L. Disease - Policy	\$500,000
						E.L. Disease - Ea Emp1	\$500,000

Certificate No : 570038909064

DESCRIPTION OF OPERATIONS/LOCATIONS/VEHICLES/EXCLUSIONS ADDED BY ENDORSEMENT/SPECIAL PROVISIONS
Evidence of Coverage.

CERTIFICATE HOLDER
Sodexo, Inc. and Its Subsidiaries
9801 Washingtonian Blvd.
Suite 1012
Gaithersburg MD 20878 USA

CANCELLATION
SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, THE ISSUING INSURER WILL ENDEAVOR TO MAIL 30 DAYS WRITTEN NOTICE TO THE CERTIFICATE HOLDER NAMED TO THE LEFT, BUT FAILURE TO DO SO SHALL IMPOSE NO OBLIGATION OR LIABILITY OF ANY KIND UPON THE INSURER, ITS AGENTS OR REPRESENTATIVES.

AUTHORIZED REPRESENTATIVE *Aon Risk Services Central, Inc.*

Attachment to ACORD Certificate for Sodexo, Inc. and Its Subsidiaries

The terms, conditions and provisions noted below are hereby attached to the captioned certificate as additional description of the coverage afforded by the insurer(s). This attachment does not contain all terms, conditions, coverages or exclusions contained in the policy.

INSURED

Sodexo, Inc. and Its Subsidiaries
 9801 Washingtonian Boulevard
 Suite 1012
 Gaithersburg MD 20878-5355 USA

INSURER
INSURER
INSURER
INSURER
INSURER

ADDITIONAL POLICIES

If a policy below does not include limit information, refer to the corresponding policy on the ACORD certificate form for policy limits.

INSR LTR	ADD'L INSRD	TYPE OF INSURANCE	POLICY NUMBER POLICY DESCRIPTION	POLICY EFFECTIVE DATE	POLICY EXPIRATION DATE	LIMITS
		WORKERS COMPENSATION				
A			WC020342785 OR	06/01/2010	06/01/2011	
A			WC020342786 TX	06/01/2010	06/01/2011	
B			WC020342787 MA,ND,NY,WA,WI,WY	06/01/2010	06/01/2011	

DESCRIPTION OF OPERATIONS-LOCATIONS-VEHICLES EXCLUSIONS ADDED BY ENDORSEMENT/SPECIAL PROVISIONS

Designation of Additional Insureds. It is agreed that, with respect to the insurance afforded by the above referenced policies, excluding workers' Compensation and Employer's Liability, the provisions of the policy designating who is insured thereunder have been amended to include any person or organization, the "Additional Insured", for whom the Named Insured agrees in writing to procure liability insurance, provided: a) The coverage and limits of liability afforded to such "Additional Insured" apply only to the extent required by the agreement, but in no event for coverage not afforded by the policy, nor for limits of liability greater than the insurer's liability stated in the policy declarations; b) The inclusion of more than one insured shall not increase the limits of the insurer's liability; and c) The designation hereunder of the "Additional Insured" as an insured shall be null and void during the term of any separate liability insurance policy not listed herein and procured by the Named Insured for such "Additional Insured".

Certificate No : 570038909064



Price

Financial Outline

The proposed contract charge for Sodexo's custodial program is:

			Cost with KCS Employee per 5.11	
	Annual	Monthly Cost	Annual	Monthly Cost
Proposal Price	\$10,691,009.89	\$ 890,917.49	\$7,803,689.41	\$650,307.45
Alternate Proposal Price	\$12,167,585.00	\$1,013,965.42	\$9,209,218.83	\$767,434.90
Proposal Price – Best price is our most competitive price that embraces Knox County Schools immediate and long-term operational goals.				
Alternate Proposal Price – Wage and benefit adjustment includes the staffing recommendations of the proposal price combined with increased wage and benefit rates.				
Cost of Performance and Payment Bond is not included in the proposed contract prices above. Please see required pricing forms for annual cost of providing Performance Bond under each pricing option.				



Program Charge includes the following:

1. The salary of the custodial services general manager, custodial managers and administrative assistant
2. The charge for fringe benefits, payroll taxes, workers' compensation insurance, general liability insurance and umbrella insurance on behalf of these management employees
3. The wages of all hourly custodial employees
4. The charge for fringe benefits, payroll taxes, workers' compensation insurance, general liability insurance and umbrella insurance on behalf of these hourly paid employees
5. The charge for contract opening expenses
6. The charge for consumable cleaning supplies
7. New janitorial equipment
8. The charge for manuals, forms, training aids and miscellaneous office costs
9. The depreciation of computing and printing equipment.
10. The technical resources and administrative support necessary to fulfill our proposed obligations
11. Contribution to pre-tax profits



Definitions

Basic Services: All preventive maintenance, corrective maintenance, general maintenance, repair, custodial and other services which should be attended to within the operating budget for the current annual period to ensure a safe, attractive, functional and efficient environment in line with the high standards client requires.

Operating Budget: The operating budget is developed jointly by the client and Sodexo. The operating budget is developed prior to the beginning of the client's fiscal year. The client has sole authority to approve the operating budget. Client shall approve and provide Sodexo with a written copy of the operating budget by April 1st of each calendar year for the upcoming fiscal year.

The operating budget includes the funding for client paid expenses and the Sodexo program charge for the current fiscal year.

Major Maintenance: Major Maintenance is any new construction, replacement, renovation and/or modification of District buildings, equipment, appliances, or any modification which extends the life of, or increases the value of District facilities whose value is equal to or greater than one thousand dollars (\$1,000.00) and which has a useful life of at least three (3) years.

Terms

The financial terms set forth in this proposal and other obligations assumed by Sodexo herein are based on conditions in existence on the date Sodexo commences operations, including by way of example, client student population; labor, supply expenses; and federal, state and local sales, use and excise tax. In addition, Sodexo has relied on representations regarding existing and future conditions made by client in connection with the negotiation and execution of this proposal. In the event of a change in the conditions or the inaccuracy or breach of, or the failure to fulfill, any representation by client, the financial terms and other obligations assumed by Sodexo shall be renegotiated on a mutually agreeable basis to reflect such change, inaccuracy or breach.

This proposal is submitted in the name of Sodexo, however, if awarded this bid, Sodexo will contract under the name Sodexo Operations, LLC.

This proposal is proprietary information of Sodexo and has been prepared for the review of the Evaluation Committee of Knox County Schools. Any other use, duplication or review requires the express permission of Sodexo.



Section 6.18 Pricing

This proposal price is our most competitive price that embraces Knox County Schools immediate and long-term operational goals.		
School	Monthly Cost	Monthly Cost with KCS Employee per 5.11
A. L. Lotts Elementary	\$ 124,913.49	\$ 92,103.03
Adrian Burnett Elementary	\$ 88,891.97	\$ 56,081.51
Amherst Elementary	\$ 152,352.97	\$ 119,542.51
Austin East High	\$ 260,865.25	\$ 228,054.79
Ball Camp Elementary	\$ 99,850.70	\$ 67,040.24
Bearden Elementary	\$ 69,431.64	\$ 36,621.18
Bearden High and Vocational	\$ 253,876.59	\$ 221,066.13
Bearden Middle	\$ 165,780.19	\$ 132,969.73
Beaumont Elementary	\$ 92,610.15	\$ 59,799.69
Belle Morris Elementary	\$ 77,813.80	\$ 45,003.34
Blue Grass Elementary	\$ 98,313.37	\$ 65,502.91
Bonny Kate Elementary	\$ 67,520.54	\$ 34,710.08
Brickey McCloud Elementary	\$ 139,908.11	\$ 107,097.65
Carter Elementary	\$ 66,391.11	\$ 33,580.65
Carter High	\$ 191,504.40	\$ 158,693.94
Carter Middle	\$ 112,634.39	\$ 79,823.93
Cedar Bluff Elementary	\$ 145,311.50	\$ 112,501.04
Cedar Bluff Middle	\$ 100,982.57	\$ 68,172.11
Cedar Bluff Preschool	\$ 71,649.87	\$ 38,839.41
Central High	\$ 252,876.36	\$ 220,065.90
Chilhowee Elementary	\$ 85,707.63	\$ 52,897.17
Christenberry Elementary	\$ 109,953.01	\$ 77,142.55
Copper Ridge Elementary	\$ 90,747.00	\$ 57,936.54
Corryton Elementary	\$ 51,062.55	\$ 18,252.09
Dogwood Elementary	\$ 134,442.96	\$ 101,632.50
East Knox County Elementary	\$ 97,456.14	\$ 64,645.68
Eastport Ot/Pt	\$ 59,213.95	\$ 26,403.49
Fair Garden	\$ 71,038.03	\$ 38,227.57
Farragut High & Vocational	\$ 223,268.21	\$ 190,457.75
Farragut Intermediate	\$ 117,853.33	\$ 85,042.87
Farragut Middle School	\$ 166,879.56	\$ 134,069.10
Farragut Primary	\$ 124,260.21	\$ 91,449.75
Fort Sanders	\$ 72,097.58	\$ 39,287.12
Fountain City Elementary	\$ 74,400.32	\$ 41,589.86
Fulton High	\$ 224,569.90	\$ 191,759.44
Gap Creek Elementary	\$ 49,390.34	\$ 16,579.88

Section 6.18 Pricing

School	Monthly Cost	Monthly Cost with KCS Employee per 5.11
Gibbs Elementary	\$ 133,070.58	\$ 100,260.12
Gibbs High & Vocational	\$ 195,681.67	\$ 162,871.21
General Services Building with annex etc	\$ 93,419.44	\$ 60,608.98
Green Elementary	\$ 85,551.62	\$ 52,741.16
Gresham Middle	\$ 126,977.35	\$ 94,166.89
Halls Elementary	\$ 104,201.85	\$ 71,391.39
Halls High & North Knox Vocational	\$ 209,949.87	\$ 177,139.41
Halls Middle	\$ 149,052.43	\$ 116,241.97
Hardin Valley Academy	\$ 252,107.69	\$ 219,297.23
Hardin Valley Elementary	\$ 145,006.80	\$ 112,196.34
Historic Knoxville High School	\$ 127,302.36	\$ 94,491.90
Holston Middle	\$ 190,738.17	\$ 157,927.71
Inskip Elementary	\$ 93,289.44	\$ 60,478.98
KAEC	\$ 90,500.80	\$ 57,690.34
Kams Elementary & Annex	\$ 230,176.43	\$ 197,365.97
Karns High & Byington Solway	\$ 241,812.00	\$ 209,001.54
Karns Middle	\$ 167,428.02	\$ 134,617.56
L & N Stem Academy		
Lincoln Park	\$ 62,793.19	\$ 29,982.73
Lonsdale Elementary	\$ 81,579.92	\$ 48,769.46
Maynard Elementary	\$ 62,338.16	\$ 29,527.70
Mooreland Heights Elementary	\$ 61,810.01	\$ 28,999.55
Mount Olive Elementary	\$ 62,300.79	\$ 29,490.33
New Hopewell Elementary	\$ 60,110.99	\$ 27,300.53
Northwest Middle	\$ 154,691.46	\$ 121,881.00
Norwood Elementary	\$ 72,932.06	\$ 40,121.60
Pleasant Ridge Elementary	\$ 66,798.20	\$ 33,987.74
Pond Gap Elementary	\$ 61,134.79	\$ 28,324.33
Powell Elementary	\$ 113,144.66	\$ 80,334.20
Powell High	\$ 231,190.48	\$ 198,380.02
Powell Middle	\$ 156,233.66	\$ 123,423.20
Richard Yoakley	\$ 59,952.55	\$ 27,142.09
Ridgedale Alternative Program	\$ 76,105.84	\$ 43,295.38
Ritta Elementary	\$ 89,688.26	\$ 56,877.80
Rocky Hill Elementary	\$ 95,560.49	\$ 62,750.03
Rule Building/Security		\$ 0.00
Sam E. Hill	\$ 64,764.41	\$ 31,953.95
Sarah Moore Greene Elementary	\$ 135,539.89	\$ 102,729.43
Sarah Simpson Center/PDTC	\$ 120,375.46	\$ 87,565.00

Section 6.18 Pricing

School	Monthly Cost	Monthly Cost with KCS Employee per 5.11
Sequoyah Elementary	\$ 84,172.74	\$ 51,362.28
Shannondale Elementary	\$ 65,180.43	\$ 32,369.97
South Knox Elementary	\$ 62,819.19	\$ 30,008.73
South Doyle High	\$ 262,699.15	\$ 229,888.69
South Doyle Middle	\$ 199,381.16	\$ 166,570.70
Spring Hill Elementary	\$ 70,158.05	\$ 37,347.59
Sterchi Elementary	\$ 65,555.82	\$ 32,745.36
Sunnyview Elementary	\$ 72,676.92	\$ 39,866.46
Vine Middle	\$ 123,814.94	\$ 91,004.48
West Haven Elementary	\$ 58,641.92	\$ 25,831.46
West High	\$ 265,746.18	\$ 232,935.72
West Hills Elementary	\$ 105,137.08	\$ 72,326.62
West Valley Middle	\$ 185,502.98	\$ 152,692.52
West View Elementary	\$ 63,966.49	\$ 31,156.03
Whittle Springs Middle School	\$ 94,425.37	\$ 61,614.91
Total Cost for School Locations	\$10,691,009.89	\$7,803,689.41
Additional Charges		Per Hour Charge
Cost per hour for extra work pursuant to Section 5.2		\$ 12.76
Cost per hour for extra work pursuant to Section 5.3		\$ 12.76
Total Cost of Performance and Payment Bond equal to 100 percent of the annual contract price less per hour charges. (not included in the Total Cost for School Locations above)	\$ 96,228.00	\$ 70,236.00
<p>Generally, in the surety or bond industry, a 10% (of contract price) performance bond is normal. A school district has approved funds in its budget for facilities programs to pay for contracted services. It is extremely rare that a school district would be out money or funds if a contractor did not continue to provide the services. Typically a school district just wants to have insurance in the event that they need to obtain the services on an emergency basis for a limited time and had to pay a higher contract price than they originally contracted for.</p>		
<p>Performance bonds written for construction projects are far different than performance bonds written for facility services. In a construction project, there could be significant additional cost if a project is not fully completed. In the termination of a facilities agreement, a new service provider would be brought in with limited difficulty.</p>		
<p>In this economic environment, cost is a determining factor for most school districts. When informed that the cost of providing a performance bond is in the area of \$10 per thousand, most school districts choose to re-examine their insurance needs. It would be our recommendation to all districts that they can reduce this amount significantly by going with a 10% performance bond.</p>		
<p>Finally, Sodexo has never had a bond called or accessed because we have always been able to work with our clients to resolve issues and problems.</p>		

Section 6.18 Alternate Proposal Price

Alternate Proposal Price – Includes the staffing recommendations of the proposal price combined with increased wage and benefit rates.		
School	Monthly Cost	Monthly Cost with KCS Employee per 5.11
A. L. Lotts Elementary	\$ 142,309.59	\$ 108,691.79
Adrian Burnett Elementary	\$ 99,800.20	\$ 66,182.40
Amherst Elementary	\$ 174,691.21	\$ 141,073.42
Austin East High	\$ 302,747.74	\$ 269,129.94
Ball Camp Elementary	\$ 112,732.71	\$ 79,114.91
Bearden Elementary	\$ 76,834.85	\$ 43,217.05
Bearden High and Vocational	\$ 294,500.35	\$ 260,882.55
Bearden Middle	\$ 190,536.83	\$ 156,919.03
Beaumont Elementary	\$ 104,188.07	\$ 70,570.27
Belle Morris Elementary	\$ 86,726.73	\$ 53,108.93
Blue Grass Elementary	\$ 110,918.50	\$ 77,300.70
Bonny Kate Elementary	\$ 74,579.54	\$ 40,961.75
Brickey McCloud Elementary	\$ 160,004.90	\$ 126,387.10
Carter Elementary	\$ 73,246.69	\$ 39,628.89
Carter High	\$ 220,894.24	\$ 187,276.44
Carter Middle	\$ 127,818.89	\$ 94,201.09
Cedar Bluff Elementary	\$ 166,381.50	\$ 132,763.70
Cedar Bluff Middle	\$ 114,068.44	\$ 80,450.64
Cedar Bluff Preschool	\$ 79,452.61	\$ 45,834.81
Central High	\$ 293,319.96	\$ 259,702.16
Chilhowee Elementary	\$ 96,042.32	\$ 62,424.52
Christenberry Elementary	\$ 124,654.56	\$ 91,036.76
Copper Ridge Elementary	\$ 101,989.34	\$ 68,371.54
Corryton Elementary	\$ 55,157.28	\$ 21,539.49
Dogwood Elementary	\$ 153,555.42	\$ 119,937.62
East Knox County Elementary	\$ 109,906.87	\$ 76,289.07
Eastport Ot/Pt	\$ 64,776.84	\$ 31,159.04
Fair Garden	\$ 78,730.57	\$ 45,112.77
Farragut High & Vocational	\$ 258,379.06	\$ 224,761.27
Farragut Intermediate	\$ 133,977.82	\$ 100,360.02
Farragut Middle School	\$ 191,834.20	\$ 158,216.40
Farragut Primary	\$ 141,538.65	\$ 107,920.85
Fort Sanders	\$ 79,980.96	\$ 46,363.16
Fountain City Elementary	\$ 82,698.44	\$ 49,080.65
Fulton High	\$ 259,915.20	\$ 226,297.40

Section 6.18 Alternate Proposal Price

School	Monthly Cost	Monthly Cost with KCS Employee per 5.11
Gap Creek Elementary	\$ 53,183.89	\$ 19,566.10
Gibbs Elementary	\$ 151,935.86	\$ 118,318.06
Gibbs High & Vocational	\$ 225,823.88	\$ 192,206.08
General Services Building with annex etc	\$ 105,143.12	\$ 71,525.32
Green Elementary	\$ 95,858.21	\$ 62,240.42
Gresham Middle	\$ 144,745.16	\$ 111,127.37
Halls Elementary	\$ 117,867.55	\$ 84,249.76
Halls High & North Knox Vocational	\$ 242,661.94	\$ 209,044.14
Halls Middle	\$ 170,796.21	\$ 137,178.42
Hardin Valley Academy	\$ 292,412.85	\$ 258,795.05
Hardin Valley Elementary	\$ 166,021.91	\$ 132,404.12
Historic Knoxville High School	\$ 145,128.72	\$ 111,510.92
Holston Middle	\$ 219,990.01	\$ 186,372.21
Inskip Elementary	\$ 104,989.70	\$ 71,371.90
KAEC	\$ 101,698.80	\$ 68,081.00
Kams Elementary & Annex	\$ 266,531.52	\$ 232,913.73
Karns High & Byington Solway	\$ 280,262.79	\$ 246,644.99
Karns Middle	\$ 192,481.45	\$ 158,863.65
L & N Stem Academy		
Lincoln Park	\$ 69,000.74	\$ 35,382.94
Lonsdale Elementary	\$ 91,171.17	\$ 57,553.37
Maynard Elementary	\$ 68,463.76	\$ 34,845.96
Mooreland Heights Elementary	\$ 67,840.49	\$ 34,222.69
Mount Olive Elementary	\$ 68,419.65	\$ 34,801.86
New Hopewell Elementary	\$ 65,835.45	\$ 32,217.65
Northwest Middle	\$ 177,450.89	\$ 143,833.10
Norwood Elementary	\$ 80,965.73	\$ 47,347.94
Pleasant Ridge Elementary	\$ 73,727.09	\$ 40,109.30
Pond Gap Elementary	\$ 67,043.65	\$ 33,425.85
Powell Elementary	\$ 128,421.07	\$ 94,803.27
Powell High	\$ 267,728.21	\$ 234,110.42
Powell Middle	\$ 179,270.86	\$ 145,653.06
Richard Yoakley	\$ 65,648.47	\$ 32,030.67
Ridgedale Alternative Program	\$ 84,711.15	\$ 51,093.35
Ritta Elementary	\$ 100,739.91	\$ 67,122.11
Rocky Hill Elementary	\$ 107,669.79	\$ 74,051.99
Rule Building/Security		\$ 0.00
Sam E. Hill	\$ 71,327.00	\$ 37,709.20

Section 6.18 Alternate Proposal Price

School	Monthly Cost	Monthly Cost with KCS Employee per 5.11
Sarah Moore Greene Elementary	\$ 154,849.92	\$ 121,232.12
Sarah Simpson Center/PDTC	\$ 136,954.20	\$ 103,336.41
Sequoyah Elementary	\$ 94,230.98	\$ 60,613.18
Shannondale Elementary	\$ 71,817.95	\$ 38,200.15
South Knox Elementary	\$ 69,031.42	\$ 35,413.63
South Doyle High	\$ 304,911.95	\$ 271,294.15
South Doyle Middle	\$ 230,189.69	\$ 196,571.90
Spring Hill Elementary	\$ 77,692.09	\$ 44,074.30
Sterchi Elementary	\$ 72,260.96	\$ 38,643.16
Sunnyview Elementary	\$ 80,664.64	\$ 47,046.85
Vine Middle	\$ 141,013.17	\$ 107,395.38
West Haven Elementary	\$ 64,101.78	\$ 30,483.99
West High	\$ 308,507.77	\$ 274,889.98
West Hills Elementary	\$ 118,971.23	\$ 85,353.44
West Valley Middle	\$ 213,811.90	\$ 180,194.10
West View Elementary	\$ 70,385.37	\$ 36,767.57
Whittle Springs Middle School	\$ 106,330.22	\$ 72,712.42
Total Cost for School Locations	\$12,167,585.00	\$9,209,218.83
Additional Charges		Per Hour Charge
Cost per hour for extra work pursuant to Section 5.2		\$ 12.76
Cost per hour for extra work pursuant to Section 5.3		\$ 12.76
Total Cost of Performance and Payment Bond equal to 100 percent of the annual contract price less per hour charges. (not included in the Total Cost for School Locations above)	\$ 109,512.00	\$ 82,890.00
<p>Generally, in the surety or bond industry, a 10% (of contract price) performance bond is normal. A school district has approved funds in its budget for facilities programs to pay for contracted services. It is extremely rare that a school district would be out money or funds if a contractor did not continue to provide the services. Typically a school district just wants to have insurance in the event that they need to obtain the services on an emergency basis for a limited time and had to pay a higher contract price than they originally contracted for.</p>		
<p>Performance bonds written for construction projects are far different than performance bonds written for facility services. In a construction project, there could be significant additional cost if a project is not fully completed. In the termination of a facilities agreement, a new service provider would be brought in with limited difficulty.</p>		
<p>In this economic environment, cost is a determining factor for most school districts. When informed that the cost of providing a performance bond is in the area of \$10 per thousand, most school districts choose to re-examine their insurance needs. It would be our recommendation to all districts that they can reduce this amount significantly by going with a 10% performance bond.</p>		
<p>Finally, Sodexo has never had a bond called or accessed because we have always been able to work with our clients to resolve issues and problems.</p>		

Areas to be Serviced

Elementary Schools	Square Footage	Elementary Schools	Square Footage
A. L. Lotts Elementary	113,352	Halls Elementary	87,862
Adrian Burnett Elementary	69,020	Hardin Valley Elementary	138,081
Amherst Elementary	147,122	Inskip Elementary	74,432
Ball Camp Elementary	82,507	Kams Elementary & Annex	242,900
Bearden Elementary	45,070	Lonsdale Elementary	60,021
Beaumont Elementary	73,596	Maynard Elementary	36,340
Belle Morris Elementary	55,386	Mooreland Heights Elementary	35,690
Bluegrass Elementary	80,615	Mt. Olive Elementary	36,294
Bonny Kate Elementary	42,718	New Hopewell Elementary	33,599
Brickey-McCloud Elementary	131,806	Norwood Elementary	49,378
Carter Elementary	41,328	Pleasant Ridge Elementary	41,829
Cedar Bluff Elementary	138,456	Pond Gap Elementary	34,859
Cedar Bluff Pre-K	47,800	Powell Elementary	98,868
Chilhowee Elementary	65,101	Ritta Elementary	70,000
Christenberry Elementary	94,940	Rocky Hill Elementary	77,227
Copper Ridge Elementary	71,303	Sarah Moore Greene Elementary	126,430
Corryton Elementary	22,463	Sequoyah Elementary	63,212
Dogwood Elementary	125,080	Shannondale Elementary	39,838
East Knox County Elementary	79,560	South Knox Elementary	36,932
Farragut Intermediate	104,663	Springhill Elementary	45,964
Farragut Primary	112,548	Sterchi Elementary	40,300
Fountain City Elementary	51,185	Sunnyview Elementary	49,064
Gap Creek Elementary	20,405	West Haven Elementary	31,791
Gibbs Elementary	123,391	West Hills Elementary	89,013
Green Elementary	64,909	West View Elementary	38,344
Halls Elementary	87,862		
Total Elementary Schools			3,682,592

Areas to be Serviced (Continued)

Middle Schools	Square Footage
Bearden Middle School	163,647
Carter Middle School	98,240
Cedar Bluff Middle School	83,900
Farragut Middle School	165,000
Gresham Middle School	112,967
Halls Middle School	143,060
Holston Middle School	194,363
Karns Middle School	165,675
Northwest Middle School	150,000
Powell Middle School	151,898
South Doyle Middle School	205,000
Vine Middle School	112,000
West Valley Middle School	187,920
Whittle Springs Middle School	75,830
Total Middle Schools	2,009,500
High Schools	Square Footage
Austin East High School	268,969
Bearden High School	257,458
Carter High School	190,400
Central High School	260,837
Farragut High School	222,368
Fulton High School	236,000
Gibbs High School & Vocational	190,483
Hardin Valley Academy	257,581
Halls High School, North Knox Vocational	202,887
Karns High School & Byington Solway	257,220
Powell High School	231,220
South Doyle High School	272,750
West High School	276,770
Total High Schools	3,124,943

Areas to be Serviced (Continued)

Other Sites	Square Footage
Eastport	32,495
Fair Garden	47,047
Fort Sanders	48,351
General Services Building w/Annex	74,592
Historic Knoxville High School	116,292
KAEC	71,000
Lincoln Park	36,900
Richard Yoakley	33,404
Ridgedale Alternative Program	53,284
Sam E. Hill	39,326
Sarah Simpson Professional Develop Center	107,767
Total Other Sites	660,458
Field Houses	Square Footage
Austin East High School – Football	11,700
Bearden High School – Soccer	750
Bearden High School – Baseball	3,068
Bearden High School – Football	10,792
Carter High School	4,906
Central High School – Football	10,000
Farragut High School – Baseball	1,820
Farragut High School – Football	3,210
Farragut High School – Weight Room	7,000
Gibbs High School – Football/Baseball	9,964
Gresham Middle School	2,925
Halls High School – Wrestling	6,720
Halls High School – Football	8,400
Hardin Valley Academy – Baseball	4,104
Hardin Valley Academy – Football	8,208
Powell High School – Complex	12,928
South Doyle High School – Baseball	2,173
South Doyle High School – Wrestling	3,124
South Doyle High School – Football	4,879
West High School – Football	4,131
West High School – Soccer	5,775
Total Field Houses	126,577
Total	9,604,070

Equipment to be Provided

Equipment Name	Quantity	Unit Price	Total
Labor Management Time Clock	88	\$ 600	\$ 52,800
Laptop Computers	4	\$2,500	\$ 10,000
Financial Computer, Monitor and Printer	1	\$2,500	\$ 2,500
Monitor	4	\$ 125	\$ 500
All in One Printers	4	\$ 275	\$ 1,100
Tennant 3090 Backpack Vacuum (BackPack)	196	\$ 335	\$ 65,580
Kiavacs	52	\$3,500	\$182,000
Tennant F5 20" Heavy Duty Slow Speed Buffer	71	\$ 559	\$ 39,689
Windsor Lightning 1500 rpm High-speed Burnisher 20"	89	\$ 871	\$ 77,552
Windsor Lightning 2500 rpm Battery Burnisher 20"	19	\$3,704	\$ 70,378
Tennant 3520 Wet/Dry Vacuum 15 Gallon	85	\$ 460	\$ 39,099
Tennant Front Mounted Squeegee Kit for 3520 Wet/Dry Vac	85	\$ 209	\$ 17,740
Tennant T3 Walk Behind Scrubber with Fast 20"	35	\$4,152	\$145,325
Tennant T7 Ride-on Scrubber with Fast 32"	20	\$9,606	\$192,124
Total New Equipment to be Provided			\$896,387
Leased Equipment	Quantity		Annual Lease
E250 Cargo Van	1		\$ 5,316.00
Ford Ranger 4 x 2			\$ 6,080.00

Exceptions List

Sodexo Operations, LLC (“Contractor”) has reviewed the Request for Proposal for Custodial Services (“RFP”) for the Knox County Schools (“District”) and is submitting its Proposal conditioned upon the incorporation of the following modifications:

1. Contractor requests modification of Section 2.11 to reflect the addition of the following language:

“However, in no event shall Contractor be responsible for any claims or actions resulting from the negligence of the District, its employees or agents. Notwithstanding the foregoing, with respect to property damage, for which the parties maintain a system of coverage on their respective property, each party hereto waives its rights, and the rights of its subsidiaries and affiliates, to recover from the other party hereto and its subsidiaries and affiliates for loss or damage to such party's building, equipment, improvements and other property of every kind and description resulting from fire, explosion or other cause normally covered in standard broad form property insurance policies. This clause shall survive termination of the Agreement.”

2. Contractor requests modification of Section 2.14, page 4, to reflect a mutual limitation of liability.
3. Contractor requests deletion of Section 2.21, page 5 and the following substituted therefor to reflect mutual rights of termination and a cure period for cause:

“If either party breaches a material provision hereof (“Cause”), the non-breaching party shall give the other party written notice of such Cause. If the Cause is remedied within ten (10) days in the case of failure to make payment when due or sixty (60) days in the case of any other Cause, the notice shall be null and void. If such Cause is not remedied within the specified period, the party giving notice shall have the right to terminate this Agreement upon expiration of such remedy period. The rights of termination referred to in this Agreement are not intended to be exclusive and are in addition to any other rights available to either party at law or in equity.

After one (1) year, either party may terminate this Agreement at any time upon giving sixty (60) days' prior written notice to the other party.

4. Contractor requests clarification of the Performance Bond Requirement, in that the following shall apply to any required performance bond.

“Contractor wishes to negotiate a Performance Bond in an amount not to exceed 25% of the annual contract price to guarantee the services it will be performing when awarded the contract.

Contractor's performance bonds are written on an annually renewable basis. No forfeiture language is allowed for Contractor's bonds. Contractor will use its surety's, final bond form or Contractor will add the following conditional language to Obligee's form, as follows:

“The term of the bond shall be one year, and it may be extended by the Surety by Continuation Certificate. However, neither nonrenewal by the Surety, nor the failure or inability of Contractor to file a replacement bond in the event of nonrenewal, shall itself constitute a loss recoverable under the bond or any renewal or continuation thereof.”

5. Contractor requests the addition of the following provisions:

Agreement Not To Hire. District shall not, without Contractor’s written consent, hire or make any employment agreement with any person who has been a Contractor management employee involved with the Services within the earlier of one (1) year after such employee terminates employment with Contractor or within one (1) year after termination of this Agreement. District agrees that Contractor’s management employees have acquired special knowledge, information, skills and contacts as a result of being employed with and trained by Contractor. If District hires or makes any agreement with any such employee within the restricted period, it is agreed by District that Contractor shall suffer damages, and District shall pay Contractor as liquidated damages an amount equal to two times the annual salary of each Contractor management employee hired by District. This sum has been determined to be reasonable by both parties after due consideration of all relevant circumstances. This provision shall survive the termination of this Agreement.

Condition of Premises and Equipment. The Premises and equipment provided by District for use in the Services operation shall be in good condition and maintained by District to ensure compliance with applicable laws concerning building conditions, sanitation, safety and health (including, without limitation, OSHA regulations). District agrees to indemnify Contractor against any liability or assessment, including related interest and penalties, arising from District’s breach of the aforementioned obligations, and District shall pay reasonable collection expenses, attorneys’ fees and court costs incurred in connection with the enforcement of such indemnity. District further agrees that any modifications or alterations to the workplace or the Premises (whether structural or non-structural) necessary to comply with any statute or governmental regulation or at District’s request shall be the responsibility of District and shall be at the District’s expense.

District represents and warrants that the Premises does not contain any hazardous levels of asbestos or asbestos containing materials. If District becomes aware or receives notice or other communication concerning the presence of hazardous levels of asbestos or asbestos containing materials in the Premises, District shall deliver to Contractor, within fifteen (15) days of receipt of such notice, a copy of any such notice or communication. In addition, District shall, at its sole cost and expense, promptly take all actions required by any governmental agency or which are reasonably necessary to mitigate any unsafe environmental condition caused by the presence of asbestos or asbestos containing materials.

District hereby indemnifies and agrees to reimburse, defend and hold harmless Contractor against any and all liabilities, losses or claims resulting from the presence of asbestos or asbestos containing materials in the Premises. This obligation shall include, without limitation, the burden and expense of defending all claims, suits and administrative proceedings (even if such claims, suits or administrative proceedings are groundless, false or fraudulent) resulting from the presence of asbestos or asbestos containing materials in the Premises. Such obligation shall not be affected by any investigation by or on behalf of Contractor or by any information which Contractor may have received or obtained with respect to the matter indemnified by District hereunder.

Trade Secrets and Proprietary Information. During the term of the Agreement, Contractor may grant to District a nonexclusive right to access certain proprietary materials of Contractor, survey forms, software (both owned by and licensed to Contractor), and similar items regularly used in Contractor's business operations ("Proprietary Materials"). In addition, District may have access to certain non-public information of Contractor, including, but not limited to, management guidelines and procedures, operating manuals, personnel information, purchasing and distribution practices, pricing and bidding information, financial information, surveys and studies, and similar compilations regularly used in Contractor's business operations ("Trade Secrets"). Trade Secrets shall not include (i) any information which at the time of disclosure or discovery or thereafter is generally available to and known by the public or the relevant industry (other than as a result of a disclosure directly or indirectly by District), or (ii) any information which was available to District on a non-confidential basis from a source other than Contractor, provided that such source was not bound by an agreement prohibiting the transmission of such information, or (iii) any information independently developed or previously known without reference to any information provided by Contractor.

District shall not disseminate any Proprietary Materials or disclose any of Contractor's Trade Secrets, directly or indirectly, during or after the term of the Agreement. District shall not photocopy or otherwise duplicate any such material without the prior written consent of Contractor. All Proprietary Materials and Trade Secrets shall remain the exclusive property of Contractor and shall be returned to Contractor immediately upon termination of the Agreement. Without limiting the foregoing, District specifically agrees that all software associated with the operation of the Services, including without limitation, accounting systems, and other software, are owned by or licensed to Contractor and not District. Furthermore, District's access or use of such software shall not create any right, title interest, or copyright in such software, and District shall not retain such software beyond the termination of the Agreement. Any signage, servicemark or trademark proprietary to Contractor shall remain the exclusive property of Contractor and shall be returned to Contractor immediately upon termination of this Agreement. In the event of any breach of this provision, Contractor shall be entitled to equitable relief, including an injunction or specific performance, in addition to all other remedies otherwise available. This provision shall survive termination of the Agreement.

Financial Exceptions List

- 1) In the event of termination of the contract, Knox County Schools shall reimburse Sodexo for the remaining book value of all Sodexo equipment purchased for Knox County Schools. Book Value being defined as purchase cost to Sodexo minus prior depreciation. Equipment will be depreciated over 3 or 5 years depending upon useful life.
- 2) In the event of termination of the contract prior to the initial 5 year term, Knox County Schools shall reimburse Sodexo for the unamortized portion of Sodexo's Opening Expenses. Opening Expenses will be amortized over 5 years.
- 3) The contract will be adjusted to reflect additional costs incurred by Sodexo (i) in connection with the implementation of legislation or other legal requirements, including, but not limited to, the implementation of the Patient Protection and Affordable Care Act and Health Care and Education Reconciliation Act of 2010, which comprise the health care reform of 2010, or other health care rules and regulations, or any modifications thereto or (ii) increases in benefit costs paid by Sodexo on behalf of covered employees. The adjustment to the Financial Arrangement will be effective from the date the events of (i) and/or (ii) occur.”
- 4) District employees who are working in the Services at the Premises shall have the opportunity to transfer to Sodexo’s payroll as of the commencement of the Agreement. Such offer shall be at the rate of pay and seniority for such employees in effect as of the commencement of the Contract. District shall be responsible for the payment of all accrued but unused vacation, holiday and sick time as of the date of the transfer of District’s employees to Sodexo’s payroll. District shall indemnify Sodexo for any liability relating to: (i) payment of earned or accrued benefits; (ii) termination or lay-off resulting from the transition of employees to Sodexo’s payroll, including the W.A.R.N. Act; and (iii) employee claims for injury or loss, which injury or loss occurred while such employees were employed by District. In addition, District shall be responsible for any liability relating to claims by employees who were not offered employment by Sodexo.
- 5) Generally, in the surety or bond industry, a 10% (of contract price) performance bond is normal. A school district has approved funds in its budget for facilities programs to pay for contracted services. It is extremely rare that a school district would be out money or funds if a contractor did not continue to provide the services. Typically a school district just wants to have insurance in the event that they need to obtain the services on an emergency basis for a limited time and had to pay a higher contract price than they originally contracted for.

Performance bonds written for construction projects are far different than performance bonds written for facility services. In a construction project, there could be significant additional cost if a project is not fully completed. In the termination of a facilities agreement, a new service provider would be brought in with limited difficulty.

In this economic environment, cost is a determining factor for most school districts. When informed that the cost of providing a performance bond is in the area of \$10 per thousand, most school districts choose to re-examine their insurance needs. It would be our recommendation to all districts that they can reduce this amount significantly by going with a 10% performance bond. We are proposing a 25% (of contract price) in all our bids for Knox County Schools.

Finally, Sodexo has never had a bond called or accessed because we have always been able to work with our clients to resolve issues and problems.



Current Square Footage Under Contract

6.17 **References:** References are requested to provide the evaluators with information about the previous work that you have done. Therefore it is important that you provide references that are relevant to this contract. As an example:

Firm: Acme School District
 Address: 1234 Anywhere Street Knoxville, TN 12345 Contact: John Doe
 Contact Phone: 865.555.5555
 Contact Fax: 865.555.9999
 Nature of Contract: Daily custodial services for 75,000 square foot middle school
 Dollar Amount: \$2,000/month
 Contract Start: May 2011
 Contract End: April 2018

Legend for Sodexo Ranks
 Rank 1 <\$1.0M
 Rank 2 \$1.0M – \$2.0M
 Rank 3 \$2.0M – \$5.0M
 Rank 4 >\$5.0M

List below three (3) references with whom you have had service agreements of this nature and size within the past three years. Knox County shall not be used as a reference for this solicitation.

Reference #1

Name of Firm: Detroit Public School District
 Address: 3011 West Grand Boulevard, 10th Floor, Detroit, Michigan 48202
 Contact Person: Mr. Robert Bobb, Emergency Financial Manager
 Contact Person telephone and fax numbers: Telephone – 313-873-3111 – Fax – 313-873-7439
 Nature of contract: Maintenance, Custodial and Grounds
 Square footage: 14,792,425
 Dollar amount: \$ Rank – 4 (over the life of the contract)
 Contract start date: 2/22/11 Contract end date: 6/30/16

Reference #2

Name of Firm: Lubbock Independent School District
 Address: 1628 19th Street, Lubbock, Texas 79401
 Contact Person: Mr. Bill Craft, Executive Director of Facilities
 Contact Person telephone and fax numbers: Telephone – 806-766-1056 – Fax: 806-766-1210
 Nature of contract: Maintenance, Custodial, Grounds and Project Management
 Square footage: 5,000,000
 Dollar amount: \$ Rank – 2 (over the life of the contract)
 Contract start date: 7/15/04 Contract end date: 6/30/14

Reference #3

Name of Firm: Oklahoma City Public Schools
 Address: 900 North Klein, Oklahoma City, Oklahoma 79106
 Contact Person: Mr. Sam Bogle, Director of Purchasing
 Contact Person telephone and fax numbers: Telephone – 405-587-1041 – Fax – 405-587-0443
 Nature of contract: Maintenance, Custodial and Grounds
 Square footage: 8,448,653
 Dollar amount: \$ Rank – 2 (over the life of the contract)
 Contract start date: 7/01/09 Contract end date: 6/30/10

Reference #4

Name of Firm: Tulsa Public Schools
 Address: 3027 South New Haven Avenue, Tulsa, Oklahoma 74114
 Contact Person: Mr. Jim Spear, Chief General Services Officer
 Contact Person telephone and fax numbers: Telephone – 918-746-6313 – Fax – 918-746-6597
 Nature of contract: Maintenance, Custodial, Grounds and Dining
 Square footage: 7,900,000
 Dollar amount: \$ Rank – 2 (over the life of the contract)
 Contract start date: 8/02/94 Contract end date: 6/30/11

Reference Accounts

Sodexo has provided Facilities Management Services Solutions to our education clients for more than 40 years. The experience we have accumulated from serving more than 250 education clients has been instrumental in the development of the systems and programs we provide to our clients and will be reflected in the programs we will implement at Knox County Schools. Sodexo manages facilities budgets of more than \$760 million for our clients while maintaining more than 170 million square feet (over 60 million square feet – K-12) of building facilities. This experience has allowed us to become true partners with our clients and to develop open communication that provides an understanding of their specific needs and expectations. Although we have not been able to retain all of our clients we have served over the years, we have experienced a client retention rate of 98%. Colorado College, our longest-term client, is a custodial account we have served since 1968.

On the following pages we provide letters of reference and a confidential list of the clients we serve. We are very proud of the partnerships we have established with these excellent institutions. We feel our success is due to our commitment to providing excellent service, dedication to developing systems that support our managers, and more importantly, our employees. Through our reputation and strong leadership, we are able to attract and retain the best managers in our industry. To our clients, this results in consistent performance by a partner they can rely on.

When appropriate, we look forward to demonstrating our expertise in custodial management through arranging for a visit to clients we serve.

What Sodexo Clients Say

Custodial Cleaning Services

The Sodexo Cleaning System, which is utilized in literally thousands of client locations worldwide, operates under the premise that we “first clean for health, then for aesthetics,” ensuring both a safe and pleasing environment for your students.

Norman Public Schools Norman, Oklahoma



Sodexo has provided all custodial services, including all staffing, at Norman Public Schools since 1995.

"The minute you walk through the front door you see this place is clean. I recommend Sodexo ... not only because of the way our buildings look ... but because the relationship you build with the Sodexo team is a rewarding experience for everyone in a district."

*Dr. Roger Brown
Assistant Superintendent*

Fort Sam Houston Independent School District San Antonio, Texas

Fort Sam Houston ISD has a unique mission to serve the children of military families. Sodexo began providing custodial, maintenance and grounds



"Sodexo shares our district's commitment to providing our students and staff with a safe, lean and caring learning environment. Their professionalism and expertise have made this transition as easy as possible for our existing facilities staff, while also allowing more time for our administrators to focus on our students' academic needs."

*Dr. Gail Siller
Superintendent*



Don Stroh Administration Center • 5606 So. 147th Street • Omaha, NE 68137-2604 • (402) 715-8200 • Fax (402) 715-8409

October 27, 2010

To Whom It May Concern:

I am please to recommend Sodexo to your organization. I have worked with Sodexo since 2000 in both facilities and food service programs. The organization is as good as the people they hire and I can honestly say we have had a terrific experience with those people. The people from Sodexo have been very knowledgeable and have supported the district in operating efficient and highly effective programs.

We hired Sodexo first for facilities and that experience led to having them lead both facilities and now food service. Since moving to managed operations the district has cut costs and taken advantage of Sodexo's national expertise to manage our programs. The savings has allowed us to redirect those dollars to educational programs.

I can honestly say that I have friends in Sodexo both locally and nationally. I would be happy to discuss our experiences with you further if you wish. Please feel free to call me at 402-715-8206.

Sincerely,

A handwritten signature in black ink that reads "Angelo D. Passarelli". The signature is written in a cursive style with a large initial "A".

Angelo D. Passarelli
Director of Administrative Affairs
Millard Public Schools

MILLARD BOARD OF EDUCATION

Dave Anderson, Brad Burwell, Julie Kannas, Mike Kennedy, Mike Pate, Linda Poole, Keith Lutz, Ed.D., Superintendent



October 27, 2010

To Whom It May Concern:

The purpose of this letter is to provide a service reference for **Sodexo**.

Sodexo has been providing facility and grounds maintenance and custodial services under contract to Nixa Public Schools since January, 2009. **Sodexo's performance has always been excellent.** They have worked extremely hard to keep our school district in tip top shape. We are doing more, better and for less money than ever before.

Sodexo's management personnel are professional and responsive to concerns and contacts within the district. They are very cooperative and recommend changes when necessary to ensure the district operates most efficiently. Simply put... I give **Sodexo** an A+ for their grade thus far.

It is a pleasure working with a company that cares about the service they provide and the community they serve. Please do not hesitate to contact me if I may provide any further information.

Sincerely,

Stephen Kleinsmith, Ed.D
Superintendent of Schools

SK/sm



October 27, 2010

To Whom It May Concern:

It is with great pleasure that I am recommending Sodexo Facility Management Services to your school district. The Belton School District #124 has been using the services of Sodexo since the 1988-89 school year. Our history with Sodexo encompasses both Food Service and Facility Management. The experience has been nothing but quality!

During their tenure in the District, the students, staff and patrons of our community have enjoyed an excellent relationship with Sodexo staff. The support service provided by the Sodexo management team has always been essential and proactive. They have been successful in meeting the continuously changing needs of our District, with a student center focus at all times. At the same time they have continually been receptive and flexible to the requests to implement ideas when value can be added to a building or the District as a whole. As demands rise from an increasing enrollment and a decreasing budget, their commitment to continuous improvement for our students is evident.

I was fortunate to have worked in the Belton School District for 22 years as a member of the Central Office team. My experience with the Sodexo Management team over that time period has been terrific. Sodexo sits at our table and has been an integral part of our team. I know that they are committed to a strong partnership with the District. Sodexo believes in a "Kids First" philosophy and demonstrate it with day-to-day operation of the District. Finally, Sodexo provides us with a excellent management services, which allows us to concentrate on the business of "educating our students".

Without reservation I recommend Sodexo School Services to you and your District. If you or any of your staff would have questions regarding this recommendation or the scope and quality of Sodexo services, please don't hesitate to give me a call.

Sincerely,

Dr. Kenny Southwick
Superintendent of Schools (retired 6/30/2010)
Belton School District #124
816-803-4301



Highland Park Public Schools

435 Mansfield Street
Highland Park, NJ 08904
Phone: 732-572-6990
Fax: 732-393-1174

October 25, 2010

To Whom It May Concern:

I'm pleased to recommend Sodexo Management Company to your school district. Over the past two years, I worked directly with Karen Loveland, District manager of Sodexo, and Gail Hoins, an Operations Vice President, on both issues requiring immediate remediation as well as long range facilities planning and maintenance. During this time, I have found Sodexo diligent in its' oversight of both daily custodial services and larger repair/replacement issues integral to the safe, efficient operation of school buildings.

Through the years, Sodexo has been thorough, responsive and on budget with their projects for our district. On a personal note, I find that it is very rare to find such high standards of sincerity and trust-worthiness in the world of business today.

I recommend them without hesitation and hope to continue our relationship with them.

Sincerely,

Frances R. Wood, Ed.D
Superintendent of Highland Park Public Schools

Comments from Ft. Wayne Community School District

Our General Manager sent out the following email:

From: Timothy, Ian
Sent: Thursday, August 19, 2010 2:39 PM
To: All Elementary School Principals; All High School Principals; All Middle School Principals
Cc: Casey, Patrick; Friend, Kathy; Parker, Stephen
Subject: First day of school

Dear Principals:

I hope you were as inspired as I was by today's message of Hope. We are all working hard to insure that Monday is a great day and the first of many.

In some of your buildings, just as there are new teachers anxious to learn the routine and how things operate, so are there Sodexo employees anxious to learn the same.

Simple things, such as setting up the lunch room, or which doors not to unlock in the morning, or when recess happens, are questions I am hoping you can help us with.

We do an exercise with our managers that involve blindfolding them to simulate what it feels like on an employee's first day. The simple things we take for granted to avoid are often tripped over by the blindfolded subject.

Please help us not be tripped up by the little things. We would greatly appreciate anything you can do to help.

Warm Regards,

Ian Timothy
Sodexo General Manager
Fort Wayne Community Schools
Office # (260)467-2496
Cell # (302)419-4004 Temporary

Here are some of the responses:

From: West,Brenda
Sent: Wed 8/25/2010 12:55 AM
To: Casey,Patrick; Brown,Richard; Kellogg,Charles; Parker,Stephen; Hess,Darren; Biggs,Valerie; Mitchell,Roger; Mock,Garry
Cc: Bickel,Dan; Cammack Jr.,Charles; Nichols,Get
Subject: FW: south wayne pics #3

Pat, Richard, Chuck, Steve, Darren, Val, Roger and Gary,
Thank you so much for helping get South Wayne back on track for our kiddos! We have had many very positive comments from parents and kids about the difference here!

I think one 5th grader put it best:
5th Grader, "Wow, this place looks different?"
Me, "How so?"
5th Grader, "Well its clean for one. And it looks really pretty!"

So thank you for the part you played in getting this place prepared for kids. With your support and the dedication of the staff here we really have made a difference for the kids at South Wayne.

We hope to restore this place to its former grandeur. The picture attached is the original SW. How amazingly beautiful. The community that built this showed such pride in their school! Thanks for helping us restore the pride!

Thanks again for all of your help! You are truly appreciated!
Brenda

PS Can any of you help me get the towers back?

Timothy,Ian

From: Chadd,Dianna
To: Timothy,Ian
Cc:
Subject: RE: Day one of School
Attachments:

Sent: Tue 8/24/2010 5:40 PM

Ian,

I must say that I am exceedingly pleased with the care your company and our custodians have been giving us. Benjamin Hernandez has been a treasure since I've known him. He's our night custodian and has been for awhile. He is an extremely hard worker. He is pleasant and very helpful. Our staff thinks the world of him. Steven has turned out to be a real joy to have on board. He is happy and hardworking. He asks questions to be sure of what I want. He follows through. He produces high quality cleaning work.

Melvin, who has been supporting us also, is a great professional. He is friendly and works very hard to see that everything is done right by joining in to do the hard work in a timely fashion. He anticipates needs well also. I also met Paul Tebo, and he too jumped in to help where he saw a need. I can tell that friendliness, cleanliness and professionalism are your priorities.

What a great company, Sodexo! You sure have made our school building better and my job easier. Thank you!

Dianna Chadd
Principal
Brentwood Latin Grammar School
Ph.: (260)467-6775 Fax: (260)467-6848
Email: dianna.chadd@fwcs.k12.in.us

"Continuity gives us roots; change gives us branches, letting us stretch and grow and reach new heights."
Pauline R. Kezer

Timothy,Ian

From: Caywood, Mike **Sent:** Fri 8/20/2010 7:24 PM
To: Timothy, Ian
Cc: Casey, Patrick; Friend, Kathy; Parker, Stephen; Mock, Steven; Bickel, Dan
Subject: RE: First day of school
Attachments:

Hello Ian,

It is about 7:15 p.m., Friday, August 20, 2010. Most teachers are gone for the day, but probably not for the weekend. They are eagerly looking forward to the students to arrive on Monday morning. Holland students will be returning to a really clean building! I want to tell you how impressed I have been with the Sodexo staff I have at Holland - George, Bob, and Trina. George and Bob have been here since 7/19 and they have not stopped working since day 1. I have seen them cleaning areas that have been neglected for years. They have been extremely helpful to new teachers moving into the building and to teachers who have had to relocate within the building - moving furniture, collecting trash as it appears, and following up on all of the piles of dirt and dust that seem to appear. I have found them to be friendly and personable. Teachers have made many comments about the high quality of cleaning that has happened with these new fellow staff members - I feel that they are becoming as much a part of the Holland staff as the new teachers that have joined the staff.

Again, I have really appreciated the new Sodexo staff members at Holland. Oh, by the way - I also appreciate the attention that Steve Mock has given to assuring that Holland is ready on Monday. Keep up the great work!

Mike
Mike Caywood, Principal
Holland School

Timothy,Ian

From: Schiebel, Matthew **Sent:** Thu 8/19/2010 4:35 PM
To: Timothy, Ian
Cc:
Subject: RE: First day of school
Attachments:

Hi Ian,

My teachers are amazed by the quality of our three custodians at Shawnee.....outstanding work ethic and great people skills. When you start handing out raises, they should be first in line :)

Take care,
Matt Schiebel, Principal
Shawnee Middle School
260-467-6528(direct line) 467-6527(fax)
www.edline.net/pages/Shawnee_Middle_School
Belonging. Respect. Achievement. Valor. Effort.

Timothy, Ian

From: Scott, Kodi
To: Timothy, Ian; ian.timothy@sodexo.com
Cc:
Subject: FW: :-)
Attachments:

Sent: Fri 8/27/2010 10:38 AM

From: Kellogg, David
Sent: Tue 8/17/2010 6:51 AM
To: Scott, Kodi
Subject: FW: :-)

From: Rockwell, Roxana
Sent: Mon 8/16/2010 2:33 PM
To: Kellogg, David
Cc: Blaettner, Amy; Cornwell, Matthew; Cox, Janet; Etheridge, Pamela; Hindenlang, Carrie; Kilduski, Nancy; Kohrman, Anne; Kohrman, Virginia; Petroff, Katina; Rockwell, Roxana; Sandoval, Jessica; Strong, Donna
Subject: :-)

Hello Mr. Kellogg,

On behalf of the OT/PT services staff, we would like to say THANK YOU to all of the custodial staff for the incredibly great job that's been done to get the building ready. Our office floor is amazing and the hallways are shining. It's awesome! Thanks and welcome!

Roxy Rockwell, PT
467-4380

Timothy, Ian

From: Scott, Kodi
To: Timothy, Ian; ian.timothy@sodexo.com
Cc:
Subject: FW: Glenwood Park
Attachments:

Sent: Fri 8/27/2010 10:22 AM

A Thank You Letter From Glenwood

From: Pollock, Kathy
Sent: Mon 8/23/2010 8:24 AM
To: Scott, Kodi
Subject: Glenwood Park

It was nice to meet you in the hall this morning. And, I wanted to say again how nice the building looks. Jerry and the team (sorry, I don't remember names well!) have been so accommodating. (This is BIG, because at this time of year, we teachers can be a little demanding/overwhelming/annoying...LOL) Just want to praise our custodial team and say thanks to all involved!

Timothy, Ian

From: Cline, Jeffrey
To: Timothy, Ian
Cc:
Subject: Fairfield Elementary
Attachments:

Sent: Sun 8/8/2010 3:22 PM

Ian - I want to email you my thoughts about the teams that have been working at Fairfield the past few weeks. Lee, Earl, and Grant have been absolutely wonderful in working with us to not only make up lost time and work prior to their arrival, but host over 325 people for the LEAD Schools Conference. They have been most helpful whenever called upon. Gary Mock has been super in helping us to address issues immediately regarding the needs during all of these times. The extra crew folks worked hard and we are almost there! The conference has been going well and these folks have a lot to do with that. They truly understand that the cleanliness of the building and the helpfulness of the custodial crew leaves a strong impression on the folks who work here, visit here, and attend events here. I am very excited about the future of this team at our school. Thanks to all of you for helping us and being ready when this conference is over to move quickly to ensure that the classroom furniture is completely moved to the right places. Thank you very much!

Jeff Cline
Principal
Fairfield Elementary
2825 Fairfield Avenue
Fort Wayne, Indiana 46807
PH: 260-467-5900
FX: 260-467-5953

Timothy, Ian

From: Scott, Kodi
To: ian.timothy@sodexo.com; Timothy, Ian
Cc:
Subject: FW: Thanks for all the great effort
Attachments:

Sent: Fri 8/27/2010 10:34 AM

Anthis Compliments

From: Kellogg, David
Sent: Thu 8/19/2010 3:47 PM
To: Scott, Kodi
Subject: FW: Thanks for all the great effort

From: Souers, Scott
Sent: Thu 8/19/2010 10:54 AM
To: Kellogg, David
Subject: Thanks for all the great effort

Hi David

As a long time teacher in this building I would like to express my appreciation to you and your staff for all the hard work in the few short months you have been here. When I entered the building I immediately was impressed with the improved cleanliness. This building has suffered from decades of neglect and you and the new staff have already made great strides to make it a pleasant place. Example: The restroom floor was shiny and spotless, the side guides looked like new, and the faucets and sinks were shining! Everywhere I go I see the effort invested and appreciate it!!! When we came back from our morning meeting the outside windows were even being washed. I can't remember the last time this was done. You and your team earn an A+ from me!

Please pass this on to your staff.

We welcome you and appreciate all the effort!

Sincerely,
Scott Souers

Timothy, Ian

From: Miller, Richelle

Sent: Mon 8/9/2010 11:14 AM

To: Timothy, Ian

Cc:

Subject: RE: Week 3 for sodexo

Attachments:

Hi Mr. Timothy,

I just wanted to personally thank you for all your hard work. This transition has been very smooth for Washington Center! We were very blessed to have our Custodial Engineer returning to us which helped this process. Steve Mock has been very attentive and has made himself available at any time. I'm sure this is a very busy and trying time for you right now and I just wanted to let you know that I appreciate all the you have done. I truly appreciate the efforts of the entire Sodexo team in helping make this transition as smooth and painless as possible.

Thank you for all you are doing!!!

Richelle Miller, Principal

Washington Center Elementary School

(260)467-6253

richelle.miller@fwcs.k12.in.us



Sodexo Current Client Partners

Proprietary Information

Abilene Independent School District

241 Pine Street
Abilene, Texas 79601
Dr. Heath L. Burms
Superintendent
Phone: 325-677-1444
Partners Since: 2005
Square Footage: 2,294,507
Services Provided: Custodial and Grounds

Altar Valley Elementary School District

10105 South Sasabe Road
Tucson, Arizona 85736
Mr. Nathan McCann
Superintendent
Phone: 520-822-1484
Partners Since: 2000
Square Footage: 110,000
Services Provided: Maintenance, Custodial,
Grounds and Dining

Attleboro School District

100 Rathbun Willard Drive
Attleboro, Massachusetts 02703
Mr. Marc Furtado
Business Manager
Phone: 508-222-0012 Ext.122
Partners Since: 1989
Square Footage: 1,301,932
Services Provided: Maintenance and Custodial

Bacon County School District

102 West 4th Street
Alma, Georgia 31510
Mr. Phil Murphy
Superintendent
Phone: 912-632-7363
Partners Since: 2009
Square Footage: 297,800
Services Provided: Custodial

Belton School District #124

110 West Walnut Street
Belton, Missouri 64012
Dr. Kirby Hall
Assistant Superintendent,
Finance Support Services
Phone: 816-348-1084
Partners Since: 2003
Square Footage: 651,000
Services Provided: Maintenance, Custodial,
Grounds and Dining

Benjamin Franklin High School

2001 Leon C. Simon Street
New Orleans, Louisiana 70122
Dr. Timothy G. Rusnak
Principal/Chief Executive Officer
Phone: 504-286-2600
Partners Since: 2006
Square Footage: 101,348
Services Provided: Maintenance, Custodial,
Grounds and Dining

Bennett College

900 East Washington Street
Greensboro, North Carolina 27401
Dr. Julianne Malveaux
President
Phone: 336-517-2225
Partners Since: 2002
Square Footage: 302,763
Services Provided: Maintenance, Custodial,
Grounds and Dining

Bremen Public School District

512 West Grant Street
Bremen, Indiana 46506
Mr. Russ Mikel
Superintendent
Phone: 574-546-3929
Partners Since: 2010
Square Footage: 278,836
Services Provided: Maintenance, Custodial
and Grounds

Sodexo Current Client Partners

Proprietary Information

Capital One – University of New Orleans

Charter School Network
2045 Lakeshore Drive
New Orleans, Louisiana 70148
Dr. Vera Triplett
Chief Operating Officer
Phone: 504-280-2309
Partners Since: 2009
Square Footage: 141,105
Services Provided: Custodial

Coffee County School District

1311 South Peterson
Douglas, Georgia 31533
Dr. June Munford
Assistant Superintendent for Operations
Phone: 912-384-2086
Partners Since: 2003
Square Footage: 437,955
Services Provided: Maintenance and Custodial

Colby-Sawyer College

541 Main Street
New London, New Hampshire 03257
Mr. Douglas Atkins
Vice President of Administration
Phone: 603-526-3880
Partners Since: 1993
Square Footage: 458,907
Services Provided: Maintenance, Custodial,
Grounds and Dining

EF International Language Schools – Miami

2469 Collins Avenue
Miami, Florida 33140
Ms. Ana van Gilst
School Director
Phone: 305-674-6531
Partners Since: 2008
Square Footage: 68,693
Services Provided: Maintenance, Custodial
and Grounds

Eureka College

300 East College Avenue
Eureka, Illinois 61530
Mr. Marc Pasteris
Vice President of Finance and Facilities
Phone: 309-467-6305
Partners Since: 1997
Square Footage: 311,534
Services Provided: Maintenance, Custodial,
Grounds, Project Management and Dining

Forest Grove School District

1728 Main Street
Forest Grove, Oregon 97116
Mr. Terry Thetford
Facilities Director
Phone: 503-359-2423
Partners Since: 1999
Square Footage: 960,251
Services Provided: Custodial and Dining

Fort Sam Houston Independent School District

1902 Winans Road
Fort Sam Houston, Texas 78234
Ms. Julie Novak
Chief Financial Officer
Phone: 210-368-8701
Partners Since: 2010
Square Footage: 244,869
Services Provided: Maintenance, Custodial
and Grounds

Fort Wayne Community School District

1200 South Clinton Street
Fort Wayne, Indiana 46802
Mr. Pat Casey
Manager of Maintenance & Operations
Phone: 260-467-1000
Partners Since: 2010
Square Footage: 5,079,234
Services Provided: Custodial

Sodexo Current Client Partners

Proprietary Information

Gentilly Terrace Elementary School

4720 Painter Street
New Orleans, Louisiana 70122
Ms. Vera Triplett
Chief Operating Officer
Phone: 504-280-2309
Partners Since: 2010
Square Footage: 48,062
Services Provided: Custodial

Head-Royce School

4315 Lincoln Avenue
Oakland, California 94602
Mr. Dennis G. Malone
Director of Finance and Operations
Phone: 510-531-1300
Partners Since: 2008
Square Footage: 138,655
Services Provided: Maintenance, Custodial
and Grounds

Hillsborough Community College

39 Columbia Drive
Tampa, Florida 33606
Ms. Barbara Larson
Vice President for Administration/
Chief Financial Officer
Phone: 813-253-7015
Partners Since: 1999
Square Footage: 1,165,844
Services Provided: Custodial,
Project Management and Dining

Kenston Local School District

17419 Snyder Road
Chagrin Falls, Ohio 44023
Dr. Robert A. Lee
Superintendent
Phone: 440-453-9677
Partners Since: 1998
Square Footage: 450,000
Services Provided: Maintenance, Custodial,
Grounds and Dining

Kent Denver School

4000 East Quincy Avenue
Englewood, Colorado 80113
Mr. Jerry Walker
Director of Finance and Operations
Phone: 303-770-7660 Ext. 230
Partners Since: 2002
Square Footage: 205,900
Services Provided: Maintenance, Custodial,
Grounds and Dining

Lake Washington School District

16250 NE 74th Street
Redmond, Washington 98052
Ms. Barbara Posthumus
Business Services Coordinator
Phone: 425-702-3256
Partners Since: 2009
Square Footage: 3,415,866
Services Provided: Grounds and Dining

Langston University

701 West Sammie Davis Jr. Drive
Langston, Oklahoma 73050
Ms. Angela Watson
Vice President Administrative & Fiscal Affairs
Phone: 405-466-3259
Partners Since: 2005
Square Footage: 728,192
Services Provided: Maintenance, Custodial,
Grounds and Project Management

Levelland Independent School District

704 11th Street
Levelland, Texas 79336
Mr. Kelly Baggett
Director of Administrative Services
Phone: 806-894-9628
Partners Since: 2005
Square Footage: 568,034
Services Provided: Maintenance, Custodial,
Grounds and Dining

Sodexo Current Client Partners

Proprietary Information

Lubbock Independent School District

1628 19th Street
Lubbock, Texas 79401
Mr. Bill Craft
Executive Director of Facilities
Phone: 806-766-1056
Partners Since: 1993
Square Footage: 5,000,000
Services Provided: Maintenance, Custodial,
Grounds and Project Management

Lusher Charter School – Willow Campus

7315 Willow Street
New Orleans, Louisiana 70118
Ms. Sheila Nelson
Principal
Phone: 504-862-5110
Partners Since: 2006
Square Footage: 198,135
Services Provided: Maintenance, Custodial
and Grounds

Manhattan College

4513 Manhattan College Parkway
Bronx, New York 10471
Mr. Thomas Ryan
Vice President of Finance
Phone: 718-862-7357
Partners Since: 1989
Square Footage: 636,031
Services Provided: Custodial and Dining

Millard Public School District

5606 South 147th Street
Omaha, Nebraska 68137
Dr. Keith Lutz
Superintendent
Phone: 402-895-8208
Partners Since: 1997
Square Footage: 3,086,048
Services Provided: Maintenance, Custodial,
Grounds and Dining

Moore Public Schools

1500 Southeast 4th Street
Moore, Oklahoma 73160
Mr. Jeff Horn
Senior Director of Facilities
Phone: 405-735-4200 ext 4221
Partners Since: 1988
Square Footage: 1,048,833
Services Provided: Custodial and Grounds

Morehouse School of Medicine

720 Westview Drive SW
Atlanta, Georgia 30310
Dr. John E. Maupin, Jr.
President
Phone: 404-752-1740
Partners Since: 2009
Square Footage: 671,000
Services Provided: Maintenance, Custodial
and Grounds

Nazareth College

4245 East Avenue
Rochester, New York 14618
Ms. Trina J. Marquez
Associate Vice President
for Technology and Campus Operations
Phone: 585-389-2023
Partners Since: 1993
Square Footage: 718,627
Services Provided: Maintenance, Custodial,
Grounds and Project Management

Nixa R-II School District

301 South Main Street
Nixa, Missouri 65714
Mr. Stephen Kleinsmith
Superintendent
Phone: 417-875-5400
Partners Since: 2009
Square Footage: 841,238
Services Provided: Maintenance, Custodial
and Grounds

Sodexo Current Client Partners

Proprietary Information

Norman Public Schools

131 South Flood Street
Norman, Oklahoma 73069
Dr. Joseph Siano
Superintendent
Phone: 405-364-1339
Partners Since: 1995
Square Footage: 1,730,188
Services Provided: Custodial and Dining

North West Hendricks School Corporation

104 North Church Street
Lizton, Indiana 46149
Mr. Richard G. King
Interim Superintendent
Phone: 317-994-4100
Partners Since: 2000
Square Footage: 381,000
Services Provided: Custodial

Penn-Harris-Madison School Corporation

55910 Bittersweet Road
Mishawaka, Indiana 46545
Dr. Denise Seger
Assistant Superintendent
Phone: 574-259-7941
Partners Since: 2002
Square Footage: 1,799,213
Services Provided: Maintenance, Custodial
and Grounds

Recovery School District

1641 Poland Avenue
New Orleans, Louisiana 70117
Ms. Betty Coulon
Director of Facilities
Phone: 504-373-6200 Ext. 20048
Partners Since: 2007
Square Footage: 2,706,065
Services Provided: Maintenance, Custodial,
Grounds and Project Management

Renaissance Academy – Edison Charter School

1500 Township Lane Road
Phoenixville, Pennsylvania 19460
Ms. Gina Guarino Buli
Principal
Phone: 610-983-4080
Partners Since: 2008
Square Footage: 81,000
Services Provided: Maintenance, Custodial
and Grounds

Reynolds School District

1204 Northeast 201st Avenue
Fairview, Oregon 97024
Dr. Chuck Rhoads
Director of Business Services
Phone: 503-661-7200 Ext. 3406
Partners Since: 2007
Square Footage: 1,500,000
Services Provided: Project Management-
FACILITYCENTER

Sheridan Community Schools

24795 Hinesley Road
Sheridan, Indiana 46069
Dr. Derek Arrowood
Superintendent
Phone: 317-758-4491
Partners Since: 2007
Square Footage: 221,153
Services Provided: Maintenance and Custodial

South Plainfield School District

125 Jackson Avenue
South Plainfield, New Jersey 07080
Mr. Richard Guarini
Board Secretary & Business Administrator
Phone: 908-754-4620
Partners Since: 1994
Square Footage: 618,413
Services Provided: Maintenance, Custodial,
Grounds and Dining

Sodexo Current Client Partners

Proprietary Information

The Culinary Institute of America at Greystone

2555 Main Street
St. Helena, California 94574
Mr. Charles Henning
Managing Director
Phone: 707-967-1100
Partners Since: 1998
Square Footage: 154,050
Services Provided: Maintenance, Custodial
and Grounds

The Haverford School

450 Lancaster Avenue
Haverford, Pennsylvania 19041
Mr. David Gold
Chief Financial Officer
Phone: 610-642-3020 Ext. 1202
Partners Since: 2009
Square Footage: 327,230
Services Provided: Maintenance, Custodial,
Grounds and Dining

The Nueva School

6565 Skyline Boulevard
Hillsborough, California 94010
Ms. Shirley Doxtad
Director of Finance
Phone: 650-348-2272
Partners Since: 2007
Square Footage: 75,000
Services Provided: Maintenance, Custodial
and Grounds

The Southern Baptist Theological Seminary

2825 Lexington Road
Louisville, Kentucky 40280
Mr. Daniel Dumas
Senior Vice President
for Institutional Administration
Phone: 502-897-4131
Partners Since: 2005
Square Footage: 1,018,626
Services Provided: Maintenance, Custodial,
Grounds and Project Management

The University of Tampa

401 West Kennedy Avenue
Tampa, Florida 33606
Mr. Richard Ogorek
Associate Vice President
for Administration and Finance
Phone: 813-253-3333
Partners Since: 1991
Square Footage: 2,307,600
Services Provided: Maintenance, Custodial,
Grounds, Construction Management, Project
Management and Dining

Thomas County Schools

200 North Pinetree Boulevard
Thomasville, Georgia 31792
Mr. John Hebron
Director of Facilities
Phone: 229-225-4380
Partners Since: 2009
Square Footage: 797,770
Services Provided: Custodial

Troy University

241 Adams Administration Building
Troy, Alabama 36082
Mr. James Bookout
Senior Vice Chancellor
for Finance & Business Affairs
Phone: 334-670-3108
Partners Since: 1990
Square Footage: 1,665,785
Services Provided: Maintenance, Custodial,
Grounds and Dining

Troy University Dothan

500 University Drive
Dothan, Alabama 36303
Mr. James Bookout
Senior Vice Chancellor
for Finance & Business Affairs
Phone: 334-670-3108
Partners Since: 1990
Square Footage: 134,632
Services Provided: Maintenance, Custodial,
Grounds and Dining

Sodexo Current Client Partners

Proprietary Information

Troy University Montgomery

231 Montgomery Street
Montgomery, Alabama 36103
Mr. James Bookout
Senior Vice Chancellor
for Finance & Business Affairs
Phone: 334-670-3108
Partners Since: 2006
Square Footage: 424,701
Services Provided: Maintenance, Custodial,
Grounds and Dining

University of New Mexico

301 Yale Boulevard
Albuquerque, New Mexico 87131
Ms. Mary S. Vosevich
Physical Plant Director
Phone: 505-277-6644
Partners Since: 1988
Square Footage: 4,023,795
Services Provided: Custodial and Dining

Webster University

470 East Lockwood Avenue
Webster Grove, Missouri 63119
Mr. Ken Creehan
Director of Procurement Services
Phone: 314-968-5969
Partners Since: 2004
Square Footage: 610,911
Services Provided: Custodial and Dining

Westminster College

319 South Market Street
New Wilmington, Pennsylvania 16172
Mr. Kenneth J. Romig
Vice President
for Finance and Management Services
Phone: 724-946-7141
Partners Since: 1989
Square Footage: 450,000
Services Provided: Maintenance, Custodial,
Grounds and Dining

Woodside Priory School

302 Portoia Road
Portoia Valley, California 94028
Mr. Timothy J. Molak
Headmaster
Phone: 650-851-8221
Partners Since: 2008
Square Footage: 166,917
Services Provided: Maintenance, Custodial
and Grounds

Wooster City Schools

144 North Market Street
Wooster, Ohio 44691
Mr. David Kocevar
Director of Business and Community Affairs
Phone: 330-345-4000
Partners Since: 2005
Square Footage: 874,845
Services Provided: Maintenance, Custodial,
Grounds and Dining

Zionsville Community Schools

900 Mulberry Street
Zionsville, Indiana 46077
Dr. Scott Robinson
Superintendent
Phone: 317-873-2858 Ext. 1199
Partners Since: 2009
Square Footage: 1,152,674
Services Provided: Custodial

Sodexo Current Client Partners

Proprietary Information

Abraham Baldwin Agricultural College

ABAC 2-2802 Moore Highway
Tifton, Georgia 31793
Mr. John Clemens
Vice President for Fiscal Affairs
Phone: 229-391-4876
Partners Since: 2004
Square Footage: 573,000
Services Provided: Maintenance, Custodial,
Grounds and Dining

Adlai E. Stevenson High School

One Stevenson Drive
Lincolnshire, Illinois 60069
Mr. Mark Michelini
Assistant Superintendent for Business
Phone: 847-415-4119
Partners Since: 1982
Square Footage: 1,000,000
Services Provided: Custodial and Dining

Alderson-Broadus College

2006 College Hill Road, AB Box 2004
Philippi, West Virginia 26416
Ms. Diana Crickard
Vice President for Finance
Phone: 304-457-1700
Partners Since: 1988
Square Footage: 393,329
Services Provided: Maintenance, Custodial,
Grounds and Dining

Alverno College

3400 South 43rd Street
Milwaukee, Wisconsin 53243
Mr. Jim Oppermann
Senior Vice President,
Financial and Management Services
Phone: 414-382-6129
Partners Since: 2010
Square Footage: 499,100
Services Provided: Custodial

American International College

100 State Street
Springfield, Massachusetts 01109
Mr. Richard Bedard
Executive Vice President
Phone: 413-205-3532
Partners Since: 2006
Square Footage: 622,903
Services Provided: Maintenance, Custodial
and Grounds

Assumption College

500 Salisbury Street
Worcester, Massachusetts 01615
Mr. Christian McCarthy
Executive Vice President
of Finance and Administration
Phone: 508-767-7317
Partners Since: 1976
Square Footage: 711,918
Services Provided: Maintenance, Custodial,
Grounds, Project Management and Dining

Atlanta Speech School

3160 Northside Parkway
Atlanta, Georgia 30327
Mr. Jack Zimmermann
Chief Financial Officer
Phone: 404-233-5332
Partners Since: 2009
Square Footage: 101,260
Services Provided: Maintenance, Custodial
and Grounds

Auburn University at Montgomery

Post Office Box 244023
Montgomery, Alabama 36124
Ms. Wanda Blake
Vice Chancellor for Financial Affairs
Phone: 334-244-3260
Partners Since: 2010
Square Footage: 824,985
Services Provided: Maintenance

Sodexo Current Client Partners

Proprietary Information

Audubon Charter School

428 Broadway Street
New Orleans, Louisiana 70118
Ms. Alisa Davillier-Dupre
Operations Manager
Phone: 504-862-5135
Partners Since: 2006
Square Footage: 71,184
Services Provided: Maintenance, Custodial
and Grounds

Aurora School District R8

409 West Locust Street
Aurora, Missouri 65605
Mr. Dan Decker
Superintendent
Phone: 417-678-3374
Partners Since: 2010
Square Footage: 401,049
Services Provided: Maintenance, Custodial
and Grounds

Aurora University

347 South Gladstone Avenue
Aurora, Illinois 60506
Mr. Thomas Hammond
Vice President of Administration
Phone: 630-844-5479
Partners Since: 2000
Square Footage: 383,100
Services Provided: Maintenance, Custodial,
Grounds and Dining

Balsz Elementary School District 31

4825 East Roosevelt Street
Phoenix, Arizona 85008
Ms. LaVerne Schimpf
Director of Business
Phone: 602-629-6460
Partners Since: 2006
Square Footage: 427,708
Services Provided: Housekeeping and Dining

Banks School District

450 South Main Street
Banks, Oregon 97106
Mr. Jim Foster
Superintendent
Phone: 503-324-8591
Partners Since: 2006
Square Footage: 217,750
Services Provided: Custodial, Grounds and Dining

Beaufort County School District

2900 Mink Point Boulevard
Beaufort, South Carolina 22901
Mr. Terry Dingle
Director of Operations
Phone: 843-322-2383
Partners Since: 2005
Square Footage: N/A
Services Provided: Grounds and Dining

Bishop Lynch High School

9750 Ferguson Road
Dallas, Texas 75228
Mr. Ed Leyden
President
Phone: 214-324-3607
Partners Since: 2007
Square Footage: 175,500
Services Provided: Maintenance and Custodial

Brookstone School

440 Bradley Park Drive
Columbus, Georgia 31904
Mr. Frank Bonner
Business Manager
Phone: 706-324-1392
Partners Since: 2005
Square Footage: 187,076
Services Provided: Maintenance, Grounds
and Dining

Sodexo Current Client Partners

Proprietary Information

Buena Vista School District

705 North Towerline Road
Saginaw, Michigan 48601
Ms. Lauri A. Coe
Executive Director of Business & Finance
Phone: 989-755-2184
Partners Since: 2009
Square Footage: 332,016
Services Provided: Maintenance, Custodial,
Grounds and Dining

Caldwell College

9 Ryerson Avenue
Caldwell, New Jersey 07006
Mr. Jack Rainey
Vice President for Finance and Administration
Phone: 973-618-3230
Partners Since: 2007
Square Footage: 442,876
Services Provided: Maintenance, Custodial
and Dining

Central Arizona College

8470 North Overfield Road
Coolidge, Arizona 85228
Dr. Susan Shaw
Senior Vice President of College Services & Chief
Operating Officer
Phone: 520-494-5283
Partners Since: 2007
Square Footage: 831,247
Services Provided: Maintenance, Custodial,
Grounds, Project Management and Dining

Clarke University

1550 Clarke Drive
Dubuque, Iowa 52001
Ms. Deanna McCormick
Vice President for Business and Finance
Phone: 563-588-6300
Partners Since: 2007
Square Footage: 599,090
Services Provided: Maintenance, Custodial
and Grounds

Colorado College

14 East Cache La Poudre Street
Colorado Springs, Colorado 80903
Mr. George Eckhardt
Assistant Director, Facilities Management
Phone: 719-389-6693
Partners Since: 1968
Square Footage: 1,696,426
Services Provided: Custodial

Conserve School

5400 North Black Oak Lake Road
Land O'Lakes, Wisconsin 54540
Mr. Felix L. Banton
Assistant Head of School
for Finance and Operations
Phone: 715-547-1338
Partners Since: 2003
Square Footage: 190,140
Services Provided: Maintenance, Custodial,
Grounds and Dining

Converse College

580 East Main Street
Spartanburg, South Carolina 29302
Ms. Susan Stevenson
Vice President Finance & Administration
Phone: 864-596-9031
Partners Since: 1998
Square Footage: 709,505
Services Provided: Maintenance, Custodial,
Grounds and Dining

Cumberland Public Schools

2602 Mendon Road
Cumberland, Rhode Island 02864
Mr. Alexander Prignano
Business Manager
Phone: 401-658-1600
Partners Since: 2009
Square Footage: 700,944
Services Provided: Maintenance, Custodial,
Grounds and Dining

Sodexo Current Client Partners

Proprietary Information

Dominican Sisters of Peace

2320 Airport Drive
Columbus, Ohio 43219
Ms. Janet Short
Building Administrator
Phone: 614-416-1375
Partners Since: 2003
Square Footage: 220,765
Services Provided: Maintenance, Custodial
and Grounds

Drake University

2507 University Avenue
Des Moines, Iowa 50311
Ms. Victoria F. Payseur
Vice President Business and Finance
Phone: 515-271-3116
Partners Since: 2001
Square Footage: 1,633,508
Services Provided: Maintenance, Custodial, Grounds,
Project Management and Dining

Edgar P. Harney Spirit of Excellence Academy

2503 Willow Street
New Orleans, Louisiana 70113
Ms. Eileen Williams
Chief Executive Officer
Phone: 504-373-6230
Partners Since: 2010
Square Footage: 43,890
Services Provided: Maintenance, Custodial
and Grounds

Edward Hynes Elementary School

3774 Gentilly Boulevard
New Orleans, Louisiana 70122
Ms. Michelle Douglas
Principal
Phone: 504-324-7160
Partners Since: 2007
Square Footage: 12,524
Services Provided: Maintenance, Custodial
and Grounds

Edward Waters College

1658 Kings Road
Jacksonville, Florida 32209
Mr. Randolph Mitchell
Acting Vice President for Business & Finance
Phone: 904-470-8000
Partners Since: 2008
Square Footage: 286,072
Services Provided: Maintenance, Custodial
and Grounds

Emory & Henry College

1 Garnand Drive
Emory, Virginia 24327
Dr. Dirk Wilmoth
Treasurer
Phone: 276-944-6814
Partners Since: 2008
Square Footage: 594,515
Services Provided: Maintenance, Custodial,
Grounds and Dining

Franklin Pierce University

20 College Road
Rindge, New Hampshire 03461
Mr. Bruce Kirsh
Vice President & Athletic Director
Phone: 603-899-4080
Partners Since: 2002
Square Footage: 601,995
Services Provided: Maintenance, Custodial,
Grounds, Project Management and Dining

Freed-Hardeman University

158 East Main Street
Henderson, Tennessee 38340
Dr. Dwayne H. Wilson
Executive Vice President, Chief Financial Officer
Phone: 731-989-6094
Partners Since: 1998
Square Footage: 759,710
Services Provided: Maintenance, Custodial
and Grounds

Sodexo Current Client Partners

Proprietary Information

George Williams College of Aurora University

350 Constance Boulevard
Williams Bay, Wisconsin 53191
Dr. William B. Duncan
Vice President
Phone: 262-245-5531
Partners Since: 2000
Square Footage: 157,823
Services Provided: Maintenance, Custodial,
Grounds, Project Management and Dining

Georgia Gwinnett College

1000 University Center Lane
Lawrenceville, Georgia 30043
Mr. Eddie Beauchamp
Vice President for Business and Finance
Phone: 678-407-5381
Partners Since: 2008
Square Footage: 367,000
Services Provided: Maintenance, Custodial,
Grounds and Dining

Highland Park School District

435 Mansfield Street
Highland Park, New Jersey 08904
Ms. Jody Karcher
Director of Facilities
Phone: 732-572-2400 Ext. 3815
Partners Since: 1993
Square Footage: 354,914
Services Provided: Maintenance, Custodial
and Grounds

Hiram College

11715 Garfield
Hiram, Ohio 44234
Mr. Stephen Jones
Chief Financial Officer and Vice President for Business
and Finance
Phone: 330-569-5128
Partners Since: 2005
Square Footage: 763,950
Services Provided: Maintenance, Custodial
and Grounds

Hobart and William Smith Colleges

337 Pulteney Street
Geneva, New York 14456
Mr. Peter D. Polinak
Vice President for Finance
Phone: 315-781-3337
Partners Since: 1988
Square Footage: 1,450,000
Services Provided: Maintenance, Custodial,
Grounds and Dining

Indiana Wesleyan University

4201 South Washington Street
Marion, Indiana 46952
Mr. Brendan Bowen
Vice President of Operations
Phone: 765-677-2123
Partners Since: 1998
Square Footage: 1,300,000
Services Provided: Maintenance, Custodial,
Grounds and Facilities Management-
FACILITYCENTER

Jacksonville University

2800 University Boulevard North
Jacksonville, Florida 32211
Mr. George Scaduto
Vice President for Finance and Administration
Phone: 904-256-7029
Partners Since: 2004
Square Footage: 1,104,996
Services Provided: Maintenance, Custodial,
Grounds and Dining

John Paul II High School

900 Coit Road
Plano, Texas 75075
Mr. Brian McPheeters
Vice President of Finance & Administration
Phone: 469-229-5101
Partners Since: 2002
Square Footage: 375,000
Services Provided: Maintenance, Custodial,
Grounds and Dining

Sodexo Current Client Partners

Proprietary Information

Johnson & Wales University

7150 Montview Boulevard
Denver, Colorado 80220
Ms. Bette Matkowski
President
Phone: 303-256-9300
Partners Since: 2002
Square Footage: 518,455
Services Provided: Maintenance, Custodial,
Grounds and Project Management

Kentucky Wesleyan College

3000 Frederica Street
Owensboro, Kentucky 42302
Ms. Cindra K. Stiff
Vice President of Finance/Treasurer
Phone: 270-852-3113
Partners Since: 1991
Square Footage: 360,000
Services Provided: Maintenance, Custodial,
Grounds and Dining

Keuka College

233 East Lake Road
Keuka Park, New York 14478
Mr. Jerry C. Hiller
Vice President of Business and Administration
Phone: 315-279-5244
Partners Since: 1999
Square Footage: 495,492
Services Provided: Maintenance, Custodial,
Grounds and Dining

Keystone College

One College Green
La Plume, Pennsylvania 18440
Ms. Patricia Lione
Senior Director of College Administration
Phone: 570-945-8000
Partners Since: 2006
Square Footage: 292,531
Services Provided: Maintenance, Custodial,
Grounds and Dining

King's College

133 North River Street
Wilkes-Barre, Pennsylvania 18711
Dr. Lisa Marie McCauley
Vice President for Business Affairs and Treasurer
Phone: 570-208-5832
Partners Since: 2004
Square Footage: 865,813
Services Provided: Maintenance, Custodial,
Grounds, Project Management and Dining

La Sierra University

4500 Riverwalk Parkway
Riverside, California 92515
Mr. David Geriguis
Vice President, Financial Administration
Phone: 951-785-2002
Partners Since: 2008
Square Footage: 793,125
Services Provided: Maintenance, Custodial,
Grounds and Dining

Lasell College

1844 Commonwealth Avenue
Newton, Massachusetts 02466
Dr. Michael Hoyle
Vice President for Business and Finance
Phone: 617-243-2100
Partners Since: 1986
Square Footage: 470,840
Services Provided: Custodial and Dining

Lewis University

One University Parkway
Romeoville, Illinois 60446
Mr. Wayne J. Draudt
Executive Vice President
Phone: 815-836-5235
Partners Since: 1993
Square Footage: 1,012,873
Services Provided: Custodial and Dining

Sodexo Current Client Partners

Proprietary Information

Lick-Wilmerding High School

755 Ocean Avenue
San Francisco, California 94112
Mr. Richard L. England
Director of Finance and Operations
Phone: 415-333-4021 Ext. 244
Partners Since: 2008
Square Footage: 108,000
Services Provided: Maintenance, Custodial
and Grounds

Lincoln County School District

459 SW Coast Highway
Newport, Oregon 97366
Mr. Rich Belloni
Director of Support Services
Phone: 541-336-2058
Partners Since: 2004
Square Footage: 1,043,286
Services Provided: Custodial and Dining

Lyon College

2300 Highland Street
Batesville, Arkansas 72503
Mr. Kenneth J. Rueter
Vice President for Business and Finance
Phone: 870-307-7326
Partners Since: 2009
Square Footage: 442,030
Services Provided: Maintenance, Grounds,
Custodial and Dining

McCallie School

500 Dodds Avenue
Chattanooga, Tennessee 37404
Mr. William Kropff
Executive Director of Operations
Phone: 423-493-5749
Partners Since: 2004
Square Footage: 628,078
Services Provided: Maintenance, Custodial,
Grounds and Dining

McKendree University

701 College Road
Lebanon, Illinois 62254
Ms. Sally Mayhew
Vice President
Phone: 618-537-6838
Partners Since: 2007
Square Footage: 429,244
Services Provided: Maintenance, Custodial,
Grounds and Dining

Mississippi University for Women

100 College Street
Columbus, Mississippi 39701
Ms. Nora Miller
Vice President for Finance and Administration
Phone: 662-329-7145
Partners Since: 2005
Square Footage: 1,319,173
Services Provided: Maintenance, Custodial,
Grounds and Dining

Mountain State University

Box 9003
Beckley, West Virginia 25802
Mr. Ronald Ward
Vice President of Operations
Phone: 304-929-1371
Partners Since: 2006
Square Footage: 351,100
Services Provided: Maintenance, Custodial
and Grounds

New Deal Independent School District

401 South Auburn Avenue
New Deal, Texas 79350
Mr. Steve Jerden
Chief Financial Officer
Phone: 806-746-5833
Partners Since: 2010
Square Footage: 138,539
Services Provided: Maintenance, Custodial
and Grounds

Sodexo Current Client Partners

Proprietary Information

North Carolina Wesleyan College

3400 North Wesleyan Boulevard
Rocky Mount, North Carolina 27804
Ms. Loren W. Loomis-Hubbel
Vice President for Finance
Phone: 252-985-5101
Partners Since: 2009
Square Footage: 379,751
Services Provided: Maintenance, Custodial,
Grounds and Dining

North East Independent School District

8961 North Tesoro Drive
San Antonio, Texas 78217
Dr. Richard A Middleton
Superintendent
Phone: 210-804-7004
Partners Since: 2007
Square Footage: N/A
Services Provided: Grounds

Northwestern Michigan College

1701 East Front Street
Traverse City, Michigan 49686
Mr. Ed Bailey
Director of Campus Services
Phone: 231-995-1215
Partners Since: 2006
Square Footage: 755,418
Services Provided: Maintenance, Custodial,
Grounds and Dining

Oak Grove School District

6578 Santa Teresa Boulevard
San Jose, California 95119
Mr. Chris Jew
Deputy Superintendent
Phone: 408-227-8300
Partners Since: 1992
Square Footage: N/A
Services Provided: Project Management-
FACILITYCENTER and Dining

Ohio Dominican University

1216 Sunbury Road
Columbus, Ohio 43219
Mr. Ronald J. Sieffert
Vice President of University Resources
Phone: 614-251-4741
Partners Since: 2002
Square Footage: 443,974
Services Provided: Maintenance, Custodial,
Grounds and Dining

Oral Roberts University

7777 South Lewis Avenue
Tulsa, Oklahoma 74171
Mr. Tim R. Philley
Vice President, Auxiliary Services and Contract
Administration
Phone: 918-493-8094
Partners Since: 2009
Square Footage: 2,237,754
Services Provided: Maintenance, Custodial,
Grounds and Dining

Paul Smith's College

Post Office Box 265/Route 86 & 30
Administration Building
Paul Smiths, New York 12970
Ms. Susan Y. Sweeney
Director of Human Resources
and Risk Management
Phone: 518-327-6237
Partners Since: 2007
Square Footage: 364,790
Services Provided: Maintenance, Custodial,
Grounds and Dining

Pfeiffer University

US 52 North, Post Office Box 960
Misenheimer, North Carolina 28109
Ms. Robin Leslie
Vice President for Finance
Phone: 704-463-3042
Partners Since: 1989
Square Footage: 424,099
Services Provided: Maintenance, Custodial,
Grounds, Project Management and Dining

Sodexo Current Client Partners

Proprietary Information

Queens University of Charlotte

1900 Selwyn Avenue
Charlotte, North Carolina 28274
Mr. Bill Nichols
Vice President Campus Planning and Services
Phone: 704-337-2340
Partners Since: 1994
Square Footage: 626,844
Services Provided: Maintenance, Custodial
and Grounds

Ripon College

300 Seward Street
Ripon, Wisconsin 54971
Ms. Mary M. deRegnier
Vice President of Finance
Phone: 920-748-8108
Partners Since: 1997
Square Footage: 633,300
Services Provided: Maintenance, Custodial,
Grounds and Dining

Rocky Mount Preparatory School

3334 Bishop Road
Rocky Mount, North Carolina 27804
Mr. Michael J. Pratt
Headmaster
Phone: 252-443-9923
Partners Since: 2010
Square Footage: 108,259
Services Provided: Maintenance, Custodial
and Grounds

Rye Country Day School

Cedar Street
Rye, New York 10580
Mr. Robert Z. Brody
Director of Finance
Phone: 914-925-4518
Partners Since: 2007
Square Footage: 264,891
Services Provided: Maintenance, Custodial
and Grounds

Saint Charles Borromeo Seminary

100 East Wynnewood Road
Wynnewood, Pennsylvania 19096
Ms. Elaine K. Rice
Vice President of Finance and Operations
Phone: 610-785-6216
Partners Since: 2006
Square Footage: 636,365
Services Provided: Maintenance, Custodial
and Grounds

Saint Joseph College

1678 Asylum Avenue
West Hartford, Connecticut 06117
Mr. Shawn Harrington
Vice President, Chief Financial Officer
Phone: 860-231-3152
Partners Since: 2007
Square Footage: 441,500
Services Provided: Maintenance, Custodial
and Grounds

Saint Leo University

Business Affairs – MC2246
Post Office Box 6665
Saint Leo, Florida 33574
Mr. Francis Mezzanini
Vice President for Business Affairs
Phone: 352-588-8215
Partners Since: 1989
Square Footage: 734,197
Services Provided: Maintenance, Custodial,
Grounds and Dining

Salve Regina University

100 Orchre Point Avenue
Newport, Rhode Island 02840
Mr. William B. Hall
Vice President of Administration
and Chief Financial Officer
Phone: 401-341-2132
Partners Since: 1995
Square Footage: 810,000
Services Provided: Custodial and Dining

Sodexo Current Client Partners

Proprietary Information

Scripps College

1030 Columbia Avenue, Box 1223
Claremont, California 91711
Mr. James Manifold
Vice President of Business Affairs & Treasurer
Phone: 909-621-8211
Partners Since: 1995
Square Footage: 606,130
Services Provided: Maintenance, Custodial,
Grounds, Project Management and Dining

Seminole County School District

400 East Lake Mary Boulevard
Sanford, Florida 32773
Mr. Larry Ellis
Assistant Director of Custodial Services
Phone: 407-320-7495
Partners Since: 2011
Square Footage: 671,187
Services Provided: Custodial

Sierra Nevada College

999 Tahoe Boulevard
Incline Village, Nevada 89451
Dr. Lynn G. Gillette
Provost & Executive Vice President
Phone: 775-881-7434
Partners Since: 2005
Square Footage: 138,750
Services Provided: Maintenance, Custodial,
Grounds and Dining

Simpson College

701 North C Street
Indianola, Iowa 50125
Dr. Kenneth I. Birkenholtz
Vice President Business and Finance
Phone: 515-961-1576
Partners Since: 1993
Square Footage: 537,079
Services Provided: Maintenance, Custodial,
Grounds and Dining

Skidmore College

815 North Broadway, Barrett Center
Saratoga Springs, New York 12866
Mr. Michael West
Vice President for Finance and Administration
Phone: 518-580-5811
Partners Since: 1997
Square Footage: 1,443,700
Services Provided: Maintenance, Custodial,
Grounds and Project Management

Southwestern College

100 College Street
Winfield, Kansas 67156
Dr. William R. Merriman, Jr.
President
Phone: 620-229-6223
Partners Since: 2005
Square Footage: 418,148
Services Provided: Maintenance, Custodial,
Grounds and Dining

St. Albans School

Mount Saint Albans
Washington, DC 20016
Mr. Gregory Parker
Director of Finance & Business Operations
Phone: 202-537-6425
Partners Since: 1984
Square Footage: 150,716
Services Provided: Custodial and Dining

State University of New York at Buffalo

120 John Beane Center, University Facilities
Buffalo, New York 14260
Mr. John P. Hayes, III
Assistant Director, Buildings and Grounds
Phone: 716-645-2752
Partners Since: 2007
Square Footage: 4,842,675
Services Provided: Custodial

Sodexo Current Client Partners

Proprietary Information

Taylor University

West 236 Reade Avenue
Upland, Indiana 46989
Dr. Eugene B. Habecker
President
Phone: 765-998-5201
Partners Since: 2008
Square Footage: 1,196,350
Services Provided: Maintenance, Custodial
and Grounds

The Athenian School

2100 Mt. Diablo Scenic Boulevard
Danville, California 94506
Mr. Robert J. Oxenburgh
Director of Finance
Phone: 925-362-7221
Partners Since: 2001
Square Footage: 117,516
Services Provided: Maintenance, Custodial,
Grounds, Project Management and Dining

The Ethel Walker School

230 Bushy Hill Road
Simsbury, Connecticut 06070
Mr. Thomas Schneider
Vice President, Finance
Phone: 860-658-4467
Partners Since: 2009
Square Footage: 228,600
Services Provided: Maintenance, Custodial
and Grounds

Trinity Preparatory School

5700 Trinity Prep Lane
Winter Park, Florida 32792
Mr. Steve Wennerstrom
Business Manager and Controller
Phone: 321-282-2525
Partners Since: 2000
Square Footage: 140,026
Services Provided: Custodial

Troy University Phenix City

One University Place
Phenix City, Alabama 36869
Mr. James Bookout
Senior Vice Chancellor
for Finance & Business Affairs
Phone: 334-670-3108
Partners Since: 2006
Square Footage: 80,029
Services Provided: Maintenance, Custodial
and Grounds

Truman State University

100 East Normal Avenue
Kirksville, Missouri 63501
Mr. Karl Schneider
Physical Plant Director
Phone: 660-785-4200
Partners Since: 2006
Square Footage: N/A
Services Provided: Grounds and Dining

Tuskegee University

204 Kresge Center
Tuskegee, Alabama 36088
Mr. Leslie V. Porter
Vice President Business and Fiscal Affairs
Phone: 334-727-8245
Partners Since: 2003
Square Footage: 2,215,752
Services Provided: Maintenance, Custodial,
Grounds, Project Management and Dining

University of Charleston

2300 MacCorkle Avenue Southeast
Charleston, West Virginia 25304
Ms. Cleta M. Harless
Vice President for Administration and Finance
Phone: 304-357-4932
Partners Since: 2006
Square Footage: 741,064
Services Provided: Maintenance, Custodial
and Grounds

Sodexo Current Client Partners

Proprietary Information

University of La Verne

1950 3rd Street
La Verne, California 91750
Mr. Robert Beebe
Assistant Director Facilities Management
Phone: 909-539-3511 Ext. 4339
Partners Since: 1985
Square Footage: 554,169
Services Provided: Custodial and Dining

University of New Haven

300 Boston Post Road
West Haven, Connecticut 06516
Mr. George Synodi
Vice President of Finance
Phone: 203-932-7000
Partners Since: 2007
Square Footage: 864,296
Services Provided: Maintenance, Custodial,
Grounds and Dining

University of Redlands

1200 East Colton Avenue
Redlands, California 92374
Mr. Hamid Etesamnia
Executive Director,
Integrated Technology Systems/CIO
Phone: 909-335-4020
Partners Since: 2000
Square Footage: 750,000
Services Provided: Maintenance and Custodial

Urbana University

579 College Way
Urbana, Ohio 43078
Dr. Stephen B. Jones
President
Phone: 937-484-1313
Partners Since: 2002
Square Footage: 265,405
Services Provided: Maintenance, Custodial,
Grounds and Dining

Valley Forge Christian College

1401 Charlestown Road
Phoenixville, Pennsylvania 19460
Dr. Daniel Mortensen
Vice President of Finance
Phone: 610-917-1409
Partners Since: 2000
Square Footage: 372,522
Services Provided: Maintenance, Custodial
and Grounds

Vernon Area Public Library District

300 Olde Half Day Road
Lincolnshire, Illinois 60069
Ms. Cindy Furest
Library Director
Phone: 847-634-3650 Ext. 120
Partners Since: 2008
Square Footage: 50,000
Services Provided: Maintenance, Custodial
and Grounds

Wabash College

301 West Wabash Avenue
Crawfordsville, Indiana 47933
Mr. Larry Griffith
Chief Financial Officer and Treasurer
Phone: 765-361-6212
Partners Since: 1994
Square Footage: 928,810
Services Provided: Maintenance, Custodial,
Grounds and Project Management

Washington College

300 Washington Avenue
Chestertown, Maryland 21620
Mr. Jim Manaro
Senior Vice President,
Finance and Management
Phone: 410-778-7204
Partners Since: 1990
Square Footage: 725,000
Services Provided: Maintenance, Custodial,
Grounds and Project Management

Sodexo Current Client Partners

Proprietary Information

Western Kentucky University

1906 College Heights Boulevard, #11019
Bowling Green, Kentucky 42101
Mr. John Osborne
Vice President, Campus Services and Facilities
Phone: 270-745-5747
Partners Since: 1995
Square Footage: 4,300,000
Services Provided: Maintenance, Custodial
and Grounds

Young Harris College

Post Office Box 98
Young Harris, Georgia 30582
Ms. Susan Rogers
Vice President, Student Affairs
Phone: 706-379-5168
Partners Since: 2011
Square Footage: 549,145
Services Provided: Maintenance, Custodial
and Grounds

Western Wayne School District

519 Queen Street, Post Office Box 217
Pershing, Indiana 47370
Dr. Robert Mahon
Superintendent
Phone: 765-478-5375
Partners Since: 2007
Square Footage: 253,587
Services Provided: Maintenance, Custodial
and Grounds

Whittier College

13406 East Philadelphia Street
Whittier, California 90608
Mr. James Dunkelman
Vice President, Finance and Administration
Phone: 562-907-4200
Partners Since: 1998
Square Footage: 575,042
Services Provided: Maintenance, Custodial
and Grounds

Wilson College

1015 Philadelphia Avenue
Chambersburg, Pennsylvania 17201
Ms. Lori Tosten
Director Finance/Budget
Phone: 717-262-2017
Partners Since: 2007
Square Footage: 560,258
Services Provided: Maintenance, Custodial
and Grounds



Business Model

Mission Statement

The Knox County Schools Custodial Services Department is a service group charged with providing students, teachers, parents and visitors with a safe, clean and attractive environment through effective management of human, financial and physical resources.

Sodexo clearly understands the vital role that the appearance of the schools plays in student learning. This point is of critical importance to Knox County Schools because the success of the District is dependent upon being able to meet the academic needs of students and parents. We have developed a reputation for quality based on the consistency of the learning environment of the schools where we provide custodial services. The management of Knox County Schools and Sodexo are charged with being effective stewards of your school buildings and infrastructure.

School administrators are operating in a financially challenged environment that is changing rapidly and they are seeking companies like Sodexo to manage their service departments. We view custodial management as one of our core businesses with excellent prospects for growth. Therefore, we have committed the financial and managerial resources necessary at a time when some firms are moving away from providing sufficient corporate support. We believe the operational challenges that school districts face are unique and require a specialized approach to providing operational support. To meet this challenge, we have dedicated a support team of project engineers, a district manager, vice president and a senior vice president who have a singular focus on the operations needs of educational clients. This singular focus of this support team allows Sodexo to provide a level of expertise unmatched in the industry.



Program Objective and Commitments

Our objective is to improve the cleanliness of the schools and the relationship between the custodial services team and the school communities. We will achieve this objective by developing an understanding of the needs of the individual schools and working with the custodial employees to implement Sodexo's Unit Operating System. We would appreciate your review of our recommendations and your suggestions where we can make revisions to improve the effectiveness of our proposed operating plan for the custodial services team. Following are the specific areas that will be addressed by Sodexo to manage this important department.

Sodexo's commitments are as follows:

1. Provide the on-site team and school administrators with effective support from our team of project engineers, staff support specialists, a district manager, a vice president of operations and a senior vice president. Providing effective custodial services is complex and requires a broad range of skills and experience. Our philosophy is that a single individual or on-site team cannot possess all the required and varied skills necessary to provide comprehensive custodial services. Our concept is to provide the skills and support required and supplement the skills of the on-site team as needed. Our project engineers will support the on-site team consistent with the implementation plan and as the needs of each campus require.
2. A general manager will be assigned to implement our program. This individual will be an experienced manager who can provide effective leadership assuring the employees understand the needs of the principals and schools and that the service provided is consistent with those needs.





3. The Knox County School District will be divided into five zones, each with a custodial manager assigned who is responsible for providing leadership to the custodial five staff assigned to each zone. In addition to these custodial managers, an on-site human resources manager will be appointed.
4. The Sodexo custodial services leadership team will work with the custodial services staff which is proposed to include the following full-time employees:

	Head Custodians Employed By	
	Sodexo	Knox County Schools
Administrative Assistant	2	2
Head Custodian	88	88
Lead Custodians	63	63
Custodians	220	257

A pool of temporary and replacement employees will be developed to provide for any planned or unplanned leave and absences. This pool of employees will also be utilized to supplement the staff for project cleaning.

5. Provide the opportunity for disadvantaged business partners to participate in at least 25% of the contract.
6. Implement the Sodexo Cleaning System. This innovative, effective and efficient program will improve customer satisfaction, reduce absenteeism and employee turnover, hence the consistency of the program improves. This program is comprehensive and includes innovative techniques for training and scheduling.

All of our clients face the challenge of providing adequate funding for maintaining their facilities and there is a competition for funding between the academic programs and facilities. The downturn in the economy and reduced funding have created even greater financial stress for our clients. Often the labor budget is not adjusted consistent with industry staffing norms. In response, Sodexo has worked to develop and implement a new process for cleaning our clients' facilities. This process is the Sodexo Cleaning System (SCS) and it includes the following:

- Selection and hiring process
- Complete training process
- Reduced travel time and wasted steps
- Safety program that performs beyond compliance
- Provides consistent quality service
- Reduces cost of cleaning supplies
- Reduces the amount of equipment needed compared to zone cleaning
- Improves employee morale, productivity and safety

7. Develop all custodial employees by providing them with training to enhance their personal skill levels and introduce a management approach that actively solicits their partnership in providing custodial services and solutions. The staff employees must be successful for us to be successful. They have our promise of personal respect and concern.
8. Develop open lines of communication with all staff members to facilitate an understanding of the needs of each school and the resources necessary to meet those needs.





9. Organize the team so that the needs of all customers are addressed and satisfied in a timely, professional and effective manner. Develop a team that will be able to meet the changing needs of the District.
10. Evaluate all employee schedules and organize them to meet the needs of each school and ensure balanced workloads for all employees.
11. Provide **\$896,387** of new custodial equipment.
12. We recommend that a principals' council be established during the first six months of our program. Focusing on the needs of the principals will help to enhance the team's performance and proactively address concerns with principals head on before they become long-term problems.
13. The Sodexo Unit Operating System will be implemented during the initial 90 days. This system will provide the department managers the tools they will use in managing areas such as custodial, quality control, staff training and ongoing communication.

14. We will work with District officials to purchase all custodial cleaning supplies and create an efficient system of procurement and inventory. We are prepared to purchase the cleaning supplies and paper and plastic supplies identified in the RFP; however, we would also request consideration of the supplies identified in sub tab 4-12. Knox County Schools will have the advantage of Sodexo's purchasing power and national purchasing agreements for consumable products and other items the District could use.
15. Conduct our Satisfaction Survey each Fall. This survey will be conducted electronically. We have found the number of responses to an "e" survey to be significantly greater than a paper survey. In addition, this format allows us to reach your important student customers.
16. Develop and implement a monthly administrative report that reviews human resources, quality control, training, corporate support, financial performance, project plans, completed work and the future plan of the department.
17. We will provide an annual report, "Executive Review," which is a formal presentation to the District's senior management team that reviews our accomplishments for past years of service. This report shall include financial performance, training and education programs, quality control and key result indicators of a successful custodial department.

In summary, the Sodexo program brings immense value to Knox County Schools. Our focus is to improve the safety and cleanliness of the schools through service performance. This performance objective will only be accomplished by unifying all of the custodial services employees. This team approach, combined with Sodexo's management and proven systems, will allow us to focus all available resources on improving the schools' appearance.

Sodexo is committed to quality. We understand your custodial services needs and we welcome the opportunity to implement our programs.



Business Model

Summary of Operational Plan

Operational Plan

The operational plan that we are proposing for implementation at Knox County Schools is based on our assessment of the schools, the RFP specifications and observations during our school tours and our more than 40 years of providing custodial service solutions for our clients. The experience gained through our partnerships with more than 200 educational clients and maintaining over 180 million square feet provides Sodexo significant insight into the operational and cultural needs of the educational environments.

Our operational plan is specifically designed for Knox County Schools, taking into account the difficult financial position the District finds itself in, but also understanding that the District wants to provide a clean, safe and healthy learning environment for the students. Our plan is established so that we will **“clean to provide a healthy environment first.”** In addition, we understand that the Knox County Schools Maintenance and Operations (KCSMO) Department is charged with providing the schools with a safe, clean and attractive environment through the effective management of human, financial and physical resources provided by the District and Sodexo is ready to be a partner that provides service solutions and puts the interests of the District first.

Sodexo expects to award at least 25% of this contract to disadvantaged business partners.

The operational plan we propose is provided for your review in this section.



The Plan Objective

Our objective is to provide custodial service solutions that improve the appearance of the school buildings and provide a clean and healthy environment for the students, faculty, staff and school visitors. Sodexo will achieve this objective by developing an understanding of the needs of the schools and working with our employees to implement Sodexo's Unit Operating System.

Sodexo has conducted a thorough review of the requirements of the Request for Proposal to determine the appropriate approach to providing custodial service solutions for the schools in Knox County. In addition to review of the RFP, Sodexo's survey team consisting of Terry Warner, District Manager; Herbea Grant, Area Support Manager; and Bill Hopper, Director, Business Development, toured each of the buildings identified by the District for visitation and further reviewed other documentation to assess the specific staffing, equipment and cleaning requirements of each building and assess existing cleaning levels provided at the time of the tours.

The school surveys provided the opportunity to develop a plan to provide custodial services in the most efficient and effective manner. The solutions developed take into account the locations and proximity of each school, the current use of each school, the ability of staff to move through the schools and the ability of our floor technicians to move equipment between schools to maximize our investment in new technology and our staff's time.



Corporate Support

Providing effective custodial services is complex and requires a broad range of skills and experience. Our philosophy is that no single individual or on-site team can possess all the required and varied skills necessary to provide comprehensive custodial service solutions. Our concept is to provide the skills and support required and to supplement the skills of the on-site team as needed. In the Corporate Overview section, we provide an organization chart that includes the Custodial Management Support Team. This support team provides the on-site general manager and the team with support in the following areas:

- Custodial Operations
- Training and Safety Programs
- Human Resources and Labor Relations
- Budget Planning and Financial Reporting

Our area support manager is available to the general manager at any time and will be in the District supporting the on-site team regularly as the needs of the District require.

Bart Lane, Vice President of Operations, is the senior corporate official responsible for providing leadership in the East region. Bart offices out of Chattanooga, Tennessee and will be a frequent visiting professional to the District, evaluating our program and meeting with District Administrators and Principals.

Sodexo's District Manager, Terry Warner, who offices in Bluffton, South Carolina, will work closely with the general manager at Knox County Schools and will provide support to guarantee the success of Sodexo's program. Terry will be directly responsible for providing management oversight of the selection and placement of the general manager, developing and effecting implementation plans, execution of operating systems, coordination of technical support, development and implementation of financial management protocols, evaluation of program effectiveness and customer satisfaction and quality assurance. Terry will also serve as the corporate liaison with the District.

Herbea Grant, Sodexo's Area Support Manager, will be assigned to assist the general manager and custodial managers at Knox County Schools.

On-site Team

A general manager will be assigned to provide leadership for our team at Knox County Schools. The general manager will be an experienced professional who will provide effective leadership, assuring the department understands the specifications of the RFP and the needs of the schools, and that the service provided is consistent with those requirements and needs. The general manager will be responsible for all custodial activities and will be Sodexo's on-site contact for Knox County Schools' administrators and principals. An on-site human resources manager will be responsible for all human resource activities.

The general manager will work with a custodial staff of five (5) custodial managers, 88 day porters, 63 lead custodians and 220 evening custodians. Should Knox County Schools continue to employ the head custodians the number of evening custodians will be increased to 257. To supplement this team of full-time employees, Sodexo will develop a pool of temporary and replacement employees to provide for any planned or unplanned leaves and absences, as well as to supplement the staff for routine cleaning and special events. The day porters will be supervised by the custodial managers and will report to the principals and will be responsible for maintaining needed supplies and cleaning levels throughout the day. The custodians identified as floor technicians will report to the general manager who will develop and implement a floor care strategy.

During the implementation and transition phase of the contract, the custodial staff will be evaluated and adjusted as necessary to assure that all RFP specifications and needs of each school are met. Any adjustment of staffing requirements will not result in an increase of the proposed contract price.

Implementation and Transition

We have created a plan that will enable us to provide a transparent transition and allow for implementation our programs and systems. Once a contract is awarded, Sodexo will work with the District and current custodial employees to finalize the plan. With the District's permission, our pre-start-up team will begin the transition and implementation prior to the contract effective date.

The Sodexo transition team will remain on site for approximately 60 days, ensuring that the on-site team is fully supported and that our systems and procedures are fully implemented.

The start-up team will be led by Terry Warner, District Manager; and Herbea Grant, Area Support Manager. Terry and Herbea will be assisted by Patricia Bryson, Director of Human Resources; and Eric Ingram, Area Safety Manager. Patricia will be responsible for transition of existing employees wishing to transfer to Sodexo and for recruitment of new employees. They will also provide orientation of all employees to Sodexo. Eric Ingram will perform a safety audit during the transition period and prepare a safety plan for implementation addressing all existing conditions identified by the audit. Eric will also be responsible for providing safety training to all employees. Herbea will be responsible for implementing the Sodexo Unit Operating System and the Sodexo Cleaning System. Terry will be responsible for organizing the administrative office and administrative functions.

The start-up team will implement our staff development plan that includes the following:

- Scheduling individual interviews
- Selection and ordering of uniforms
- Preparation of new job descriptions specific to Knox County Schools
- Review of employee policies/standards and procedures
- Scheduling employees per manpower staffing schedules
- Planning and implementing pre-opening staff training sessions
- Implementation of duty lists with one-on-one employee training
- Implementation of Sodexo safety and technical training programs
- Implementation of employee recognition programs
- Creation of Knox County Schools' specific employee handbook

The sensitivity for the myriad issues flying around in the form of facts and rumors were handled adroitly by the new director, Keith Raker, and Bill Hopper and his team of Sodexo professionals from the region. Our program is now in place, and everyone (students, faculty, employees) on campus is pleased with the alacrity of the move from Aramark to Sodexo.

Thomas C. Whitworth III
Headmaster

The first key to enhancing and maintaining the quality of custodial service is selection and recruitment, training and retention of quality staff. Each applicant will be asked the same series of questions designed to elicit behavioral responses revealing both work ethic and experience. All current custodial employees will be provided an opportunity to interview with Sodexo. Sodexo has found that this type of interview process reduces turnover of staff and leads to increased quality and consistency of services.

Quality control procedures will also be implemented by Terry Warner. Sodexo has transitioned to new quality control software that will be utilized at Knox County Schools. The Quality Control program is included in this section.

Additional transition support will be provided by team members from other Sodexo units in Tennessee, North Carolina, South Carolina, Georgia and others if needed. All start-up, transition and implementation costs are included in our price and if additional resources are required, these resources will be provided without charge to Knox County Schools.

Sodexo Unit Operating System

The Sodexo Unit Operating System will be implemented during the initial 90 days. This system will provide the leadership team the tools they will use in managing the custodial operations at Knox County Schools.

The Unit Operating System below shows the nine components of Sodexo’s system for managing facilities, and demonstrates the interaction between each component and the overall focus on benefits for Knox County Schools. These systems are necessary to ensure quality results within any facilities management department. Sodexo has developed this system to provide our management team with a framework for implementing and managing the facilities systems at the educational clients we serve. The graphic illustrates the interaction among the system’s elements:



Sodexo Cleaning System

The Sodexo Cleaning System will be implemented at Knox County Schools. This innovative, effective and efficient program will improve customer satisfaction, reduce absenteeism and employee turnover, hence the consistency of the program improves. This program is comprehensive and includes innovative techniques for training and scheduling.

All of our clients face the challenge of providing adequate funding for maintaining their facilities and there is a competition for funding between the academic programs and facilities. The downturn in the economy, reduced funding have created even greater financial stress for our clients. Clients have expanded their facilities to meet the program needs of each school. Often, the labor budget is not adjusted consistent with industry staffing norms. In response, Sodexo has worked to develop and implement a new process for cleaning our clients' facilities. This process is the Sodexo Cleaning System (SCS) and it includes the following:

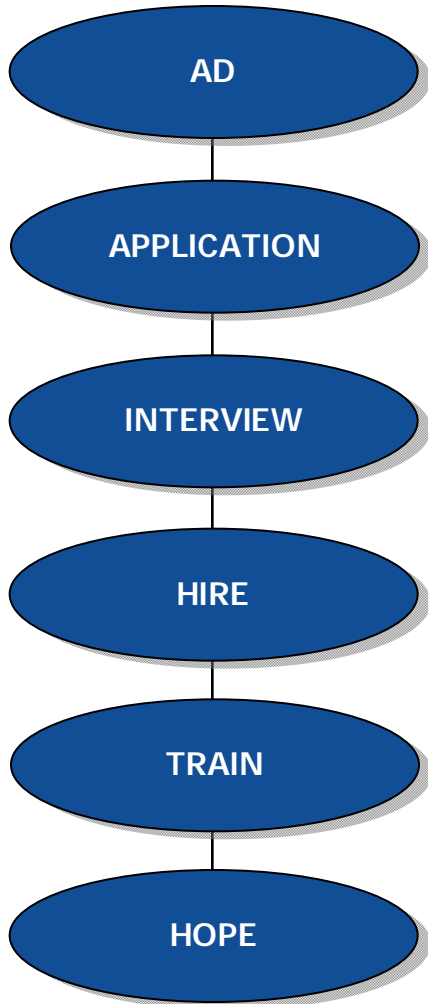
- Selection and hiring process
- Complete training process
- Reduced travel time and wasted steps
- Safety program that performs beyond compliance
- Provides consistent quality service
- Reduces cost of cleaning supplies
- Reduces the amount of equipment needed compared to zone cleaning
- Improves employee morale, productivity and safety

All cleaning activities will be performed in the manner of "motel-style cleaning." Cleaning services will be performed on the 2nd shift. Day porter services will be performed during regular work hours beginning at 6:00 a.m. – Monday through Friday.

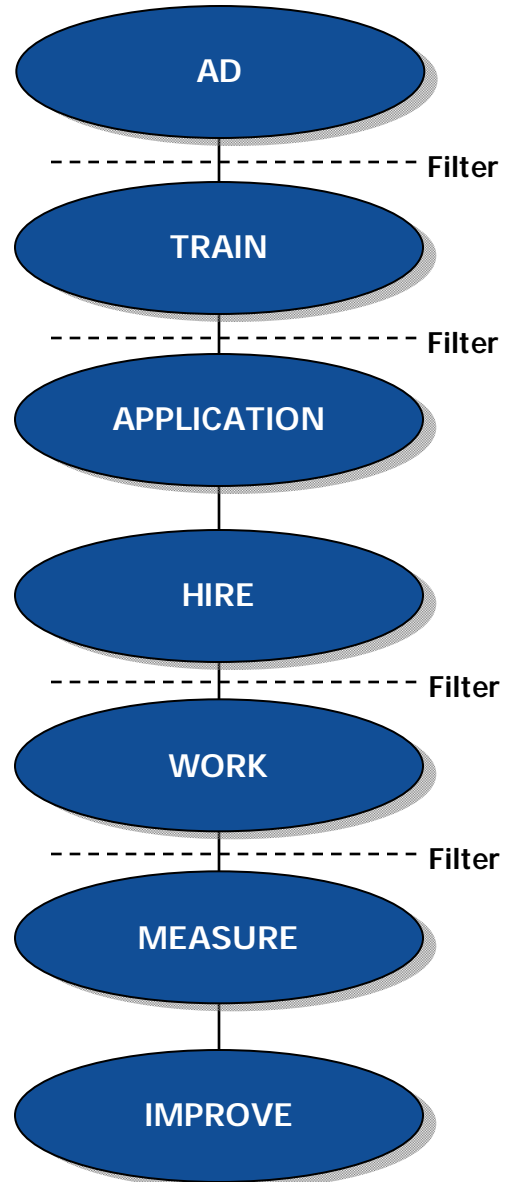


Hiring Procedures Comparison

Typical
Hiring Procedures



Sodexo Cleaning System
Hiring Procedures



Work Schedule

Work schedules will be developed prior to the start of the contract during the transition/implementation phase by the start-up team and general manager and custodial managers. The schedules will reflect the need as determined during the start-up.

Routine cleaning will be provided on the evening shift Monday through Friday between the hours of 3:00 p.m. and 11:00 p.m. Assignments for routine cleaning will be provided to each custodian based on the Specifications for Custodial Services included in the RFP.

Day porters (head custodians) services will be performed during the regular work hours, Monday through Friday. Day porters will report to the custodial managers and to the principals. A building circuit will be developed during the transition/implementation phase and will be modified as necessary based on actual demand once the contract is started. The building circuit schedule, along with contact information, will be shared with the administration and principals. Discretionary time required of the day porters will be coordinated with each principal.

Project work schedules will also be developed during the transition/implementation phase and will incorporate all monthly, quarterly, semi-annual and annual project work required to provide consistent services. An annual project work calendar will be prepared and shared with the contract administrator and school principals for input and approval to ensure a coordinated scheduling process.

Client Surveys

Each year, you will receive a formal survey questionnaire. The survey requests that the District's Administration provide us with their perception of the service we provide and how well this service is meeting the needs of the students and staff. Similar surveys are used in all divisions of Sodexo and are considered a valuable source of information. The results of the surveys are carefully monitored and presented to Sodexo's senior management team. The end in mind is to not only understand your perceptions, but to respond to your expectations.

Quality Control Program

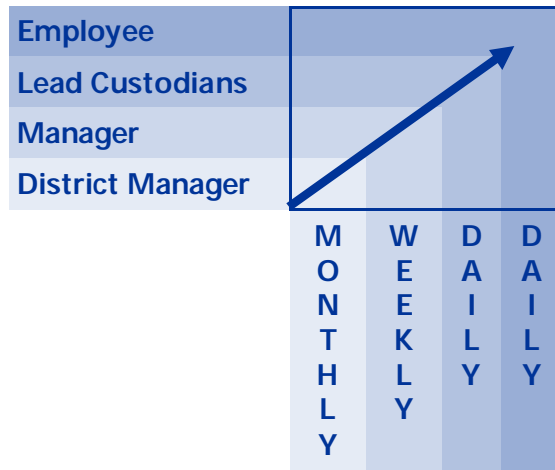
The Sodexo quality control program provides several methods for monitoring quality and customer satisfaction.

1. **To Measure Improvement**, it is necessary to establish a balance. We accomplish this by conducting customer and employee satisfaction surveys and award of excellence audits. The results are shared with administration and department employees and assist in the development of department goals. These audits and surveys will be conducted annually each Fall and compared to the baseline previous scores.
2. **Informal Rounds** are made frequently throughout the day. Rounds keep the general manager "in touch" with activity in the units, the needs of the students and staff, and the people doing the work. During these inspections, classrooms, corridors and lobbies are checked for order and cleanliness, the work skills and pace of employees are observed, reinforcement training is given and users are contacted. This active presence throughout the District ensures a good appearance and rapid response to needs.
3. **Formal Rounds** are detailed inspections made by the general manager and custodial managers with the contract administrator and principals in their schools. Quality standards are set and reviewed, deficiencies are noted and improvement plans are formed. These rounds keep us alert to each unit's needs and standards.

4. **Sodexo has a formal, documented Quality Control System** that is computer based. Areas are randomly selected for inspection every week. The general manager uses detailed checklists noting the status of each item on the list. The number of satisfactory checks for all inspections done during the day is totaled, and this total as a percentage of all checks becomes the quality index which can be graphed to reveal trends.

Frequency of inspections increases as one moves down the organizational chart.

- Custodians self-inspect every room after cleaning.
- Lead custodians inspect each custodian’s work area daily.
- Custodial managers jointly inspect with clients on a weekly basis.
- The general manager inspects once per month with the district manager



5. **We seek feedback.** Each semester we send all principals a short questionnaire asking them to grade the team’s service, quality of cleaning and professionalism.
6. **Terry Warner will provide ongoing support to our general manager at Knox County Schools, visiting regularly.** During these visits, he will tour the schools, inspect work quality and meet with principals and administration. He will also review systems, cost control measures, training documentation and projects in process.



Relief Personnel

Sodexo will develop a pool of temporary and replacement employees to provide for any planned or unplanned leave and absences. Current employees will be asked to provide names of individuals interested in working with Sodexo and the District. Whenever an absence occurs, the management team will contact individuals from this pool to fill in. Members of this pool will identify preferred work hours and will be provided training to ensure that all necessary duties are performed.

This pool of temporary/replacement employees will be continuously maintained, updated and added to as additional individuals are identified. Recruitment efforts will be coordinated with various federal, state and local employment agencies, along with the District, to ensure a reliable source of temporary and replacement employee candidates.



Business Model

Corporate Overview

Sodexo Organization

Sodexo, Inc. (www.sodexoUSA.com) is the leading provider of integrated food and facilities management services in the United States, Canada and Mexico, with \$8.0 billion (USD) in annual revenue and more than 120,000 employees. Sodexo serves more than 50 million customers daily in corporations, health care, long-term care and retirement centers, schools, college campuses, government and remote sites. We serve 900 educational clients with campus facilities, campus dining, concessions or consulting services, with an average partnership length of 20 years. At present, we currently provide campus facilities management services for more than 200 colleges, universities, residential independent schools and public school districts.



Sodexo offers innovative outsourcing solutions in plant operations and maintenance, housekeeping, groundskeeping, asset and materials management, dining services and laundry services to more than 6,000 schools, college campuses, corporations, health care, long-term care and retirement centers, military and remote sites in North America.

Sodexo, Inc., headquartered in Gaithersburg, Maryland, is a subsidiary of Sodexo (www.sodexo.com). Sodexo provides contract management services and also remote site management services, service vouchers and tourism services. It is the worldwide leader of food and facilities management services, the second largest supplier of remote site management and contract food services, as well as the second largest issuer of service vouchers. It operates in 80 countries throughout the world providing services to businesses, health care establishments, schools, colleges and universities with sales in excess of \$20.8 billion, serving 34,000 sites with more than 380,000 employees around the world. Sodexo's headquarters is based in Issy-les-Moulineaux, France.

Company Mission

To create and offer services that contribute to a more pleasant way of life for people wherever and whenever they come together.

Sodexo is first in the industry to endorse the Global Sullivan Principles.

Learn more on the internet at www.globalsullivanprinciples.org

Global Sullivan Principles

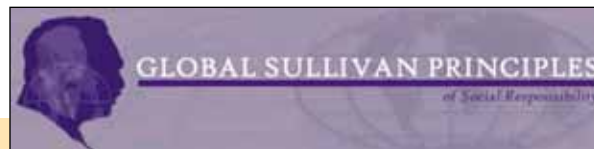
As a company which endorses the Global Sullivan Principles we will respect the law and as a responsible member of society we will apply these Principles with integrity consistent with the legitimate role of business. We will develop and implement company policies, procedures, training and internal reporting structures to ensure commitment to these Principles throughout our organization. We believe the application of these Principles will achieve greater tolerance and better understanding among peoples and advance the culture of peace. Accordingly, we will:

- Express our support for universal human rights and, particularly, those of our employees, the communities within which we operate and parties with whom we do business
- Promote equal opportunity for our employees at all levels of the company with respect to issues such as color, race, gender, age, ethnicity or religious beliefs and operate without unacceptable worker treatment such as the exploitation of children, physical punishment, female abuse, involuntary servitude, or other forms of abuse
- Respect our employees' voluntary freedom of association
- Compensate our employees to enable them to meet at least their basic needs and provide the opportunity to improve their skill and capability in order to raise their social and economic opportunities
- Provide a safe and healthy workplace; protect human health and the environment; and promote sustainable development
- Promote fair competition including respect for intellectual and other property rights, and not offer, pay or accept bribes
- Work with governments and communities in which we do business to improve the quality of life in those communities – their educational, cultural, economic and social well being – and seek to provide training and opportunities for workers from disadvantaged backgrounds
- Promote the application of these Principles by those with whom we do business
- Be transparent in our implementation of these Principles and provide information which demonstrates publicly our commitment to them

The Global Sullivan Principles are a corporate code of conduct developed by the late Civil Rights leader Reverend Leon Sullivan, who played a significant role in the international movement that eventually helped to end apartheid in South Africa. As a Global Sullivan signatory, Sodexo has agreed to support a variety of corporate responsibility initiatives related to human rights, equal opportunity, business ethics and protecting the environment.

The Sullivan Principles were first introduced by Reverend Sullivan and United Nations Secretary General Kofi Annan in November 1999, and since then they have been adopted by some of the world's most successful companies. Sodexo is the first company within the food and facilities management industry to become a Global Sullivan endorser.

Many of the Global Sullivan Principles are quite similar to policies Sodexo already has in place. Nonetheless, we feel our endorsement of the Global Sullivan Principles is an important public affirmation of what we believe and what we stand for as a company.



The objectives of the Global Sullivan Principles are to support economic, social and political justice by companies where they do business; to support human rights and to encourage equal opportunity at all levels of employment, including racial and gender diversity on decision making committees and boards; to train and advance disadvantaged workers for technical, supervisory and management opportunities; and to assist with greater tolerance and understanding among peoples thereby, helping to improve the quality of life for communities, workers and children with dignity and equality.



Economic Impact

Geographic Scope of North America:	United States, Canada, Mexico
Revenues (FY 2010):	\$8.0 billion (North America)
Number of sites:	6,000
Number of meals served per day:	9.3 million
Number of people served per day:	50 million
Number of facilities management sites:	700

Leading the Industry

Leadership Among Global Companies

Top-ranked company in Services category of the 2007 Global Outsourcing 100 (ranked by the International Association of Outsourcing Professionals, published by *Fortune* magazine). Ranked #4 overall among global outsourcing companies.

Leadership in Diversity and Inclusion

- In 2010, Sodexo ranked number one among Top 50 Companies for Diversity and Inclusion by *DiversityInc*
- 50 Best Companies for Latinas to Work for in the U.S. – *Latina Style* magazine
- Top Company for African Americans – *DiversityInc*
- Top 20 Best Corporations for Asian Pacific Americans – *Asian Enterprise* magazine
- 16 diversity industry awards
- 13 diversity excellence awards



Leadership in Corporate Citizenship

- Funder of Sodexo Foundation, which has provided more than \$12.7 million in grants to programs that address the issue of hunger in America
- First in industry to be a signatory of the U.N. Global Compact
- First in industry to be a signatory of the Global Sullivan Principles
- Supplier Code of Conduct governs which vendors are used; addresses issues such as child labor, forced labor, wages and benefits, and health and safety
- Ethics hotline, ethics training for employees and other programs to ensure the highest business standards are practiced
- FTSE4Good designation – Launched in 2001, the FTSE4Good Index Series is a series of benchmark and tradable indices for socially responsible investors
- First in industry to convert to zero trans fat oils; now converting to thousands of additional ZTF products
- Industry leader in targeting the obesity epidemic, especially in children

Leadership in Innovation

Committed to environmental sustainability and preserving the Earth's resources, Sodexo is developing products and programs related to waste management, energy conservation, sustainable food production and use of green chemicals. Working with our national distribution chain of partners, we provide organic, sustainable and locally-grown products and leadership for program implementation.

- 5 Awards for Innovation in Business Lines from *Food Management Magazine*. Best Management Company Concept/Program; Best Renovation; Best New Facility; Best Menu; and Best Special Event
- Award for Most Innovative Recruiting and Staffing from International Quality and Productivity Center
- First company in its industry to receive two *Nation's Restaurant News* "Hot Concepts!" awards (*Jazzman's® Cafe and Pandini's®*)
- Winner of International Innovation in Diversity by *Profiles in Diversity Journal*

Leadership in Management

- "Five-Star Employer" honors from U.S. Department of Defense
- Top honors in food safety leadership from National Safety Foundation
- Top Ten Companies for Executive Women by *DiversityInc*
- Largest corporate employer of registered dietitians

George Chavel
President & CEO

Corporate Headquarters

9801 Washingtonian Boulevard
Gaithersburg, Maryland USA 20878
www.sodexoUSA.com





Corporate Responsibilities

As a company that focuses on delivering a better quality of life to its people, it is important that we state and deliver our corporate responsibilities that speak to our people, our community and our world.

Our Commitment to Responsible Leadership

Each day, the lives of millions of men, women and children come into contact with Sodexo people. Our customers range from college faculty and students to children entering school for the first time; medical professionals and hospital staff to patients and their families, and corporate executives to company employees of every job description – people from every walk of life across North America.



Regardless of the background, occupation or personal needs of our customers, our commitment goes well beyond the services we provide. Our mission is to improve the quality of daily life for all the people we serve. Being socially responsible is central to this commitment.

As we share this goal with our customers, we strive to be the type of company that helps to create the type of world we all want for tomorrow. As the leading provider of contracted food and facilities management services to schools, campuses, corporations and health care facilities throughout North America, we're committed to continuing to lead our industry on the challenges that are impacting our communities:

- Respect for people
- Providing leadership on food and nutrition
- Respect for our environment
- The fight against hunger
- Contributing to our communities

Respect for People

As a service company, we understand that respect is a key part of treating people well. While we bring this understanding to how we treat our customers, it is equally important to how we treat one another within our company. Sodexo is working to create an environment where all employees feel valued and respected and feel they have the ability to openly express their opinions.

Respect for people also means respect for diversity. One of Sodexo's core strengths is the diversity of our workforce – we employ people from every state and just about every country in the world. At some of our locations, as many as 20 different languages are spoken.

Over the past several years, we've been successful in our efforts to bring more women and minorities into the Sodexo management ranks, but our work isn't over. In addition to our company's affirmative action program, we continue to implement new policies and programs to ensure all our employees have an opportunity to grow.

Respect also translates into our commitment to supporting appropriate labor practices. We require all of our vendors to certify that their products are produced without the use of sweatshops or child labor.

Promise of Respect and Fair Treatment

Sodexo is committed to treating all employees with respect and fairness. To demonstrate our company's commitment, we guarantee the right of every employee:

- To voice a complaint or concern
- To be heard in an atmosphere of respect and cooperation
- To have the complaint acknowledged by a member of management in a timely way
- To have the complaint acknowledged by successively higher levels of management if the employee is not satisfied with the response or does not receive it in the appropriate time frame
- To have no fear of retaliation for presenting a complaint or concern



Sodexo's Most Recent
Diversity & Inclusion and
Corporate Citizenship Awards



2010 Top 50
Companies for
Diversity, #1
DiversityInc

2010 Top 10
Companies for
Recruitment and
Retention of Minority
Employees, #1
DiversityInc

2009 Corporate
Equality Index and
Best Places to Work
– 100 Rating
Human Rights Campaign

Social Responsibility
Award
– Sodexo Mexico
Educator's for Social
Responsibility

2008 Top US
Companies for Asian
Pacific Americans
Asian Enterprises Magazine

2010 Top 10
Companies for
Latinos, #2
DiversityInc

International
Innovation Diversity
Award: *Champions of
Diversity Recognition
Program*
Profiles in Diversity Journal

Top Employer –
5 Star Status
Employer Support of the Guard
and Reserve

Top 50
Corporations for
Supplier Diversity
Hispanic Trends Magazine

2008 Diversity Leader
Profiles in Diversity Journal

Best Companies for
Diverse Graduates -
#8
Diversity Edge

2009 – Top 10
Companies for Gay,
Lesbian, Bisexual and
Transgender, #7
DiversityInc

2010 Top 10
Companies for
African Americans,
#3
DiversityInc

2008 Jackie B. Trujillo
SOAR Award
Women's Foodservice Forum

40 Best Companies
for Diversity
Black Enterprise Magazine

2008 Springboard
Award for Excellence
in Corporate
Citizenship
Springboard, UK

2010 Top 10
Companies for
People with
Disabilities, #10
DiversityInc

2010 Top 10
Companies for
Executive Women, #1
DiversityInc



Workforce Diversity

We believe that workforce diversity is essential to our company's growth and long-term success.

Diversity includes all the differences that define each person as a unique individual. Age, culture, disability, education, ethnicity, experiences, gender, language, race, and religion are just a few of the differences that our employees bring into the workplace. We regard managing diversity at work as a process of inclusion – a means of achieving superior individual group performance by recognizing and celebrating each person's unique contribution.

Affirmative Action

Sodexo is committed to a policy of affirmative action, which will facilitate the placement of qualified women and minorities at all levels of the organization. We believe that to be successful in the marketplace, Sodexo must employ the best-qualified person for each position while promoting diversity within our workforce.



SODEXO FOUNDATION GIVES \$150,000 GRANT TO THE HISPANIC COLLEGE FUND

Fernando Barrueta, President and CEO of the Hispanic College Fund (HCF) Inc., announced that the Sodexo Foundation has donated \$150,000 to help fund HCF scholarships for college students who are in need of financial assistance.

Providing Leadership on Food and Nutrition

Quality and food safety are always the most important items on our menu. We strictly enforce food safety and quality standards that often exceed those set by our industry and governments. We carefully screen all our food vendors to ensure they share our commitment.

As one of the nation's largest providers of food to colleges, corporations, health care facilities and schools, we are also experts in nutrition. We continually research issues impacting food and nutrition quality across the globe, seeking to provide our clients with information to enable them to make decisions on issues such as genetically modified products, vegan and organic foods.

We are a leader in providing our customers with vegetarian and vegan options, offering at least one vegan or vegetarian entrée, in addition to the salad and soup bars, at each meal at all of the campuses we serve. To ensure that our vegan choices are not only healthy, but tasty too, Sodexo chefs spend months developing and testing new recipes. Products made with genetically modified organisms (GMOs) are increasingly controversial in the U.S. and around the world. We are currently working to identify vendors who can provide GMO-free foods in the U.S. so that we can develop GMO-free menus.

To advance good nutrition for children, we also have to understand its ties to their lifestyles. Recently, Sodexo commissioned a study with the Gallup Organization to better understand the eating habits of our children and how a healthy diet can have a positive impact on school performance.



Respect for Our Environment

Sodexo believes that we have a special responsibility to protect our environment for future generations. This responsibility has grown from our unique relationship with millions of consumers throughout North America, whose quality of life tomorrow will be affected by our stewardship of the environment today. We share their belief that the right to clean air, clean Earth and clean water is fundamental and unwavering.

Sensitivity to environmental issues is an integral part of Sodexo's way of doing business. Vendors must demonstrate that their production process is as environmentally friendly as possible.

Currently, about 20 percent of the disposable items that we purchase are recycled products. Our goal is to double that amount over the next two years. Recently, we announced that we've begun testing environmentally friendly EarthShell Packaging® into accounts across the country.

We have implemented recycling programs at many of our locations. At our own corporate headquarters, we're making plans to make our own cafeteria a model recycling facility to showcase the latest and most effective recycling techniques for our employees and visitors.

Nationally, we are working with equipment manufacturers and trash-hauling companies on waste removal and recycling, as well as with suppliers to identify and implement source-reduction opportunities. At many locations, we have reduced the amount of waste we haul to landfills by changing from bulk to processed produce.



Since 1996, we have supported the National Fish and Wildlife Foundation (NFWF). The NFWF is an organization established by Congress with a focus on species habitat protection, environmental education, public policy development, natural resource management, habitat and ecosystem rehabilitation and restoration, and leadership training for conservation professionals. We also require certification that products are produced without cruelty to animals.



Sodexo raised money for the National Fish and Wildlife Foundation by selling reusable, environmentally-themed mugs and water bottles to students at the colleges and universities we serve throughout the nation. For each mug sold, \$0.15 goes to the NFWF to fund conservation education programs.

The cultivation of coffee has become an issue with both environmental and human rights implications. Sodexo is proud to be one of the first in our industry to make Fair Trade Certified™ Coffee available to all of our customers. Fair Trade Coffee guarantees a minimum price for small farmers' harvests and encourages organic and sustainable cultivation methods that are safer for communities.



• **PROTECT OUR PLANET** • **PROTECT OUR PLANET** •

**Since 1996, Sodexo has donated over
\$230,000!
(that's over 1.5 million mugs!)**

The Fight Against Hunger:

Every day, Sodexo serves hundreds of thousands of nutritious meals. Yet in the communities we serve, an estimated 36 million people are at risk of hunger every day, most of them children and the elderly. As the leading provider of contracted services to schools, campuses, corporations and health care facilities throughout North America, we have made fighting hunger the central focus of our community service efforts. For many years, Sodexo has supported, and more recently, initiated programs that provide hunger relief to those in need.



This dedication begins with our senior leadership, extends to our local managers and staff, and is embraced by many of our clients and customers. For Sodexo, fighting hunger is a deeply held commitment that will continue for as long as the need persists. We call our program STOP Hunger, for Sodexo Teams Our People, because it is truly a company-wide team effort. Our employees, clients and customers are all encouraged to join with us in this important fight. We would be pleased to work with you to initiate or enhance a hunger-relief program on Knox County Schools' campuses. The components of Sodexo's STOP Hunger initiative follow.

Sodexo Foundation

The Sodexo Foundation was established in 1999 as an independent charitable organization with a goal of sponsoring and supporting hunger-related initiatives.

In just a few short years, the Sodexo Foundation has supported the summer children's meals program, Feeding Our Future, and awarded grants to individuals and groups who are addressing the causes of hunger.

No Foundation funds are used to cover administration expenses – fully 100% of Sodexo Foundation contributions go towards hunger relief. The Sodexo Foundation is funded by a sizable annual grant from Sodexo, from employee payroll deductions and contributions, and generous donations from our vendor partners.





Food Donations

Sodexo continues to make a difference each day as one of the largest donors of surplus perishable and non-perishable food to Feeding America. We strongly encourage each of our 6,000 account locations to “recycle” surplus food by donating to local Feeding America partners supported by the Sodexo Foundation.

The U.S. Congress’ passage of the “Good Samaritan” law in 1996 has made it possible for charitable-minded, but cautious organizations to donate surplus food without liability.

Feeding Our FutureSM

Across the United States, more than 80% of the 26 million children who depend on federal food programs for free and reduced-price lunches during the school year go without nutritious lunches in the summer. For Canada, more than 40% of all food bank recipients are children.



Poor nutrition is a serious problem in the United States and is particularly harmful to young children. Under-nutrition, along with environmental factors associated with poverty, can permanently retard physical growth, brain development, and cognitive functioning.

To help alleviate this problem, Sodexo established the Feeding Our Future program in 1997. Funded entirely by the Sodexo Foundation, Feeding Our Future donates the food and labor necessary to provide close to 170,000 summer lunches for children who would otherwise go hungry. We partner with local hunger relief organizations to distribute the meals to various serving locations in each city.

This year, Sodexo brought the Feeding Our Future program to 15 cities in the United States and Canada.

Sodexo Servathon

For one week each April, Sodexo employees across the United States and Canada join forces to fight hunger in their local communities. Projects vary from city to city, including canned food drives, fundraisers, food bank cleaning, free seminars on food safety for food banks, food rescue organizations and homeless shelters.

During this year's Servathon, 30,000 Sodexo employees across North America helped to donate over 100 tons of food and prepared over 25,000 meals. Sodexo employees also sorted food at local relief agencies, donated \$160,000 in cash, and hosted food safety seminars.

The Campus Kitchens ProjectSM

The innovative Campus Kitchens Project is funded through a grant from its founding sponsor, the Sodexo Foundation. The Project brings together college students, Sodexo dining services professionals and community organizations to fight hunger in the United States.

Student volunteers, working alongside Sodexo and school employees, prepare and distribute meals to needy families and seniors, with the assistance of established service agencies in the area.

Sodexo Foundation will make grants totaling more than half a million dollars to the Campus Kitchens Project, which celebrated its official launch at Dillard University on November 20, 2002.

The Campus Kitchens Project is an innovative campus-based program created by DC Central Kitchen that enables students at colleges and universities across the country to take the lead in preparing meals for those in need while gaining valuable community service experience.

Utilizing food donated by Sodexo, students and disadvantaged adults are trained in food preparation and handling procedures by Sodexo employees working from the campus kitchen facilities. With the help of Feeding America, formerly named America's Second Harvest, the food is distributed by students to community groups near the campus, with an emphasis on senior programs and after-school programs for children.



Heroes of Everyday Life

Each year, Sodexo recognizes employees who have invested time, talent and spirit in helping some of the 36 million who go hungry every day. These heroes are outstanding examples of the power of dedication, creativity, leadership and service to the community. Nominated by colleagues, supervisors, clients and customers, these everyday heroes are honored at the Sodexo Foundation annual dinner, where donations are made to local hunger-related charities of their choice.

They may not wear capes or leap tall buildings, but they are all heroes to us and to the thousands of people whose lives they touch. The Sodexo Foundation donated \$5,000 in each Hero's name to the hunger charity of his or her choice.

Sodexo's corporate mission is to improve the quality of daily life for all the people we serve. As you can see, Sodexo's commitment to the communities in which we do business is as strong as our commitment to our clients and customers. We believe Knox County Schools will find this focus and dedication an asset both on campus and in your community.

Providing a Jumpstart

The Sodexo Foundation recently made a three-year grant commitment to Jumpstart, a program that focuses on providing young children with the one-on-one mentoring and learning they need to thrive in school.

Jumpstart pairs trained university students with children struggling in Head Start and other early learning programs. The \$300,000 Sodexo Foundation grant will provide support for the program and scholarships to students who volunteer to mentor the children.

Sodexo will also help Jumpstart recruit student volunteers at the campuses where both Jumpstart and Sodexo are present. Former President Bush has praised Jumpstart, acknowledging the program for its role in saving America "one person at a time."

JUMPSTART



Habitat for Humanity® to Make a Difference

The Sodexo Foundation has provided a \$100,000 grant to Habitat for Humanity International, the non-profit homebuilder widely recognized for its success in enabling hundreds of thousands of low-income families to create better lives for themselves through homeownership. The grant will enable Habitat for Humanity to begin construction on single-family houses, which will be sold to low-income families through zero-interest mortgages. Potential sites for the new houses include Atlanta and Baltimore, cities where Sodexo has large numbers of employees. Sodexo’s services are an integral part of the quality of daily life in the communities where we do business.

Therefore, we believe that it is our obligation to participate in community life. In the last three years, Sodexo has donated more than \$5 million and provided more than \$5 million of in-kind to charitable organizations.





Women and Minority Growth and Development

We are committed to supporting women and minority growth and development with the clients, customers and communities we serve. Consistent with this policy, Sodexo has developed programs designed to directly support the people and businesses in these communities.

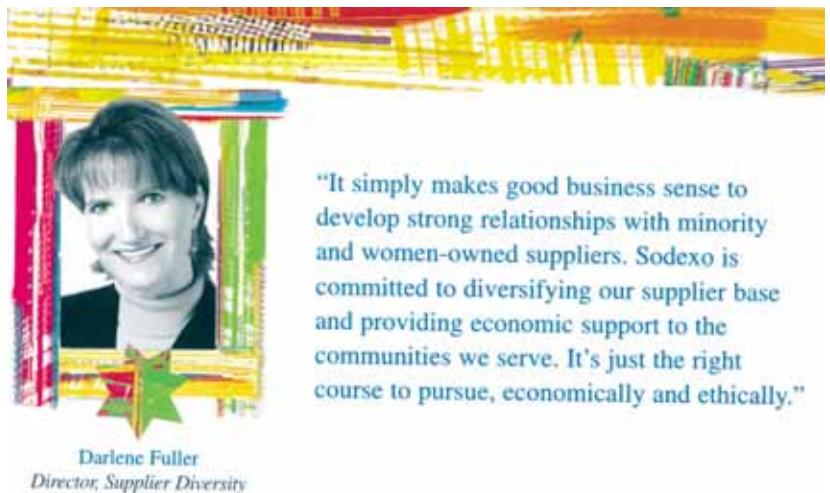
Working with strategic organizations and partners, we maximize our inclusive approach in all our business elements.

- Through our small business opportunity program, we actively seek qualified minority-, women- and disabled-owned businesses, as well as small businesses, to provide products and services to our clients and customers in a teaming agreement with us. This program has helped us identify several qualified minority, women, disabled and small business partners.
- Through strategic alliances, we have opened relationships with business organizations representing women-, minority-, disabled- and small- businesses, such as the United States Hispanic Chamber of Commerce, Black Enterprise Conference, National Minority Supplier Development Council, National Council of Asian American Business Associations and the Minority Business Roundtable.

Our vice president of women- and minority-business enterprise leads our company's efforts to establish a cohesive company-wide program for strategic partners and business organizations, which includes minority- and women-owned business enterprises.

Additionally, our director of supplier diversity is focused solely on the development of our small business opportunities and growth of the supplier diversity programs. We support minority growth and development with the clients, customers and communities we serve. These efforts are producing important advantages for our minority- and women-owned business partners.

- We have increased the number of small minority- and women-owned business enterprises who provide us with products, while maintaining our high standards of quality, competitive pricing and vendor service. We do business with more than 2,500 women- and minority-owned businesses.
- Through our database, we track qualified and approved small minority- and women-owned businesses that can supply us with items and services we need.
- We continue to help interested small minority- and women-owned businesses understand our general business requirements, as well as our company practices and procedures.
- Sodexo provides technical assistance, as needed, to help small minority- and women-owned businesses interpret and meet our company and industry standards.
- We support our current and future clients in meeting their diversity goals.
- It is our policy to ensure that every small minority- and women-owned business is treated with fairness during all phases of the qualification, proposal and award process.
- We encourage our regional and national suppliers to utilize small minority- and women-owned businesses.
- Sodexo constantly provides updated training for our employees to ensure that everyone understands and works toward the goals of our supplier diversity program.



Embracing Our Local Communities

Building bridges with our customers and the communities we serve is critical to Sodexo's ongoing success. Sodexo works to strengthen relationships with our communities and to be a leader in corporate responsibility. We pledge to build on this heritage by listening, learning and striving to help make the world a better place. At Knox County Schools, we extend that pledge and look forward to conducting ourselves with those outstanding traits for your community in the day-to-day way we conduct our business.





Business Model

Staffing Plan

The staffing plan we are proposing for Knox County Schools is based on our assessment of the Schools and Board offices, our observations of the overall level of cleanliness and effective use of staff and our experience providing custodial services. Our staffing plan is specifically designed for Knox County Schools taking into consideration the challenging financial climate the District finds itself in, but also understanding that the District wants to provide a clean safe and healthy learning environment for the students of Knox County Schools.



Our staffing plan is based on the RFP requirements for daily custodial services provided five (5) days per week at all of the county schools and other sites. In addition to the daily custodial services, our staffing provides sufficient manpower to complete the annual requirements identified in the RFP.

Disadvantaged Business partners are expected to provide at least 25% of the manpower required.

Sodexo's staffing commitments are as follows:

1. Provide the on-site team with effective support from our team of project engineers; staff support specialists, a district manager, a vice president of operations and a senior vice president. The team in Knox County will also be supported by our teams at surrounding accounts in Tennessee, North Carolina, South Carolina and Georgia. Providing effective custodial services is complex and requires a broad range of skills and experience. Our philosophy is that a single individual or on-site team cannot possess all the required and varied skills necessary to provide comprehensive custodial services. Our concept is to provide the skills and support required to effectively provide the required service and supplement the skill of the on-site team as needed. Our project engineers and other support team members will be on campus supporting the on-site team during the implementation phase and as needed during the life of the contract. The cost of this corporate support is included in the annual price and will not be invoiced separately.

2. A general manager will be assigned to manage our program. This individual will be an experienced manager who can provide effective leadership assuring the Sodexo on-site team understands the needs of the Schools and that the service provided is consistent with those needs. This general manager will be dedicated solely to Knox County Board of Education.
3. The Knox County School District will be divided into five zones, with a custodial manager assigned to each zone. In addition to these five custodial managers, an on-site human resources manager will be appointed.
4. The Sodexo general manager will work with the custodial staff which is proposed to include the following employees:

	Head Custodians Employed By	
	Sodexo	Knox County Schools
Administrative Assistant	2	2
Head Custodian	88	88
Lead Custodians	63	63
Custodians	220	257

The general manager and custodial managers will be expected to meet with the contract administrator and the principals or their designees on a scheduled regular basis. The custodial managers will meet with the day porter and lead custodians/supervisors weekly and will implement and manage quality control procedures, safety programs, employee training and other administrative duties. It is our desire that the general manager become involved with the operations team and associated committees, including the District’s safety and emergency response committees, and that the general manager and custodial managers become fully engaged in the District and the community.

The day porters will work 6:00 a.m. to 1:30 p.m. Monday through Friday. Their responsibilities will include meeting with school principals or their designees daily to understand specific needs or concerns, cleaning office spaces, restocking and light cleaning of bathrooms, blowing entrances, cleaning water fountains, lunchroom cleaning, meeting with lead custodians daily to share specific needs or concerns, and other duties as necessary.

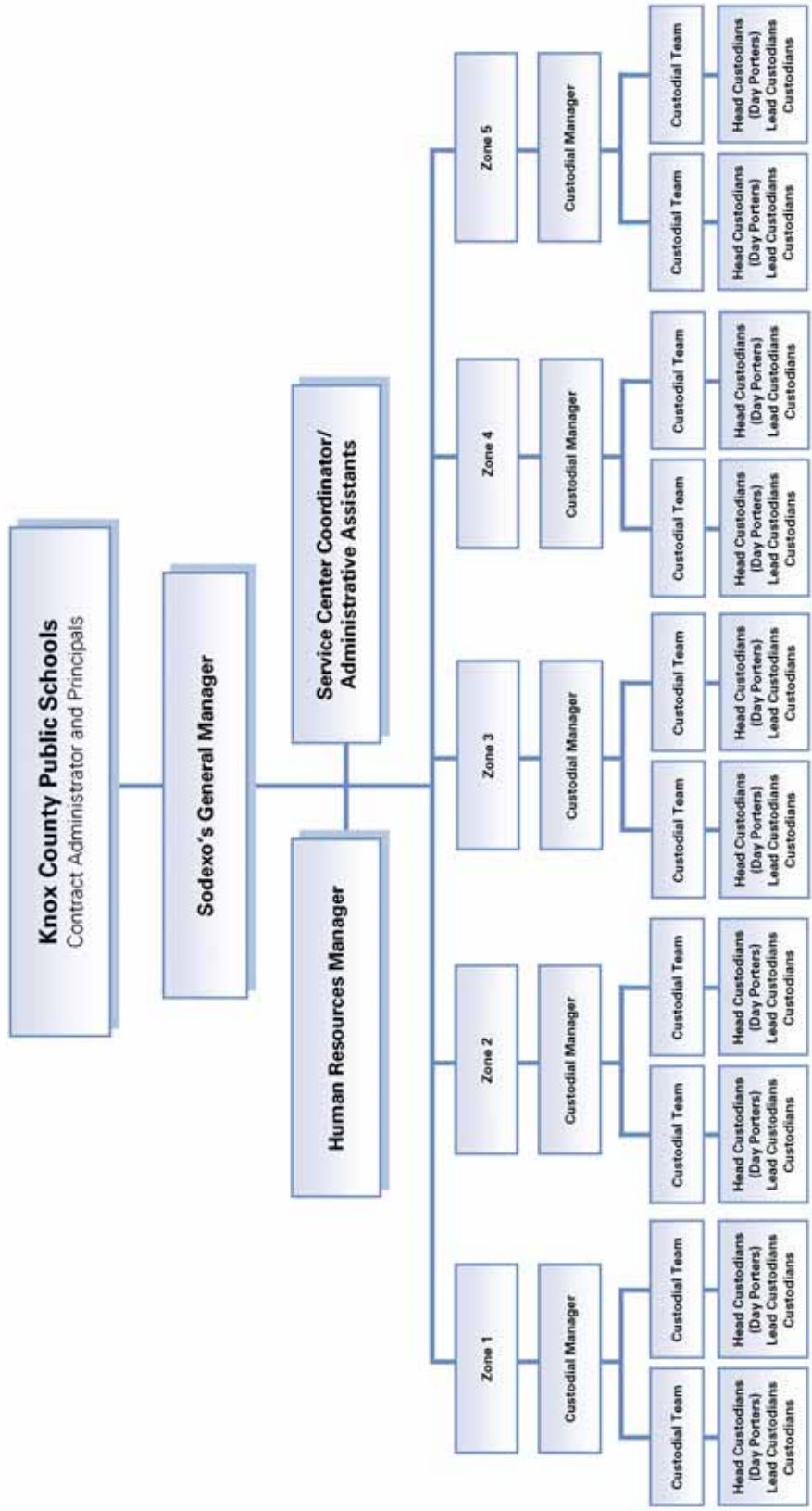
Lead custodians will work 1:15 p.m. to 9:15 p.m. Monday through Friday and will be working supervisors. Their responsibilities will include meeting with school principals or their designees daily to understand specific needs or concerns, supervision of the cleaning staff assigned to their school, meeting with the day porters daily, inspections and quality assurance, burnishing the floors Monday, Wednesday and Friday each week and spot cleaning carpet Tuesdays and Thursdays.

The custodians will work 3:00 p.m. to 11:00 p.m. Monday through Friday. The custodians will be assigned to the classrooms, hallways, pulling trash and cleaning the restrooms.

Our proposed organizational chart and detailed staffing patterns for Knox County operations; a description of the corporate support that will be available to your general manager and Knox County Schools, management qualifications and proposed general manager résumé and a summary of employee benefits are provided on the following pages.



Proposed Organizational Chart



Custodial Staffing Summary – Sodexo Providing Head Custodian/Day Porter

Elementary Schools	Square Footage	M	T	W	TH	F	S	SU	TOTAL
A. L. Lotts Elementary	113,352	34	34	34	34	34			170
Adrian Burnett Elementary	69,020	23	23	23	23	23			115
Amherst Elementary	147,122	41	41	41	41	41			205
Ball Camp Elementary	82,507	26	26	26	26	26			130
Bearden Elementary	45,070	18	18	18	18	18			90
Beaumont Elementary	73,596	24	24	24	24	24			120
Belle Morris Elementary	55,386	20	20	20	20	20			100
Bluegrass Elementary	80,615	26	26	26	26	26			130
Bonny Kate Elementary	42,718	17	17	17	17	17			85
Brickey-McCloud Elementary	131,806	38	38	38	38	38			190
Carter Elementary	41,328	17	17	17	17	17			85
Cedar Bluff Elementary	138,456	39	39	39	39	39			195
Cedar Bluff Pre-K	47,800	18	18	18	18	18			90
Chilhowee Elementary	65,101	22	22	22	22	22			110
Christenberry Elementary	94,940	29	29	29	29	29			145
Copper Ridge Elementary	71,303	24	24	24	24	24			120
Corryton Elementary	22,463	12	12	12	12	12			60
Dogwood Elementary	125,080	36	36	36	36	36			180
East Knox County Elementary	79,560	26	26	26	26	26			130
Farragut Intermediate	104,663	32	32	32	32	32			160
Farragut Primary	112,548	33	33	33	33	33			165
Fountain City Elementary	51,185	19	19	19	19	19			95
Gap Creek Elementary	20,405	12	12	12	12	12			60
Gibbs Elementary	123,391	36	36	36	36	36			180
Green Elementary	64,909	22	22	22	22	22			110
Halls Elementary	87,862	27	27	27	27	27			135
Hardin Valley Elementary	138,081	39	39	39	39	39			195
Inskip Elementary	74,432	24	24	24	24	24			120
Kams Elementary & Annex	242,900	63	63	63	63	63			315
Lonsdale Elementary	60,021	21	21	21	21	21			105
Maynard Elementary	36,340	16	16	16	16	16			80
Mooreland Heights Elementary	35,690	15	15	15	15	15			75
Mt. Olive Elementary	36,294	16	16	16	16	16			80
New Hopewell Elementary	33,599	15	15	15	15	15			75
Norwood Elementary	49,378	19	19	19	19	19			95
Pleasant Ridge Elementary	41,829	17	17	17	17	17			85
Pond Gap Elementary	34,859	15	15	15	15	15			75
Powell Elementary	98,868	30	30	30	30	30			150
Ritta Elementary	70,000	23	23	23	23	23			115
Rocky Hill Elementary	77,227	25	25	25	25	25			125
Sarah Moore Greene Elementary	126,430	37	37	37	37	37			185
Sequoyah Elementary	63,212	22	22	22	22	22			110
Shannondale Elementary	39,838	16	16	16	16	16			80
South Knox Elementary	36,932	16	16	16	16	16			80
Springhill Elementary	45,964	18	18	18	18	18			90
Sterchi Elementary	40,300	16	16	16	16	16			80
Sunnyview Elementary	49,064	18	18	18	18	18			90
West Haven Elementary	31,791	14	14	14	14	14			70
West Hills Elementary	89,013	28	28	28	28	28			140
West View Elementary	38,344	17	17	17	17	17			85
Total Elementary Schools	3,682,592	1,211	1,211	1,211	1,211	1,211	0	0	6,055

Middle Schools	Square Footage	M	T	W	TH	F	S	SU	TOTAL
Bearden Middle School	163,647	45	46	46	46	46			229
Carter Middle School	98,240	30	31	31	31	31			154
Cedar Bluff Middle School	83,900	27	28	28	28	28			139
Farragut Middle School	165,000	46	47	47	47	47			234
Gresham Middle School	112,967	33	34	34	34	34			169
Halls Middle School	143,060	41	42	42	42	42			209
Holston Middle School	194,363	53	54	54	54	54			269
Karns Middle School	165,675	46	47	47	47	47			234
Northwest Middle School	150,000	42	43	43	43	43			214
Powell Middle School	151,898	43	44	44	44	44			219
South Doyle Middle School	205,000	54	54	54	54	54			270
Vine Middle School	112,000	33	34	34	34	34			169
West Valley Middle School	187,920	50	50	50	50	50			250
Whittle Springs Middle School	75,830	25	26	26	26	26			129
Total Middle Schools	2,009,500	568	580	580	580	580	-	-	2888

High Schools	Square Footage	M	T	W	TH	F	S	SU	TOTAL
Austin East High School	268,969	68	68	68	68	68			340
Bearden High School	257,458	66	66	66	66	66			330
Carter High School	190,400	52	52	52	52	52			260
Central High School	260,837	67	67	67	67	67			335
Farragut High School	222,368	59	59	59	59	59			295
Fulton High School	236,000	62	62	62	62	62			310
Gibbs High School & Vocational	190,483	52	52	52	52	52			260
Hardin Valley Academy	257,581	66	66	66	66	66			330
Halls High School, North Knox Vocational	202,887	55	55	55	55	55			275
Karns High School & Byington Solway	257,220	66	66	66	66	66			330
Powell High School	231,220	60	60	60	60	60			300
South Doyle High School	272,750	69	69	69	69	69			345
West High School	276,770	70	70	70	70	70			350
Total High Schools	3,124,943	812	812	812	812	812	-	-	4060

Other Sites	Square Footage	M	T	W	TH	F	S	SU	TOTAL
Eastport	32,495	15	15	15	15	15			75
Fair Garden	47,047	18	18	18	18	18			90
Fort Sanders	48,351	18	18	18	18	18			90
General Services Building w/Annex	74,592	24	24	24	24	24			120
Historic Knoxville High School	116,292	34	34	34	34	34			170
KAEC	71,000	24	24	24	24	24			120
Lincoln Park	36,900	16	16	16	16	16			80
Richard Yoakley	33,404	15	15	15	15	15			75
Ridgedale Alternative Program	53,284	19	19	19	19	19			95
Sam E. Hill	39,326	17	17	17	17	17			85
Sarah Simpson Professional Develop Center	107,767	32	32	32	32	32			160
Total Other Sites	660,458	232	232	232	232	232	-	-	1,160

Field Houses	Square Footage	M	T	W	TH	F	S	SU	TOTAL
Austin East High School - Football	11,700	as needed							
Bearden High School - Soccer	750	as needed							
Bearden High School - Baseball	3,068	as needed							
Bearden High School - Football	10,792	as needed							
Carter High School	4,906	as needed							
Central High School - Football	10,000	as needed							
Farragut High School - Baseball	1,820	as needed							
Farragut High School - Football	3,210	as needed							
Farragut High School - Weight Room	7,000	as needed							
Gibbs High School - Football/Baseball	9,964	as needed							
Gresham Middle School	2,925	as needed							
Halls High School - Wrestling	6,720	as needed							
Halls High School - Football	8,400	as needed							
Hardin Valley Academy - Baseball	4,104	as needed							
Hardin Valley Academy - Football	8,208	as needed							
Powell High School - Complex	12,928	as needed							
South Doyle High School - Baseball	2,173	as needed							
South Doyle High School - Wrestling	3,124	as needed							
South Doyle High School - Football	4,879	as needed							
West High School - Football	4,131	as needed							
West High School - Soccer	5,775	as needed							
Total Field Houses	126,577	as needed							
Total	9,604,070	2,823	2,835	2,835	2,835	2,835	-	-	14,163

Custodial Staffing Summary – KCS Providing Head Custodian/Day Porter

Elementary Schools	Square Footage	M	T	W	TH	F	S	SU	TOTAL
A. L. Lotts Elementary	113,352	27	27	27	27	27			135
Adrian Burnett Elementary	69,020	16	16	16	16	16			80
Amherst Elementary	147,122	34	34	34	34	34			170
Ball Camp Elementary	82,507	19	19	19	19	19			95
Bearden Elementary	45,070	11	11	11	11	11			55
Beaumont Elementary	73,596	17	17	17	17	17			85
Belle Morris Elementary	55,386	13	13	13	13	13			65
Bluegrass Elementary	80,615	19	19	19	19	19			95
Bonny Kate Elementary	42,718	10	10	10	10	10			50
Brickey-McCloud Elementary	131,806	31	31	31	31	31			155
Carter Elementary	41,328	10	10	10	10	10			50
Cedar Bluff Elementary	138,456	32	32	32	32	32			160
Cedar Bluff Pre-K	47,800	11	11	11	11	11			55
Chilhowee Elementary	65,101	15	15	15	15	15			75
Christenberry Elementary	94,940	22	22	22	22	22			110
Copper Ridge Elementary	71,303	17	17	17	17	17			85
Corryton Elementary	22,463	5	5	5	5	5			25
Dogwood Elementary	125,080	29	29	29	29	29			145
East Knox County Elementary	79,560	19	19	19	19	19			95
Farragut Intermediate	104,663	25	25	25	25	25			125
Farragut Primary	112,548	26	26	26	26	26			130
Fountain City Elementary	51,185	12	12	12	12	12			60
Gap Creek Elementary	20,405	5	5	5	5	5			25
Gibbs Elementary	123,391	29	29	29	29	29			145
Green Elementary	64,909	15	15	15	15	15			75
Halls Elementary	87,862	21	21	21	21	21			105
Hardin Valley Elementary	138,081	32	32	32	32	32			160
Inskip Elementary	74,432	17	17	17	17	17			85
Kams Elementary & Annex	242,900	57	57	57	57	57			285
Lonsdale Elementary	60,021	14	14	14	14	14			70
Maynard Elementary	36,340	9	9	9	9	9			45
Mooreland Heights Elementary	35,690	8	8	8	8	8			40
Mt. Olive Elementary	36,294	9	9	9	9	9			45
New Hopewell Elementary	33,599	8	8	8	8	8			40
Norwood Elementary	49,378	12	12	12	12	12			60
Pleasant Ridge Elementary	41,829	10	10	10	10	10			50
Pond Gap Elementary	34,859	8	8	8	8	8			40
Powell Elementary	98,868	23	23	23	23	23			115
Ritta Elementary	70,000	16	16	16	16	16			80
Rocky Hill Elementary	77,227	18	18	18	18	18			90
Sarah Moore Greene Elementary	126,430	30	30	30	30	30			150
Sequoyah Elementary	63,212	15	15	15	15	15			75
Shannondale Elementary	39,838	9	9	9	9	9			45
South Knox Elementary	36,932	9	9	9	9	9			45
Springhill Elementary	45,964	11	11	11	11	11			55
Sterchi Elementary	40,300	9	9	9	9	9			45
Sunnyview Elementary	49,064	11	11	11	11	11			55
West Haven Elementary	31,791	7	7	7	7	7			35
West Hills Elementary	89,013	21	21	21	21	21			105
West View Elementary	38,344	9	9	9	9	9			45
Total Elementary Schools	3,682,592	862	862	862	862	862	0	0	4,310

Middle Schools	Square Footage	M	T	W	TH	F	S	SU	TOTAL
Bearden Middle School	163,647	45	45	45	45	45			225
Carter Middle School	98,240	30	30	30	30	30			150
Cedar Bluff Middle School	83,900	27	27	27	27	27			135
Farragut Middle School	165,000	46	46	46	46	46			230
Gresham Middle School	112,967	33	33	33	33	33			165
Halls Middle School	143,060	41	41	41	41	41			205
Holston Middle School	194,363	53	53	53	53	53			265
Karns Middle School	165,675	46	46	46	46	46			230
Northwest Middle School	150,000	42	42	42	42	42			210
Powell Middle School	151,898	43	43	43	43	43			215
South Doyle Middle School	205,000	54	54	54	54	54			270
Vine Middle School	112,000	33	33	33	33	33			165
West Valley Middle School	187,920	50	50	50	50	50			250
Whittle Springs Middle School	75,830	25	25	25	25	25			125
Total Middle Schools	2,009,500	568	568	568	568	568	-	-	2,840

High Schools	Square Footage	M	T	W	TH	F	S	SU	TOTAL
Austin East High School	268,969	68	68	68	68	68			340
Bearden High School	257,458	66	66	66	66	66			330
Carter High School	190,400	52	52	52	52	52			260
Central High School	260,837	67	67	67	67	67			335
Farragut High School	222,368	59	59	59	59	59			295
Fulton High School	236,000	62	62	62	62	62			310
Gibbs High School & Vocational	190,483	52	52	52	52	52			260
Hardin Valley Academy	257,581	66	66	66	66	66			330
Halls High School, North Knox Vocational	202,887	55	55	55	55	55			275
Karns High School & Byington Solway	257,220	66	66	66	66	66			330
Powell High School	231,220	60	60	60	60	60			300
South Doyle High School	272,750	69	69	69	69	69			345
West High School	276,770	70	70	70	70	70			350
Total High Schools	3,124,943	812	812	812	812	812	-	-	4,060

Other Sites	Square Footage	M	T	W	TH	F	S	SU	TOTAL
Eastport	32,495	8	8	8	8	8			40
Fair Garden	47,047	11	11	11	11	11			55
Fort Sanders	48,351	11	11	11	11	11			55
General Services Building w/ Annex	74,592	17	17	17	17	17			85
Historic Knoxville High School	116,292	27	27	27	27	27			135
KAEC	71,000	17	17	17	17	17			85
Lincoln Park	36,900	9	9	9	9	9			45
Richard Yoakley	33,404	8	8	8	8	8			40
Ridgedale Alternative Program	53,284	12	12	12	12	12			60
Sam E. Hill	39,326	9	9	9	9	9			45
Sarah Simpson Professional Develop Center	107,767	25	25	25	25	25			125
Total Other Sites	660,458	154	154	154	154	154	-	-	770

Field Houses	Square Footage	M	T	W	TH	F	S	SU	TOTAL
Austin East High School - Football	11,700	as needed							
Bearden High School - Soccer	750	as needed							
Bearden High School - Baseball	3,068	as needed							
Bearden High School - Football	10,792	as needed							
Carter High School	4,906	as needed							
Central High School - Football	10,000	as needed							
Farragut High School - Baseball	1,820	as needed							
Farragut High School - Football	3,210	as needed							
Farragut High School - Weight Room	7,000	as needed							
Gibbs High School - Football/Baseball	9,964	as needed							
Gresham Middle School	2,925	as needed							
Halls High School - Wrestling	6,720	as needed							
Halls High School - Football	8,400	as needed							
Hardin Valley Academy - Baseball	4,104	as needed							
Hardin Valley Academy - Football	8,208	as needed							
Powell High School - Complex	12,928	as needed							
South Doyle High School - Baseball	2,173	as needed							
South Doyle High School - Wrestling	3,124	as needed							
South Doyle High School - Football	4,879	as needed							
West High School - Football	4,131	as needed							
West High School - Soccer	5,775	as needed							
Total Field Houses	126,577	as needed							
Total	9,604,070	2,396	2,396	2,396	2,396	2,396	-	-	11,980

Additional Staffing Information

The District will have the opportunity to approve our candidate(s) for general manager. It is important that we find a good cultural fit with the Knox County Schools community and we seek your input on our candidate(s).

The employees will be hired by Sodexo under the guidelines provided by Knox County Schools. The District can ask for an employee to be removed for any reason they feel requires such action and Sodexo will act in accordance with Knox County Schools' request.

The stability of the work force will be provided by:

- Providing fair wages and good benefits
- Providing ongoing and relevant training
- Providing the proper supplies and equipment to make them successful
- Treating the workforce with respect
- Providing a formalized avenue for complaint resolution without fear of retribution
- Recognizing them through formalized recognition programs
- Providing growth path opportunities



Management Qualifications

Sodexo provides management services to over 900 clients nationally. That “pool” of talent is our first recruitment resource for the management team that would serve Knox County Schools.

First, a management profile is developed with our client to identify critical success factors, competencies and traits for each member of the team.

These needs are communicated, via electronic mail, to the Sodexo job posting center. Every job opening in Sodexo is posted for three weeks prior to management selection. Every Sodexo management employee has ready access to the posting list.

Additionally, Sodexo maintains a “reserve” of management candidates who are prepared for assignment. The reserve system allows us to meet client commitments during transition by using reserve management as additional support for new program start-up. This experience becomes invaluable when the manager is permanently assigned to their job.

Our growth, even with minimal management turnover, requires external management recruiting. National recruiting is coordinated by Patricia Bryson, Director of Human Resources; who works very closely with Terry Warner, District Manager and Bart Lane, Vice President, Operations.

Sodexo is recognized as a preferred employer in the hospitality industry. Coupled with the quality environment offered on each campus (the reason we are all doing what we do), and excellent growth opportunity, we are able to attract the best candidates in the industry.

It should also be noted that we have had success transitioning self-operated management to Sodexo. One of the more fulfilling aspects of our effort is to observe a manager who has worked without sufficient support, knowledge and systems transition from the anxiety of change to the confidence provided by knowing that they can make a difference.

As a leader in our industry, Sodexo is a sponsor for Covey Leadership Training co-sponsored by APPA. We value our APPA relationship and hope this closer association will further assist us in our effort to recruit the best.

Management qualifications for your general manager follow for your review.

The day custodial managers will work Monday through Friday. Their responsibilities will include the supervision of the head custodians (day porters) and lead custodians assigned to each school. There will be three zone custodian managers assigned to the day shift and they will report directly to the general manager.

Custodial managers' responsibilities include meeting with school principals or their designees daily to understand specific needs or concerns, supervision of the cleaning staff assigned to their teams, inspections and quality assurance, new employee and ongoing training, preventive maintenance and repairs of equipment and replenishing cleaning and paper and plastic supplies.

Custodial managers will be determined during the transition period prior to the contract start date. Position profiles for the custodial manager position are included on the next two pages.





Position Title: Custodial Manager – Facilities I

Position Summary: Describe the position’s purpose and overall role in the organization. Identify major job objectives and initiatives.

- Serves as a manager coordinating activities of maintenance workers or service employees engaged in cleaning and/or maintaining smaller less complex facilities of commercial, health care facility, school, residence hall, or other establishments.
- Assists in ensuring a safe working environment throughout the facility for all employees.
- Assists in monitoring employee productivity and provides suggestions for increased service or productivity.
- Assists in the supervision of day-to-day activities of subordinates and assigns responsibility for specific work or functional activities.
- Orients and trains employees.
- Performs day-to-day assignments in addition to management duties.
- Works with customers to ensure satisfaction in such areas as quality, service, and problem resolution.

Typical Knowledge and Skills: Identify the qualifications to competently perform the job. List any language(s), software or registrations required to perform this job. Please describe the typical writing, speaking and presentation skills required for this job and identify the audience.

Applies some complex skills appropriate for the position. May adapt procedures, processes, tools, equipment and techniques to meet the requirements of the position. Applies knowledge of department policies and procedures, and utilizes a general understanding of other departments’ functions. Ability to effectively communicate policies, and/or procedures in a manner easily understood by fellow employees.

Typical Requirements:

Education or Equivalent Experience: High School diploma or GED or equivalent experience.

Supervisor/Managerial Experience: Previous supervisory experience preferred.

Function Specific Experience: 1 or more years of related work experience.

Certification Requirements: None

Supervision: Identify the level of supervision received and provided.

Supervision Received: Works under minimal supervision. Relies on experience and judgment to plan and accomplish assigned tasks and goals.

Supervision Provided: Orients, trains, assigns and checks the work of employees.

Working Conditions: Describe the physical environment in which the job works and any special physical qualifications required (safety hazards, visual/hearing acuity or unusual conditions).

Work is performed in an area that is adequately lighted and ventilated.

Physical Demands: Specific physical characteristics and abilities are required to perform the work, such as agility, dexterity and long periods of walking, standing, bending, carrying or lifting supplies and equipment weighing 50 pounds or more. Wears protective clothing required by the work environment or governmental regulations.

Position Title: Custodial Manager – Facilities II

Position Summary: Describe the position’s purpose and overall role in the organization. Identify major job objectives and initiatives.

- Serves as a manager coordinating activities of maintenance workers or service employees engaged in cleaning and/or maintaining larger complex facilities of commercial, health care facility, school, residence hall, or other establishments.
- Assists in ensuring a safe working environment throughout the facility for all employees.
- Assists in monitoring employee productivity and provides suggestions for increased service or productivity.
- Assists in the supervision of day-to-day activities of subordinates and assigns responsibility for specific work or functional activities.
- Orients and trains employees.
- Performs day-to-day assignments in addition to management duties.
- Works with customers to ensure satisfaction in such areas as quality, service, and problem resolution.

Typical Knowledge and Skills: Identify the qualifications to competently perform the job. List any language(s), software or registrations required to perform this job. Please describe the typical writing, speaking and presentation skills required for this job and identify the audience.

Applies complex skills appropriate for the position. May adapt procedures, processes, tools, equipment and techniques to meet the requirements of the position. Applies knowledge of department policies and procedures, and utilizes a general understanding of other departments’ functions. Ability to effectively communicate policies, and/or procedures in a manner easily understood by fellow employees.

Typical Requirements:

Education or Equivalent Experience: High School diploma or GED or equivalent experience.

Supervisor/Managerial Experience: Previous supervisory experience required.

Function Specific Experience: 3 or more years of related work experience.

Certification Requirements: None

Supervision: Identify the level of supervision received and provided.

Supervision Received: Works under minimal supervision. Relies on experience and judgment to plan and accomplish assigned tasks and goals.

Supervision Provided: Orients, trains, assigns and checks the work of employees at larger units.

Working Conditions: Describe the physical environment in which the job works and any special physical qualifications required (safety hazards, visual/hearing acuity or unusual conditions).

Work is performed in an area that is adequately lighted and ventilated.

Physical Demands: Specific physical characteristics and abilities are required to perform the work, such as agility, dexterity and long periods of walking, standing, bending, carrying or lifting supplies and equipment weighing 50 pounds or more. Wears protective clothing required by the work environment or governmental regulations.

General Manager

The general manager is the key to our success. The critical success factors of this position include:

- **Controls** – Responsible for attaining financial performance; Responsible for accumulating and interpreting reports to assure that the Schools' resources and manpower are used appropriately; work closely with you to assure that administrative control is enhanced
- **Quality of Campus Environment** – Work with the District's liaisons to assure that quality standards of operations and services are implemented and maintained at Knox County Schools; develop comprehensive plans for these standards, which allow for continued improvement
- **Administrative Effectiveness** – Develop systems which provide management with the necessary tools to ensure timely, quality service; work with student organizations, staff organizations and faculty organizations to develop positive client relations which allow services to offer the best programs possible; review standards for all locations, conducts weekly manager meetings to review current performance and develops corrective measures
- **Human Resources** – Provides training and development to management. These programs should strive to improve each management person's skill level and continued growth within their career; manages labor relations and productivity of all unit staff employees; directs the team in the best demonstrated methods of custodial services.
- Our general manager must display the following:
 - Have a four-year degree or proven field experience
 - Effective interpersonal and communication skills
 - Must have high integrity/be a team player
 - Demonstrated knowledge of all aspects of custodial operations
 - Ability to work with student/faculty interest groups, with positive relations
 - Experienced in hiring, training and motivating managers and employees

General Manager Candidate Résumé

William V. Givens

General Manager Candidate

Experience

2011 – Current

Sodexo Education Market – Detroit Public Schools

Interim Resident District Manager

- Assist/support start-up of 14 million square feet with more than 130 facilities, 472 custodial employees and implementation of equipment repair system, cleaning supplies ordering process, new equipment purchase and financial management.

2010 – 2011

Sodexo Education Market – Philadelphia School District

General Manager 5

- Manage and maintain the cleanliness of 5.6 million square feet, which included tile, carpet, concrete and wood surfaces
- Total staff of employees – 250 custodians, 3 custodial managers
- Implement new strategic plans to improve the maximum efficiency of work quality and productivity. Train and work with the employees to improve their skills and knowledge.
- Manage and maintain \$1,000,000 dollars of equipment assets
- Managed more than \$12 million in volume

2007 – 2010

Sodexo Senior Services – Sava Senior Care

Area General Manager

- Serving twelve clients in Connecticut (two accounts) and Maryland (10 accounts) while providing housekeeping, floor care and laundry services to more than 1,800 residents
- Manage P&L statements, budgeting and forecasting, strategic planning
- Successfully implemented Sodexo's Unit Operating System
- \$8 million in managed volume

2003 – 2007

Sodexo Education Market – Saint Louis Public Schools

General Manager 4

- Manage and maintain the cleanliness of more than 9 million square feet
- Total staff of employees – 329 custodians, three custodial managers, six custodial supervisors and one project supervisor. Implement new strategic plans to improve the maximum efficiency of work quality and productivity. Trained and worked with the employees to improve their skills and knowledge.
- Managed and maintained \$500,000 dollars of equipment assets
- Managed and monitored \$265,000 waste management contract
- Managed and monitored \$46,000 pest control contract
- Successfully implemented Sodexo Shine
- Successfully implemented a supply delivery system
- Total 13 million dollars in managed volume

2001 – 2003

Aramark Service Master – Flint Michigan Community Schools
Deputy Director of Operations

- Provided leadership to five custodial supervisors and 160 custodial employees
- Maintained custodial support for 48 school buildings and 100+ single classroom units
- Administered, monitored a \$9+ million dollar operating budget
- Developed a successful orientation and custodial cleaning program
- Responsible for authorizing payroll for 300+ employees
- Successfully implemented approved cleaning products and equipment program
- Established and maintained positive relationships with key administrators

1993 – 2001

Aramark Service Master – Kansas City Missouri Schools
Custodial Zone Manager

- Supported building administrators and managers by providing a clean and safe learning environment at 30 schools. Approved and monitored supply orders, performed monthly building inspections, conducted teacher interviews, scheduled project work, ensured that the employee schedules and department procedures were followed, trained and developed custodial employees.

EDUCATION

- Certified Plant Maintenance Manager – 2003
- Mott Community College, Flint Michigan – 2001 – 2003
- Johnson County Community College, Overland Park, Kansas – 1988 – 1990
- Southwest High School, Kansas City, Missouri – 1985 – 1988

Additional Training

- General Studies, Resilient Floor Certification, Upholstery and Wall Care Certification, Carpet Care Certification, Play Ground Maintenance Certification, Wood/Gym Floor Certification, Safety Tool Kit, Leadership Development Program, General Operating Engineering, Pool Certification License and Spirit of Diversity

Accomplishments

- Gold Safety Audit – 2010
- President’s Award 100% retention – 2009
- Developed and implemented Building Leadership custodial training program – 2006
- Developed and implemented Building Pride award custodial recognition program – 2004
- Nominated for manager of the year in 2003
- Logistical system which ensures supply delivery to 100 school facilities – 2003
- Implementation of lead custodians in a strong union environment – 2003
- Implementation of “Building Pride” pride recognition program at Flint Community Schools – 2002
- ServiceMaster Merit Award – “To Pursue Excellence” – Team Member – 2000
- Building of the Month Award – 12 winning schools – 2000 – 2001
- Building of the Month Award – 13 winning schools – 1999 – 2000
- Developed and instructed low – pressure boiler operation class – 1999 – 2000
- ServiceMaster Award of Excellence – Team Member – 1999

Professional Memberships

- Sodexo Organization of Latinos
- African American Leadership Forum
- Pan Asian Network Group

Consistent with our objective of providing our customers with excellent service and providing our employees with challenging career opportunities, we have developed the most comprehensive support and development system in our industry. We value the opportunity to serve our clients, and we appreciate the important role that custodial management services plays in today's competitive environment. As a Sodexo client, your custodial department is backed by the stability and resources of a multi-billion dollar company. We have the people, the technical experience, the purchasing power and the sophisticated systems to provide any degree of backup you could possibly require. We have developed a support structure to address the key result areas of:

- Employee training and development
- Plant maintenance expertise
- Department operating systems
- System-wide procurement
- Product and procedure testing
- Regulatory requirements including ADA
- Recycling
- Human resources
- Construction/project management

Understanding and meeting the needs of the client requires close contact and the ability to respond quickly to requests. Consequently, we have developed an outstanding support team. A review of our corporate support team is included under tab 4-5.





Business Model

Corporate Organizational Chart

Corporate Support Structure

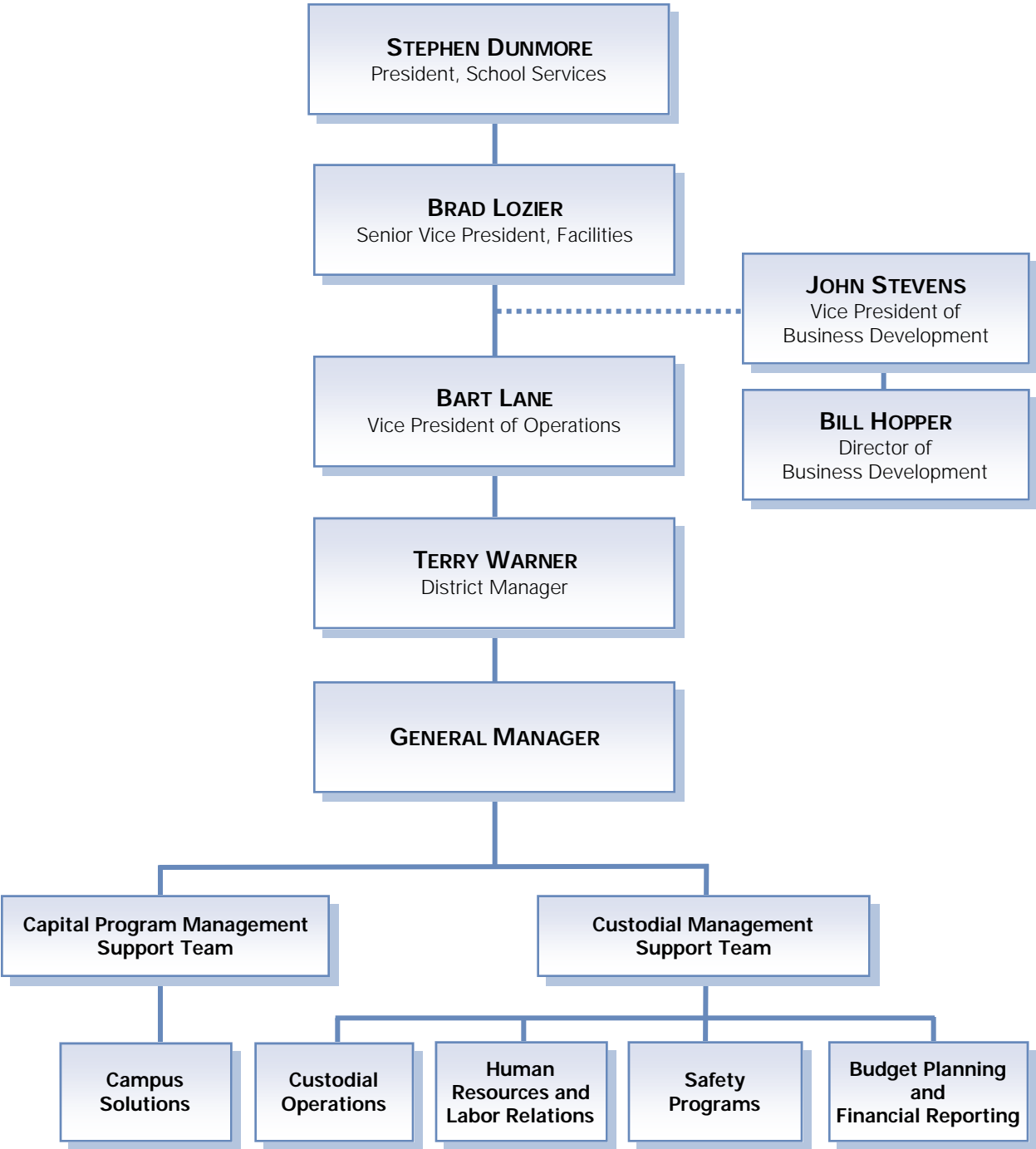
Sodexo's corporate management team has been providing comprehensive facilities management services solutions to our clients for more than forty (40) years. The service leadership that will be responsible for providing guidance and support to our on site management has gained their experience and knowledge by serving as account managers throughout their careers thus gaining significant understanding of the day-to-day operations.

Consistent with our objective of providing our customers with excellent service and providing our employees with challenging career opportunities, we have developed the most comprehensive support and development system in our industry. We value the opportunity to serve our clients, and we appreciate the important role that custodial management services plays in today's competitive environment. As a Sodexo client, your Custodial Services Department is backed by the stability and resources of a multi-billion dollar company. We have the people, the technical experience, the purchasing power and the sophisticated systems to provide any degree of backup you could possibly require. We have developed a support structure to address the key result areas of:

- Employee training and development
- Plant maintenance expertise
- Department operating systems
- Campus-wide procurement
- Product and procedure testing
- Regulatory requirements including ADA
- Recycling
- Human resources
- Construction/project management

Understanding and meeting the needs of the client requires close contact and the ability to respond quickly to requests. Consequently, we have developed an outstanding support team. A review of our corporate support teams follows.

Custodial Management Resources



Division Management Team

Stephen Dunmore

President, School Services

Stephen was appointed to this role after serving in our Health Care market for four years. He leads Sodexo's foodservice operations in approximately 500 public school districts in the United States responsible for providing 2.5 million nutritionally balanced meals to school children each day and helping students and teachers make informed decisions that support a healthy lifestyle.

Prior to joining Sodexo, Stephen held key leadership positions with Johnson Controls where he led teams of business development directors and account executives in providing asset management, facility management, technical services and integrated technology solutions to Fortune 500 clients located throughout North America.

Stephen also served as regional vice president for Aramark Business Services for the North Central region. He spent 12 years with Ford Motor Company in a variety of leadership positions including regional operations manager with responsibilities for sales, marketing, finance and operations.

Stephen holds an undergraduate degree from the University of Pennsylvania's Wharton School of Business and an MBA from the Harvard Business School.

Brad Lozier

Senior Vice President, Facilities

Brad leads our efforts to advance facilities management solutions and capabilities. His career with Sodexo highlights his abilities in long- and short-range strategic planning, report and analysis preparation and effective verbal presentation skills which he uses in communication with various levels of many organizations. He is adept in operational efficiencies and developing innovative programs to increase quality while reducing expenditures.

Specifically, he has utilized his effective communication skills throughout his career to meet and exceed customer expectations. Brad has done this by developing and implementing programs to ensure customer satisfaction and by planning employee involvement in the operation of the unit in order to develop and achieve goals and objectives. He has reorganized custodial, maintenance and plant operation departments, resulting in more efficient and productive delivery at these sites. His prior positions with Sodexo include district manager and vice president of operations for the Education Division.

Brad began his career as an Industrial Technology teacher at Westfield Washington High School in Indiana. Brad holds a Bachelor of Science degree from Ball State University.

John Stevens*Vice President of Business Development*

John has been a member of the Sodexo team for more than 15 years, first serving as a district manager and later as a sales executive. During his time as a sales executive, John was an integral part of all new sales growth throughout Texas, Oklahoma, Colorado, New Mexico, Louisiana, and Kansas. Developing and maintaining relationships is one of John's strengths and has been a key to his success. He is currently responsible for all campus services and facilities sales activity for the South, Southeast, and Mid Central U.S.

John earned a B.A. in Business Administration and Economics from Wilkes College, Wilkes Barre, Pennsylvania, and resides and offices in Austin, Texas.

Bart Lane*Vice President of Operations*

Bart has more than 22 years of experience in facilities management and operations with a focus in mechanical maintenance, environmental services, employee training, and regulatory compliance in construction. Bart has worked for Sodexo in higher education and health care operations. As Vice President of Operations he is responsible for management oversight of: the selection and placement of management teams; developing and effecting implementation plans; execution of operating systems; coordination of technical support; development and implementation of financial management protocols; contract negotiations; evaluation of program effectiveness and customer satisfaction and quality assurance.

Bart has a bachelor's degree in Management from Simpson College, an associate's degree in Hotel, Restaurant Management and has studied mechanical engineering at the Milwaukee School of Engineering and Florida International University.

Terry Warner*District Manager*

Terry joined the Sodexo team in 2008 serving at a large school district in Southeast South Carolina. In 2009, he was promoted to District Manager and has oversight for accounts in Georgia and South Carolina. Terry brings with him a wealth of facilities maintenance expertise gained through a career spanning more than 22 years of managing the operations across a range of small to very large K-12 clients as well as higher education clients.

Terry has an education in Turfgrass Management from Pennsylvania State University.



Bill Hopper

Director of Business Development

As Director of Business Development, Bill provides technical support to the sales and operations team and also assists with business retention efforts. Prior to coming with Sodexo in 1996, Bill spent 25 years in service with the State of Alabama, 16 years as a state auditor and director of higher education audits and the last nine years as senior vice president of financial affairs and treasurer of the Troy State University System. Prior to assuming the position of Director, Business Development in the Southeast, he held other operational positions such as senior director of account retention and business development and interim facilities director at Western Kentucky University. Bill's firsthand experience in higher education over the last 38 years has provided Sodexo with a unique understanding of our clients' concerns.

Bill is a graduate of Troy State University with a Bachelor of Science in Accounting and Business Administration and a Master of Science in Criminal Justice.

Capital Program Management Support Team

Campus Solutions is the industry leader in planning, design and construction of campus facilities. It was created in 1992 in response to the identified need for a professional, effective team of consultants, designers and developers who understood the specific components of contract services and could produce high-quality projects on time and on budget. A collaborative team of AIA-certified architects and designers, FCSI food service design/consultants, interior designers, procurement specialists and computer-aided drafting technicians, coupled with construction and project management experts enables us to provide the highest level of service and value in the industry. Knox County Schools will have access to their combined expertise and creativity as new building projects are considered. We can assist in design, construction and material selection phases as Knox County Schools' needs require.

Energy Management Support Team

Knox County Schools' energy management goals will be top of mind and you will have access to the support of a team of experts in the field led by a true specialist in all phases of campus maintenance and energy conservation. Surveys, start-up protocols, management development, staff training and client follow-up can be provided as your goals require. Many years of combined skills and experience in HVAC, electrical and mechanical systems are at your disposal.

Facilities Management Support Team

Plant Operations Support

Plant operations support ensures effective implementation of InSite^(SM) and our Unit Operating System for plant operations, including procurement of training, software and hardware systems, facilities inventory, staff orientation, development of ADA studies and account development plans. Experienced and knowledgeable teams will be brought together to form a perfect response to every operations demand on Knox County Schools campuses.

Your on-site management team will oversee department organization, preventive maintenance implementation, review of deferred maintenance needs and will offer their assistance as necessary for presentations to administration.

Proactive systems in areas of energy management, project management, deferred maintenance, regulatory compliance, landscaping and custodial operations are among the services our team will bring to Knox County Schools.

Custodial Operations Team

From the first meeting with building representatives, the goal of our Custodial Operations Team is to determine Knox County Schools needs and develop staffing assignments that meet those needs. Skilled technicians will be supported by on-site training in techniques, equipment use and safety.

Managers and their teams are assisted in improving program quality by a regimen of relevant training, technical support, quality assurance, financial performance and customized production schedules. In this way, successful implementation of our Unit Operating System is assured.

Landscape Design and Maintenance Team

Knox County Schools' grounds will become a source of pride as our landscape design and maintenance team develops and implements systems for maintaining your landscapes and beautifying Knox County Schools' campuses. We will also develop solutions for effective treatment of sports turf, integrated pest management and irrigation system design by developing zone maintenance concepts and annual service calendars for weeding, feeding, pruning and equipment maintenance. Led by a degreed landscape architect, our team will begin immediately to develop ideas to enhance the appearance of your campuses.

Our team also offers you the expertise of a certified grounds manager and certified sports field manager – one of only three in the country – who has written numerous articles for national trade journals and has lectured across the country on grounds and sports turf-related issues.

Human Resources and Labor Relations

Lauri Tomlins

Senior Vice President, Human Resources

Lauri began her career in the hospitality industry 30 years ago, working with Marriott. She has served as a general manager, regional trainer, franchise consultant, regional operations director, district manager and human resources director. Lauri earned her Bachelor of Arts degree in Political Science and Economics from the University of Vermont. She is certified as a Senior Professional in Human Resources and is a member of the Society for Human Resources Management.

Jim Feingold

Vice President of Employee and Labor Relations

Jim has amassed more than 30 years of experience in the specialty areas of human resources and labor relations management. Jim is responsible for employee/labor relations for all services of Sodexo. He has been involved with more than 200 collective bargaining units throughout the United States and Canada and is also responsible for union relations and the employee relations area. Jim is supported by three employee/labor relations specialists who are geographically positioned to provide maximum customer support.

Budget Planning and Financial Reporting

Don Seney

Senior Director of Finance

Don has a strong financial and operations background. He began his career in 1972, serving as a food service manager. Throughout his career, he has held positions such as purchasing manager, regional controller, and financial analyst for Marriott's In-Flight Catering division. He has worked in the financial area of management services since 1979. Don is a graduate of Michigan State University.

Safety Planning

Eric Ingram

Area Safety Manager

At the commencement of service, Eric will complete a safety audit of all facilities. The results of that audit will form the basis for our safety enhancement action plan. The area safety manager will help establish staff employee safety committees and provide appropriate training. Eric will be continually available to work with the committees and assist with ongoing self-audits. Eric will establish benchmark performance targets which will be incorporated into department operating plans.



Additional Support

Procurement

Sodexo has a sophisticated and efficient contracting distribution system which is unparalleled in the contract service industry, providing purchasing economies of scale, an individualized ordering system organized around individual unit needs, a professional staff and an extensive quality assurance program. Sodexo negotiates high volume contracts on items such as maintenance, custodial and landscaping supplies, furniture, wall covering, floor covering and light fixtures. These contracts have resulted in significant cost savings that are available to Knox County Schools. These features can have immediate benefit as our clients begin new construction projects, and purchasing decisions need to be made. A representative of Sodexo would be assigned to work with the District's materials management department to secure the best prices available.

Sodexo has developed a Supplier Code of Conduct, a series of standards designed to encourage vendors and suppliers to operate in an ethically and socially responsible manner.

Sodexo's code of conduct outlines standards and expectations in such areas as forced and child labor, wages and benefits, working hours, health and safety of workers, freedom of association, human rights and fair labor practices, the environment, community involvement, ethics, conflicts of interest and communications. A complete copy of the guidelines is available from the Corporate Responsibility section of Sodexo USA's Web site.



Business Model

Commitment to
Lasting Partnerships

Our Commitment to Lasting Partnerships

Identifying Knox County Schools' expectations, setting measurable goals and continually communicating with you are keys to building a successful, long-term partnership. We believe communication is a constant, two-way street, and our commitment is to be a valued member of your campus community, actively engaged in ongoing conversations with you. Sodexo provides a framework to help us understand what is relevant to you as our client and to ensure that our technical delivery meets your expectations.



STRONG CUSTOMER FOCUS

We have always put our customers first.

Focusing on their needs enables us to achieve levels of quality and service that provide a strong competitive advantage.

Transition Meeting

The first critical stage in establishing a lifelong partnership is ***starting the contract according to your expectations***. Before the contract is signed, we ask to meet with all of the key decision makers from your organization so that we may understand and establish mutual expectations.

Understanding that new expectations arise with changing circumstances, we build in several opportunities to review our performance and set new goals.

Quarterly Meetings with our operations team provide a formalized setting to update progress on meeting expectations. ***Annual Expectations Meetings***[®] give us the opportunity to revisit mutual objectives and prioritize new expectations for the coming year.

An Overview of our Methodology

Understanding

Transition Meeting
Quarterly Meetings
Annual Expectations Meetings

Providing Relevant Value

Focusing on Knox County Schools' Expectations
Nurturing Professional Relationships
Excelling in Our Technical Delivery

Evaluating the Progress

Quarterly Reviews
Client Surveys
Customer Surveys
FreshEyes[®] Review





Business Model

Summary of Employee Benefits and Wage Rates

Health and Welfare Benefits

Benefit: Medical:

Who is Eligible? Full-time hourly employees (30+ hours per week) and all salaried employees. Eligible spouse and dependent children may participate.

When Eligible? Saturday following request within 45-day window for salaried employees and first of the month following 90 days of employment for hourly employees.

What Employee Receives: Blue Cross and Blue Shield is the company preferred provider organization offering two levels of coverage options.

Benefit: Dental

Who is Eligible? Full-time hourly employees (30+ hours per week) and all salaried employees. Eligible spouse and dependent children may participate.

When Eligible? Saturday following request within 45-day window for salaried employees and first of the month following 90 days of employment for hourly employees.

What Employee Receives: Coverage for both routine and special dental treatment, including preventative care.

Benefit: Vision – Vision One Eye Care Program

Who is Eligible? All employees and their family members are automatically enrolled at no cost.

When Eligible? Immediately.

What Employee Receives: Discounted rates for exams, frames, lenses and laser vision procedures.

Benefit: Vision – Comprehensive Care Plan

Who is Eligible? Full-time hourly employees (30+ hours per week) and all salaried employees. Eligible spouse and dependent children may participate.

When Eligible? Saturday following request within 45-day window for salaried employees and first of the month following 90 days of employment for hourly employees.

What Employee Receives: Comprehensive eye exam or Standard Contact Lenses (including fit and follow-up), discounted rates for frames, lenses and laser vision procedures.

Benefit: Short-Term Disability

Who is Eligible? Hourly full-time employees.

When Eligible? First of the month following 90 days of employment.

What Employee Receives: Financial benefit for non-work-related accident or illness when accident or illness prevents employee from performing job duties.

(Not available in areas with government mandatory disability plans: CA, HI, NJ, NY, Puerto Rico, RI.)

Benefit: Long-Term Disability

Who is Eligible? Full-time hourly employees (30+ hours per week) and all salaried employees.

When Eligible? Saturday following request within 45-day window for salaried employees and first of the month following 90 days of employment for hourly employees.

What Employee Receives: Financial benefit for non-work-related accident or illness when accident or illness prevents employee from working for an extended period of time.

Benefit: Disability Plus

Who is Eligible? Salaried employees.

When Eligible? Saturday following request within 45-day window.

What Employee Receives: As a “bridge” to long-term disability, provides benefits for most of the time period before LTD benefits begin.

Survivor Benefits

Benefit: Basic Life Insurance

Who is Eligible? Full-time hourly employees (30+ hours per week) and all salaried employees.

When Eligible? Saturday following request within 45-day window for salaried employees and first of the month following 90 days of employment for hourly employees.

What Employee Receives: Coverage of one times annual salary (up to \$50,000) at no cost to salaried employee. Hourly full-time employees receive \$10,000 coverage at no cost.

Benefit: Accidental Death and Dismemberment

Who is Eligible? Salaried and hourly full-time employees.

When Eligible? Saturday following request within 45-day window for salaried employees and first of the month following 90 days of employment for hourly employees.

What Employee Receives: 24-hour coverage is available for employee, spouse and dependent children from \$25,000 to \$350,000 levels. Company-paid business travel accident insurance for salaried employees.

Benefit: Survivor Income Protection (SIP)

Who is Eligible? Salaried full-time employees.

When Eligible? Saturday following request within 45-day window.

What Employee Receives: In case of death as a result of covered condition, SIP pays salary to beneficiaries for one, two or three years, as elected by employee.

Benefit: Group Term Life Insurance (GTL)

Who is Eligible? Full-time hourly employees (30+ hours per week) and all salaried employees. Eligible spouse coverage also available.

When Eligible? Saturday following request within 45-day window for salaried employees and first of the month following 90 days of employment for hourly employees.

What Employee Receives: Coverage of up to 4 times annual salary up to certain coverage maximums at employee's expense. Lower rates for healthy non-smokers.

Benefit: Business Travel Accident (BTA)

Who is Eligible? All employees eligible for salaried benefits.

When Eligible? Coverage begins the day you start work – no cost to employee.

What Employee Receives: Coverage up to \$1,000,000.

Retirement and Savings Benefits

Benefit: Sodexo 401(k), Employees' Retirement Savings Plan and Trust

Who is Eligible? All employees.

When Eligible? 21 years old, with one year of service and worked a minimum of 1000 hours within one 12-month period, and are not part of a collective bargaining unit – unless negotiated as part of an agreement.

What Employee Receives: Opportunity to share in the company profits and save tax-sheltered dollars. Employees' savings earn interest and the first 6% is matched by company contributions. Ownership of company contributions is based on length of service. Fourteen investment options are available.

Benefit: Credit Union

Who is Eligible? All employees and their immediate family members.

When Eligible? Immediately.

What Employee Receives: Interest checking with direct deposit available, loans at preferred rates, Individual Retirement Accounts (IRA) and a convenient way to save and earn a competitive interest rate through payroll deductions.



Leave Benefits

Benefit: Vacation

Who is Eligible? All salaried employees; full-time hourly employees (30+ hours per week); part-time hourly employees according to division policy.

When Eligible? Varies by account.

What Employee Receives: The amount of paid vacation varies by length of service and division policy.

Benefit: Sick Leave

Who is Eligible? Salaried employees – 7 days annually. Hourly employees – varies by account.

When Eligible? After six months of employment.

What Employee Receives: Paid absence due to employee or family member illness; number of days varies by length of service and division.

Benefit: Holidays

Who is Eligible? Varies by account.

When Eligible? Varies by account.

What Employee Receives: Number of paid holidays as determined by division and account.

Benefit: Funeral Leave

Who is Eligible? All employees.

When Eligible? Immediately.

What Employee Receives: Paid absence up to three consecutive days for death of immediate family members (spouse, children, parents, spouse's parents, brother, sister, grandparents.)

Benefit: Jury Duty

Who is Eligible? Full-time employees (30+ hours per week.)

When Eligible? Immediately.

What Employee Receives: Paid absence for up to four weeks.

Benefit: Family and Medical Leave Act

Who is Eligible? All employees.

When Eligible? Non-temporary employees after 12 months of service (consecutive or non-consecutive within the preceding two years); temporary employees after they have 12 months of service (consecutive or non-consecutive within the preceding two years and have worked 1,250 hours over the previous 12 months.)

What Employee Receives: Up to 12 workweeks of unpaid, job-protected leave in a 12-month period for certain family and medical reasons.

Other Benefits

Benefit: Educational Assistance Program

Who is Eligible? Full-time hourly employees (30+ hours per week) and all salaried employees.

When Eligible? After one year of service prior to course starting.

What Employee Receives: Reimbursement for 100% of tuition costs, up to \$2,500 per year, for courses and fees approved by division policy. A Grade of "C" or better is required for reimbursement.

Benefit: Service Awards

Who is Eligible? Non-temporary employees, excluding temporary, seasonal, and pool status.

When Eligible? Recognition every 5 years of service.

What Employee Receives: Sodexo gift and service certificate.

Benefit: Family Care Spending Account

Who is Eligible? All salaried employees and full-time and part-time non-temporary hourly employees with eligible dependents.

When Eligible? Saturday following request within 45-day window for salaried employees and first of the month following 90 days of employment for hourly employees.

What Employee Receives: Money is deducted from each paycheck before taxes and is deposited into a personal family care spending Account. Employee submits day care receipts for reimbursement. Lowers taxable income and may provide more spendable cash in each paycheck.

Benefit: Direct Deposit

Who is Eligible? All salaried employees and full-time and part-time hourly employees.

When Eligible? Immediately.

What Employee Receives: Employees may have their paychecks automatically deposited in multiple checking or savings accounts.

Benefit: Health Care Spending Account

Who is Eligible? All salaried employees and full-time, non-temporary hourly employees.

When Eligible? Annual enrollment only.

What Employee Receives: Set aside pre-tax dollars to cover health expenses not covered by medical or dental plan.

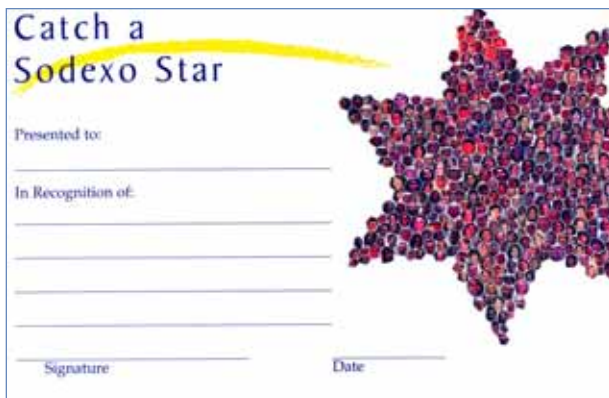
Employee Recognition

In addition to outstanding compensation and benefits package, being recognized for a job well done is often the most rewarding and motivating aspect of a job. The person who consistently does a high-quality job in a low-profile position deserves and needs to hear positive feedback. Sodexo managers are trained to identify these employees and are strongly encouraged to recognize them in a timely and sincere manner with awards, incentives and other tokens of appreciation. Sodexo is structured so that a talented and motivated hourly employee can move up to a management position in a relatively short time, and our managers develop employees for tomorrow's opportunities by encouraging them to work toward their full potential today.

Catch a Sodexo Star

The Catch a Sodexo Star program is a simple reward and retention program that recognizes frontline employees who go above and beyond the call of duty. The program rewards positive behaviors that support Sodexo's values including Service Spirit, Team Spirit and Spirit of Progress.

Managers give employees stickers for demonstrating positive behaviors and the stickers can be redeemed for a variety of gifts. The overall goal of the program is to motivate frontline employees to excel in their positions and reward those who do.



Catch a Sodexo Star

Presented to: _____

In Recognition of: _____

Signature _____ Date _____

The form features a large star on the right side, composed of many small, colorful circular photos of people. A yellow swoosh underline is positioned under the title.



Certificate Program

It is a part of the Sodexo philosophy that employees and their accomplishments need to be recognized. Individual recognition helps to enhance employees' self-esteem, which will in turn enhance the quality of their work.

The Sodexo Certificate Program has been designed to reward and recognize employees who have made the effort to expand their knowledge and skills, and have accomplished this goal.

Employees are awarded certificates of recognition when they are eligible, which signifies their development and achievements. The recognition of this advancement is no light matter. The unit manager will schedule an employee recognition meeting, which helps generate a unified atmosphere within the department.

Below is a reduced sample of a Sodexo training certificate.



Wage Rates/Ranges

	Range
Head Custodian	\$10.00 to \$16.00
Lead Custodian	\$ 8.00 to \$12.00
Custodian	\$ 7.50 to \$11.00





Business Model

Sodexo Cleaning System

Sodexo Cleaning System

The Sodexo Cleaning System will be implemented at Knox County Schools. This innovative, effective and efficient program will improve customer satisfaction, reduce absenteeism and employee turnover, hence the consistency of the program improves. This program is comprehensive and includes innovative techniques for training and scheduling.

All of our clients face the challenge of providing adequate funding for maintaining their facilities and there is a competition for funding between the academic programs and facilities. The downturn in the economy, along with reduced funding have created even greater financial stress for our clients. Clients have expanded their facilities to meet the program needs of each School. Often, the labor budget is not adjusted consistent with industry staffing norms. In response, Sodexo has worked to develop and implement a new process for cleaning our clients' facilities. This process is the Sodexo Cleaning System (SCS) and it includes the following:

- Selection and hiring process
- Complete training process
- Reduced travel time and wasted steps
- Safety program that performs beyond compliance
- Provides consistent quality service
- Reduces cost of cleaning supplies
- Reduces the amount of equipment needed compared to zone cleaning
- Improves employee morale, productivity and safety

All cleaning activities will be performed in the manner of "motel-style cleaning." Cleaning services will be performed on the 2nd shift. Head custodians (day porter) services will be performed during regular work hours.

What is the Sodexo Cleaning System?

Sodexo understands the advantages of an efficient cleaning system and has developed SCS as a result. SCS is a complete program that measurably controls time, materials and task performance, hence carrying great potential for reduction in custodial hours and costs. The SCS system can be customized to the specific needs of Knox County Schools while still maintaining its overall efficiency.

SCS utilizes the development of trained and properly equipped cleaning specialists, including restroom, vacuum, light duty and utility specialists. Each specialist starts work in a different quarter of a building or area, called a core, and meets in a designated area at the end of the day. The cleaning supervisor gives each specialist a daily job card that details tasks and expected time for completion, as well as personalized distribution trays containing properly apportioned packets of cleaning chemicals and related supplies. Each day per week, specialists are assigned more intensive cleaning tasks that allow for deeper cleaning in a specific core. This way, each core is deep cleaned once weekly.

SCS identifies and quantifies supplies; provides time/task standards, standardized training and quality control practices; and gives you a way to evaluate your optimal staffing needs.

Sodexo Cleaning System

Philosophy

- Clean for health first, then appearance
- Treat cleaning workers as first class citizens
- Keep it simple
- Use the clean syndrome (cleanliness propagates cleanliness)
- Go beyond compliance on safety regulations
- Minimize environmental harm
- Exceed expectations

Goals

- Create and maintain a clean, safe environment
- Cleaning workers take ownership and responsibility resulting in pride
- Cleaning workers are happier with positive attitudes
- Cleaning workers take leadership roles
- Create a more efficient, systematic way to clean which results in cost savings

Results

- Fewer hours required to do the same amount of work
- More effective cleaning/cleaner habitat
- Less absenteeism/higher employee morale



Proprietary Information



The Cycle – Profile, Assess, Project, Supply, Train, Implement, Assess and Adjust

The SCS program provides the right materials, tools and means necessary to define staffing needs, train them and supply them with just the right amount of cleaning materials and equipment. The program provides quality control checks, promotes the highest level of safety and evaluates performance (team or individual). Most important to remember is that the program is an ongoing one, a cycle of continued assessment, evaluation and adjustment.

We highly recommend photo documenting detailed conditions as a baseline for before/after comparison.

Step One – Profiling the Facility

Using the “SCS Cleaning Profile” form, the program takes into account more than building square footage (the customary criteria) to begin to define labor and material needs. Numbers of fixtures, types of floor coverings and room types are compiled to reach a total square footage cleaned. The “International Sanitary Supply Association (ISSA) Cleaning Times” guide is used to convert this data to labor hours necessary. The time/task figures in the ISSA standards are somewhat generous, but add just a little time to each at initial start-up. The task/time calculations are then used to define optimum daily staffing. We adjust them to nominal ISSA standards as familiarity builds efficiency. In a perfect world where cleaning was performed once daily in spaces unoccupied for eight hours each day, this would be the end of the analysis.

Proprietary Information

Step Two – Assess the Variables

The manuals and cleaning profiles broadly address the variables in building occupancy, daily turnover and accessibility. We will dig a little deeper than the profile and solicit information from building users as to accessibility, special expectations and frequency of events and functions. A thorough assessment of the initial costs for equipment and supplies compatible with the SCS system will be needed. These are integral to program success.

We will need to assess and choose the first area carefully. We will select an area that requires improvement, shows potential for positive aesthetic results and carries potential for labor savings. An exception would be an area that requires dramatic change in cleaning practice to raise customer satisfaction. Your faculty and staff will be made aware of the intentions in most cases.

Step Three – Project Staffing

After we have performed the profile and identified staff-hour needs, we can adjust them according to the variables that will require additions or subtractions. We compare the current staffing against your numbers. We will set initial and long-term goal staffing patterns. We may find that you have just the right number of people who already work in the area we've profiled. That's okay. The other efficiencies and long-term material savings provide sufficient incentive to proceed.

Step Four – Supply

We will determine the supplies and equipment needed. We will procure and have these in place prior to training as they will be used to demonstrate techniques and practices.

Step Five – Train, Train, Train

We are building a team. We will train them all, in all specialties. We will provide training tapes and materials, to help them thoroughly understand the subjects. *We combine multi-media training with practical, participatory hands-on demonstrations*. These can be performed in the field. Once trained, we will choose specialists based on observations of their interest and proficiencies.

Step Six – Implement the Program

After considering and adjusting the SCS program for all variables procuring supplies and training, we will implement the program. Initial implementation requires MBWA (management by walking around). Supervisor(s) will soon realize that this is an effective means of quality assurance and measurement for adjustments to the initial program. We will seek to meet the standards and to surpass them.

We anticipate that team members will encounter some reactions from customers accustomed to the old way. We will explain and adjust as necessary.

Step Seven – Assess

We will provide assessment forms to document performance of the program and individual specialists. We will compose Knox County Schools' own assessment form and format. Our goal is the most efficient use of human and material resources, cleanliness and client satisfaction.

The use of job cards and distribution trays are the first line of defense against time and materials abuse. Between distributing these and their return, supervisors will be inspecting, observing and recording on a seemingly random daily basis (but covering the whole area/building once weekly). The team will be briefed on the results of the evaluations and assessments. We will concentrate on the team's strengths and encourage strengthening of weaknesses.

Once two or more teams have been working successfully for a while and have developed a basic routine, we will have them trade or rotate areas worked. We will allow a short adjustment period to the new geography and area operating requirements. We will then evaluate the performance of the teams as a whole, including their ability to adapt and apply their training to a variety of areas.

Step Eight – Adjust

Six weeks into the program we will meet with the principals, and then sit with the cleaning supervisor(s) and review their findings. From observations and perhaps a customer survey and quality control reports we will evaluate the following:

- Is the process and program adequately compatible with the area's functionality?
- Are personnel changes needed?
- Will additional or different capital equipment and tools make a difference in staff hours and/or sanitation?
- Are safety measures practiced routinely?
- Are the habitual controls in place and followed religiously (portion pac return, job cards, task timing, etc.)?
- Is absenteeism having an impact on effectiveness?
- Have the teams taken ownership of the system?
- Were projected staffing needs accurate?

We will adjust the program according to the evaluations.

The system will eventually be absorbed into the routine, and you may find labor savings where you least expect. Your facilities will be cleaner and more sanitary. Best of all, you'll have data to prove it!

Custodial Procedures

~ ~ ~

TABLE OF CONTENTS FROM OUR OPERATIONS MANUAL

01	TABLE OF CONTENTS	207	Floors & Ceilings: Cleaning and Care
02	ALPHABETIC INDEX	207-1	Ceilings
010	INTRODUCTION	207-2	Vacuuming
100	APPROVAL FORM	207-3	Carpet Bonnet Buffing
200	GENERAL CLEANING	207-4	Carpet Spotting
201	Furniture & Appliances	207-5	Floor Buffing (Electric Machine)
201-1	Upholstery	207-6	Floor Scrubbing (Electric Machine)
201-2	Vinyl and Plastic	207-7	Floors/ Burnishing
201-3	Cabinets	207-8	Vinyl Floor Stripping
201-4	Counter Tops	207-9	Wood Floor Stripping
201-5	Television Cleaning	207-10	Vinyl Floor Sealing
201-6	Telephones	207-11	Wood Floor Sealing and Finishing
201-7	Refrigerator Cleaning	208	Walls
201-8	Refrigerator Defrosting	208-1	Wall Washing
202	Light Fixtures	208-2	Door Frames, Latches and Jambes
202-1	Lamps	208-3	Wall Spotting
202-2	Light Bulbs/Replacement	208-4	Baseboard Cleaning
202-3	Fluorescent Lights	209	Containers
202-4	Incandescent Lights	209-1	Labeling Containers
202-5	Tube Replacement	210	Cleaning Surfaces
203	Windows & Window Fixtures	210-1	Cleaning Glass
203-1	Windows/Exterior	210-2	Cleaning Stainless Steel
203-2	Windows/Interior	211	Miscellaneous
203-3	Window Screens	211-1	Artificial Plants
203-4	Storm Windows	211-2	Ashtrays/Urns
203-5	Drapes and Curtains --Vacuuming	211-3	Chalkboards
203-6	Drapes/Hanging	211-4	Drinking Fountains
203-7	Drapes/Removal	211-5	Elevator Cleaning
203-8	Window Blinds/Damp Dusting	211-6	Escalator Cleaning
203-9	Blinds/Hanging	211-7	Expansion Joints
203-10	Blinds/Hanging	300	EDUCATIONAL FACILITY CLEANING
203-11	Vacuuming Blinds	301	Classrooms
204	Restrooms	302	Computer Rooms
204-1	Sink Cleaning	303	Gymnasium Care
204-2	Soap Dispensers	304	Locker Rooms
204-3	Paper Dispensers	305	Laboratories
204-4	Shower Cleaning	306	Dining Room Cleaning
204-5	Tub Cleaning	307	Shower and Tub Room
204-6	Vanity Cleaning	308	Vending Areas
204-7	Toilet Bowl Cleaning	309	Incinerator Room
204-8	Waste Receptacles	310	Kitchen
204-9	Trash Removal	311	Office Cleaning
204-10	Cabinets	312	Trash Room
204-11	Counter Tops	313	Corridors
205	Waste Receptacles	400	POLICING
205-1	Trash Receptacle	401	Introduction
206	Heating & Air Conditioning	402	Lobbies
206-1	Cover/Radiators	403	Food Service Area
206-2	Air Conditioner Covers	404	Stairs & Elevators
206-3	Duct Covers	405	Policing Public Restrooms
206-4	Covers/Louvers	406	Entrances



Business Model

Quality Control Procedures

Quality Control Program

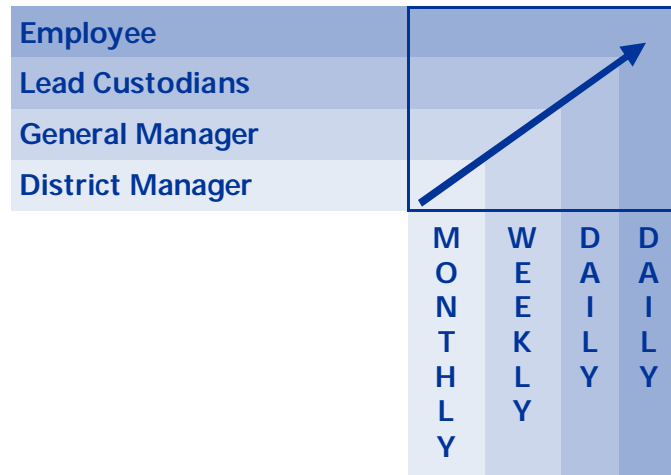
The Sodexo quality control program provides several methods for monitoring quality and customer satisfaction.

1. **To Measure Improvement**, it is necessary to establish a balance. We accomplish this by conducting customer and employee satisfaction surveys and award of excellence audits. The results are shared with principals and department employees and assist in the development of department goals. These audits and surveys will be conducted annually each Fall and compared to the baseline previous scores.
2. **Informal Rounds** are made frequently throughout the day. Rounds keep the general manager and custodial managers “in touch” with activity in the units, the needs of the students and staff, and the people doing the work. During these inspections, classrooms, corridors and lobbies are checked for order and cleanliness, the work skills and pace of employees are observed, reinforcement training is given and users are contacted. This active presence throughout the District ensures a good appearance and rapid response to needs.
3. **Formal Rounds** are detailed inspections made by the general manager and custodial managers with the Contract Administrator and principals in their school. Quality standards are set and reviewed, deficiencies are noted and improvement plans are formed. These rounds keep us alert to each unit’s needs and standards.

4. **Sodexo has a formal, documented Quality Control System** that is computer based. Areas are randomly selected for inspection every week. The general manager uses detailed checklists noting the status of each item on the list. The number of satisfactory checks for all inspections done during the day is totaled, and this total as a percentage of all checks becomes the quality index which can be graphed to reveal trends.

Frequency of inspections increases as one moves down the organizational chart.

- Custodians self-inspect every room after cleaning
- Lead custodians inspect each custodian’s work area daily
- Custodial managers jointly inspect with clients on a weekly basis
- The general manager inspects once per month with the district manager



5. **We seek feedback.** Each semester we send all principals a short questionnaire asking them to grade the team’s service, quality of cleaning and professionalism.
6. **Terry Warner will provide ongoing support to our custodial general manager at Knox County Schools, visiting regularly.** During these visits, he will tour the Schools, inspect work quality and meet with principals and administration. He will also review systems, cost control measures, training documentation and projects in process.

7. **We recommend that a Principals' Council be formed** with representatives from each School, the Administration and Sodexo. The group should meet weekly during the first several weeks of our program, and then monthly thereafter, to review our progress and give fresh direction for the next period. Principals' Council meetings are valuable checks on the perceptions of the service and needs of the school community.
8. **An annual audit** is performed by Bart Lane. The audit forces a detailed look at every component of our program: quality, systems, interdepartmental relations, cost control and employee and management development. The results of the audit are compiled into an annual report which summarizes our progress and achievements during the year and outlines new operating goals, budgets and strategies for the coming year. We refer to this annual audit as the Executive Review.
9. The **award of excellence** is a complete audit of our program that is conducted twice annually. The audit includes a review of our systems, quality financial performance, customer surveys and staff surveys. The results of these reviews are key indicators of how effectively our service has been implemented.



Communication Tools

Weekly Meetings

We suggest that our general manager and the administrator directly responsible for custodial management department meet on a weekly basis to review the ongoing operations, review objectives and provide Sodexo with direction where required. These meetings should be scheduled for one hour on the same day each week. This standard meeting time can be used to review the monthly administrative report, conduct tours of the facility and meet with support staff.

Administrative Report

Each month the Sodexo general manager prepares a report for the client that includes detailed information on the following topics:

- Human resources
- Quality indicators
- Training and development
- Corporate technical support
- Financial performance
- Activity summary on projects
- Status towards achieving established department objectives
- Future plans

Principals' Council Committee

Principals' Council meetings are formal regularly scheduled meetings attended by key school representatives and Sodexo managers. It is suggested that committee members include:

- School principals
- Knox County Contract Administrator
- Sodexo – Bart Lane, Vice President of Operations
- Sodexo – Terry Warner, District Manager
- Sodexo's general manager and custodial managers

Attendance by a broad cross section allows for a good sampling of customers' perceptions. The credibility of the committee is often determined by the leadership, quality and standing of its members.

The meetings are scheduled on a monthly basis and the agenda will include a review of the following topics:

- Quality of service
- Quality indicators
- Status of projects
- Human resource issues
- Status toward departmental goals
- Review of performance since last meeting
- Discuss and resolve topics of concern

Executive Review

The Executive Review is a formal presentation to the District’s senior management team, which reviews Sodexo’s accomplishments over the past year or from time of program implementation. This Executive Review allows Sodexo to access the District’s confidence in the program and how well the program is meeting the needs of the Schools.

The report concentrates on the key result areas of our services and uses graphs and statistics to illustrate the main points. The report is presented in a yesterday – today – tomorrow format that includes:

- Brief service history
- Service evaluation
- System review
- Staff development
- Financial performance
- Future program enhancement plans

Custodial Quality Control Checklist

Custodial Quality Control Check List

Building:				Week Ending:		
Inspector:				Lead Custodian:		
Custodian:				Custodian:		
Topic	Item	Room #		Room #		Facility Representative:
		S	U	S	U	Inspector Comments
Furniture	Chairs					
	Benches					
	Telephones					
	Tables-Desks					
	Cabinets					
	Planters					
	Lamps					
	Glass					
	Coolers					
	Shelves					
	Water Fountains					
	<i>Subtotal</i>					
	Dust					
	Spots					
Corners						
Wall Hangings						
Walls	Doors					
	Glass					
	<i>Ledges</i>					
	Chalkboard					
	Blinds					
	<i>Subtotal</i>					
	Dust					
	Debris					
	Spillage					
	Baseboards					
	Edges					
Floors	Gum					
	Finish					
	Trash Rec.					
	Ash Tray					
	<i>Subtotal</i>					Rep Comments
	Vents					
	Dusts					
Ceilings	Cobwebs					
	Light Fixtures					
	<i>Subtotal</i>					
	Plumbing					
	Bowl					
	Faucets					
Wash Stands	Dispensers					
	Dryer					
	Shelves					
	Mirrors					
	<i>Subtotal</i>					
	Plumbing					
	Seat-Both Sides					
	Bowl					
Urinal						
Toilets	Supplies					Rep Signature:
	Partitions					Date:
	Sanitary					
	<i>Subtotal</i>					
	Walls/Floors					Inspector Signature:
	Fixtures					Date
Showers	Soap Dish					
	Curtains					
	<i>Subtotal</i>					
	TOTALS					

Unit Audit and Evaluation

Custodial Management Unit Audit

Date:
Unit:
GM:
DM:
SVP:

Applicable Points Points Earned

Place an X for type of contract	Fee	
	P & L	
Place an X for services provided	HSKP	

Applicable Points Points Earned

1. Human Resources

A. Pre-Hire/Hiring Process

1 Job openings posted at job bank and unit	10	
2 Electronic application flow log in use	10	
3 Voluntary applicant self-identification form	10	
4 WOTC (Work Opportunities Tax Credit)	10	
5 Thoroughly complete I-9 forms	10	

B. HR File

1 All files centralized and secured	10	
2 Employment application	10	
3 Voluntary new hire self-identification form	10	
4 Job descriptions reviewed/signed	10	
5 Handbook acknowledgements reviewed/signed	10	
6 Performance appraisals, PAF, etc... filed & in	10	

C. Other HR Files

1 I-9 filed in separate and secure location	10	
2 Medical records filed secure/separate location	10	

D. Required Postings (English & Spanish)

1 Federal Employment Law & ... (6 in 1)	10	
2 State posters	10	
3 Promise of Fair Treatment, ... poster (8 in 1)	10	
4 Company posters (The Network, etc...)	10	
5 Current work schedules	10	

E. Training-Management

1 All managers attended BYC (90 days of hire)	10	
2 All managers attended "Front Line Leadership"	10	
3 GM direct reports participate in out-of-unit	10	
4 GM participates in training 2 or more times/year	10	

F. Training-Hourly

1 Annual review of employee handbook	10	
2 OSHA required safety training completed @ hire	10	
3 Annual review of safety training completed <i>*Safety talk program satisfies annual review</i>	10	
4 Safety training OJT type	10	
5 Intro technical training for all new hires	10	
6 Annual monthly tech. training calendar prepared* <i>*Required for each dept., 10 points per dept.</i>	30	
7 Training recorded on "In-Service Training"	30	
8 Technical training OJT type	30	
9 OJT is supplemented by vendors	30	

G. Documentation Requiring Annual Update

1 Job descriptions updated annually	10	
2 Area assignments updated annually -	10	
3 Zone assignments updated annually	10	
4 Rounds assignments updated annually	10	

H. Employee Relations

1 HR Manager consulted prior to involuntary	20	
2 Employee issues are acknowledged & addressed	20	
3 Hourly appraisals/wage adjustments on time	20	
4 MPPS developed on time for salaried direct reports	10	
5 MPPS completed on time for salaried direct reports	10	
6 Succession plans implemented and current	10	
7 LOA are processed according to policy	10	
8 Employee recognition program current/documented	10	
9 Annual employee satisfaction surveys documented	25	
10 No EEOC or WC judgments	10	

I. Payroll/Attendance Records

1 Attendance maintained and current	20	
2 Timesheets utilized by hourly employees	10	
3 Timecards signed/approved by employees	10	
4 Hourly payroll accurate/on time	10	
5 Management payroll accurate/on time	10	
Sub-total for Human Resources Section	645	0

2. Quality Perception of Auditor

A. Housekeeping

1 Administrative & academic		
a. Entrance ways (10)	10	
b. Halls and lobbies (10)	10	
c. Bathrooms (10)	10	
d. Classrooms (10)	10	
e. Offices (10)	10	
f. Windows and screens (10)	10	
g. Dusting (10)	10	
h. Trash and policing (10)	10	
i. Elevators (10)	10	
j. Supply closets (10)	10	
k. Floor care (10)	10	
2 Resident halls		
a. Entrance ways (10)	10	
b. Halls and lobbies (10)	10	
c. Bathrooms (10)	10	
d. Showers (10)	10	
e. Windows and screens (10)	10	
f. Dusting (10)	10	
g. Trash and policing (10)	10	
h. Elevators (10)	10	
i. Supply closets (10)	10	
j. Floor care (10)	10	

B. Grounds

	Applicable Points	
1 Main campus		
a. Litter/trash	10	
b. Impression areas – entrances, gardens	10	
c. Mowing – edging, trimming, blowing	10	
d. Turf areas – color & weeds	10	
e. Bed areas – weeds, edging & plant health	10	
f. Shrubs pruned appropriately	10	
g. Tree trimming	10	
h. Condition of equipment	10	
2 Athletic fields		
a. Turf areas – mowing, edging, trimming	10	
b. Turf areas – color & weeds	10	
c. Field maintenance – top dressing & aerating	10	
d. Condition of equipment	10	

C. Maintenance

a. Avg. days routine W.O.s 3 _____	10	
b. Avg. days urgent W.O.s 1 _____	10	
c. Avg. days deferred W.O.s 7 _____	10	
d. Roofs and gutters	10	
e. Painting and trim work	10	
f. Ceilings tiles	10	
g. Fuel tanks monitored	10	
h. State of mechanical spaces	10	
i. Employee shop areas	10	
j. Inventory controls	10	
k. Proper signage	10	
l. Windows and screens	10	
m. 90% of P.M.s are being performed	10	

Sub-total for Quality Perception of Auditor Section

460	0
------------	----------

3. Operations

A. Safety

1 First aid kit adequately stocked & accessible	10	
2 First aid log maintained	10	
3 First report of injury for all incidents/accidents	20	
4 Xpresslink notified of injuries within 24 hours <i>*No charges for late reporting</i>	20	
5 Documented safety committee (6 months)	20	
6 All accidents investigated w/corrective action	20	
7 OSHA 300 log properly filled out/filed/posted	20	
8 Unit has a copy of current safety manual	10	
9 MSDS books are complete & accessible	20	
10 Fire extinguishers accessible	10	
11 Safety Audit performed by NSF	200	

B. Client/Customer Relations

1 Account analysis profile current	10	
2 Annual customer satisfaction surveys	30	
3 Administrative report prepared/submitted <i>*see second page for list of items to include</i>	30	
4 Executive review documented annually <i>*see second page for list of items to include</i>	30	
5 Client councils documented quarterly	20	
6 Guide of services brochure is utilized	15	
7 Department has a presence on facility web page	15	

B. Client/Customer Relations (continued)

8 Tent cards are utilized	15	
9 Door hangers are utilized	15	
10 GM/director's relationship with staff	10	
11 GM/director's relationship with student body/	10	
12 GM/director's relationship with faculty	10	
13 GM/director's relationship with administration	10	
14 Management team involved in campus functions	10	
15 Current reference letter on file	10	

C. Quality Assurance

1 Weekly HSKP QA inspections documented	10	
<i>Corrective action documented for scores <80%</i>	10	
2 Weekly Grounds QA inspections documented	10	
<i>Corrective action documented for scores <80%</i>	10	
3 Weekly Sports Turf QA inspections documented	10	
<i>Corrective action documented for scores <80%</i>	10	
4 Weekly Landscape QA inspections documented	10	
<i>Corrective action documented for scores <80%</i>	10	
5 Monthly POM space inspection documented	10	
<i>Corrective action documented for scores <80%</i>	10	
6 Monthly POM WO/PM audits documented	10	
<i>Corrective action documented for scores <80%</i>	10	

D. Systems, Software

1 InSite ^{ess} :Get it(5), WO(5), PM(5), Reports(5)	20	
2 Outlook checked daily	10	
3 Octel checked daily	10	
4 Remoteware/excellent utilized	10	
5 SodexoNet connection established	10	
6 Contingency plans documented	10	
7 Current "Admissions Tour" documented and	10	
8 Employees in appropriate uniforms, policy	10	
9 Current tool inventory	10	
10 Current PM equipment inventory	10	
11 Current capital equipment inventory	10	
Sub-total for Operations Section	840	0

4. Finances, Contracts

1 WOR submitted timely each week to DM &	15	
2 WOR submitted timely @ end of each period to DM, Orlando, operations accountant	15	
3 WOR vs. actual results <=/ 10% variance	20	
4 Receivables are current - DSO < 15 days	10	
5 Invoice register/log maintained	10	
6 Copy of proposal, contracts & amendments on	20	
7 Current billing is consistent with current contract	10	
8 Current FTE number is consistent with contract	25	
9 Transmittals submitted accurately & timely	10	
10 Sales tax broken out on transmittals	10	
11 All invoices submitted for payment week of	10	
12 Copies of invoices submitted for payment on file	10	
13 Purchasing compliance 80% or higher	25	
14 Petty cash is secured at all times	10	
15 Petty cash fund in balance	10	
16 Operating under college/university budget	30	
17 Unit achieves/exceeds financial plan	30	
Sub-total for Finances, Contracts Section	270	0

Scoring Totals			
Percentage Score of Human Resources	0%	Percentage Score of Operations	0%
Percentage Score of Quality Assurance	0%	Percentage Score of Finances, Contracts	0%
Overall Percentage Score=		0%	

**Principal Survey
Custodial Management Department Evaluation Program**

NAME: _____ TITLE: _____ DATE: _____

SCHOOL: _____

	Highest				Lowest
1. Responsiveness to my needs	5	4	3	2	1

Comments: _____

	Highest				Lowest
2. Quality of results	5	4	3	2	1

Comments: _____

	Highest				Lowest
3. Availability of supplies to my area where services are provided by the Custodial Services Department	5	4	3	2	1

Comments: _____

	Highest				Lowest
4. Behavior and effectiveness of staff	5	4	3	2	1

Comments: _____

	Highest				Lowest
5. Behavior and effectiveness of department supervisor/management	5	4	3	2	1

Comments: _____

TOTAL POINTS POSSIBLE: 25 YOUR SCORE: _____

**Account Evaluation Program
Customer Evaluation**

NAME: _____ **TITLE:** _____ **DATE:** _____

1. Service Quality	5	4	3	2	1
2. Responsiveness to Needs	5	4	3	2	1
3. Professionalism of Staff	5	4	3	2	1
4. Professionalism of Management	5	4	3	2	1
5. Availability of Equipment and Supplies to service your area	5	4	3	2	1

TOTAL POINTS POSSIBLE: _____ 25

YOUR SCORE: _____

COMMENTS:



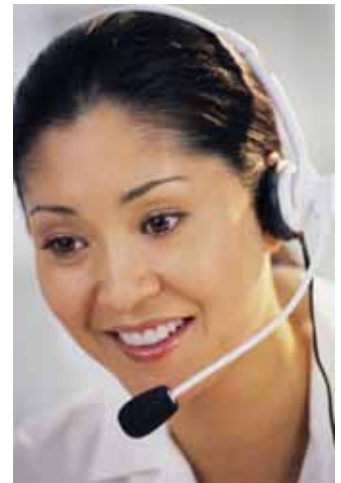
Business Model

Complaint Resolution Process

Sodexo realizes that, to provide excellent services, customer complaints need to be thoroughly assessed and addressed. Although most companies do not like complaints, from Sodexo's perspective this provides important information regarding customers' requirements, opinions, and view points. The information obtained from a complaint can be used to more effectively manage customer interactions, adapt services, and modify and better control the services provided. Customer complaint information is used not only to reach an effective solution for the complaining customer, but also to improve processes and services to prevent the same grievance from arising again.

The Complaint Resolution Process will be publicized and made as easy as possible in an effort to actively solicit complaints. Sodexo understands the importance of any complaint system being as easy as possible for customer and that the customer must know where to go to address their issues. If the process is publicized and people use it, they will feel listened to, understood, and see action. The primary elements of Sodexo's Complaint Resolution Process are:

- Respond quickly and personally – response time is critical and no complaint should go unattended. Failure to return call or answer emails can not only compound the original issue, but can become an additional source of frustration, anger and dissatisfaction.
- Assume that the complaint is legitimate – do not try to deny responsibility or wrongdoing, belittle the complaint, argue or try to convince the customer they are wrong, give excuses or try to blame others. It may be that the problem has been a misunderstanding of what was to be expected from the service.
- Listen – do not interrupt, don't hurry the explanation of the complaint, and don't be afraid of pauses in the conversation. Venting is seen as an important part of the healing process and customers can be patient, understanding and forgiving if they feel someone is listening, with listening sometimes being all it takes to restore their confidence.



- Ask questions – and probe to ensure that all the information and facts have been gathered. Try to avoid jargon and other organizational specific language that could confuse or anger the customer.
- Take notes – to ensure an accurate record of the complaint and the conversation.
- Paraphrase your understanding of the situation – this confirms that you understand what the customer’s complaint is and ensures that they feel as though they have been heard and their complaint is acknowledged.
- Accept blame where appropriate. Apologize – even if there is uncertainty about fault. Remain civil no matter how angry or abusive the customer becomes.
- Respond promptly, never promise what cannot be delivered – and if necessary refer the customer to someone who can provide satisfaction or a solution if you are unable to. If it is likely that a resolution will take some time, make sure the customer is informed of the time frame.
- Try to give the customer a number of solutions. Where possible, do more than the customer expects. Where possible, ask the customer to say what solution they would recommend or like. Customers usually just want you to take responsibility and apologize for any inconvenience.
- Implement the remedies as soon as possible.
- Thank the customer – for their feedback and for taking the time and energy to raise the complaint with you.
- Follow up – via phone call, e-mail or personal visit to check on the customer’s continued satisfaction.
- In summary, our Complaint Resolution Process involves listening to the customer, soliciting complaints and recording complaints to provide better service. Sodexo’s goal is to ***Focus on the Customer, Focus on the Complaint and Focus on Process Improvement.***



Business Model

Emergency Cleaning Procedures and Emergency Response

In this section, we provide information concerning Emergency Cleaning Procedures that occur and are considered minor emergency situations during the normal school hours and emergency response to major disasters such as hurricanes or flooding. Also in this section is our health safety program, a sample copy of Sodexo's Emergency Management Manual table of contents and a copy of a Crisis Management Action Plan.

The Sodexo team assigned to Knox County Schools will be trained to respond to any emergency cleaning situation that arises in the schools. The general manager and custodial managers will have cell phone coverage 24 hours per day, 7 days per week and head custodians (day porters) and custodial leads will be provided with appropriate communication tools in order to respond quickly to specific needs at each school. The staff will be trained to respond quickly, assess the situation and take appropriate action as needed utilizing appropriate safety equipment, personal protective equipment, cleaning supplies and materials. Disposal will be in accordance with appropriate procedures and regulations. All activities will be coordinated with and reported to school officials.

In the event that a staff member observes a situation where the health and welfare of individuals is endangered, or when buildings, equipment or property could be damaged or destroyed, the staff will be trained to report the situation to the appropriate school official immediately.



Emergency Response – Major Disasters

In the event of a major disaster, the Sodexo team assigned to Knox County Schools will be prepared to respond immediately to any emergency situation. All management personnel will have cell phone coverage 24-hours per day 7 days per week. In addition, the district manager, vice president of operations and senior vice president are also available 24/7. Cell phone numbers for all these individuals will be provided to the District, specifically to the Contract Administrator, principals and other District officials. We will maintain a current call-in roster of the staff to assist in the case of any emergency situation.

It is our expectation that the on-site general manager and custodial managers assigned by Sodexo to the District, will become familiar with the District's Emergency Procedures. If appropriate, we would like our management team to be active participants in the District's various emergency and safety programs.

In addition to the team at Knox County Schools, the District can expect support from our other locations throughout the county should the need for assistance warrant such. Sodexo resources have been provided many times as the result of hurricanes in Florida, Alabama, Georgia and Louisiana, and have responded to tornadoes in Kentucky and floods in the Mid-West. Our experience dealing with the hurricanes and flooding in New Orleans is very extensive, having been responsible for clean-up after Hurricane Katrina and also Hurricane Ike.

Sodexo's Safety Program and Crisis Management Action Plan are included in this section.

Health Safety Program

Sodexo's Safety and Health Program is an integrated management system that is driven by all levels of management and employees. The Safety Policy Statement is shown below:

Featured Summary

1. Safety and Health Program

Comprehensive safety policy that addresses all key elements of a Safety and Health Program. They include:

- CEO Safety Policy Statement
- Management and Employee Safety Responsibilities
- Safety Committee Meetings
- Hazard Control: Monthly Safety Inspections; Fire Prevention; Annual Hazard Assessment with Personal Protective Equipment; Energy Control Program with Lockout/Tagout; Blood and Bodily Fluid Procedures; Alcohol Service Policy Guidelines; Workplace Violence Guidelines; Safe Work Orders Procedures; Machine Guarding; Other Associated Risks and Controls
- Safety Education Requirements
- Fleet/Vehicle Safety
- Injury/Illness Response
- Disaster Response
- Regulatory Agency Compliance
- Safety Recognition
- Resources for Unit Managers
- Performance Measurements-Third Party Audits
- Chemical Hazard Communication



Benefit to Client/Customer

- A safe working environment for employees and our client
- Provides on-site management with a focused plan to promote a safe workplace
- Clearly defined management and employee safety responsibilities
- Potential hazards are identified and eliminated or controlled
- Compliance with federal, state, and local regulations and standards
- High degree of safety awareness
- Reduction in insurance charges
- High employee productivity
- High employee morale

Featured Summary

2. Safety Inspection Procedures

- Monthly Safety Inspection conducted by trained management staff

Benefit to Client/Customer

- Reinforcing safety standards and addressing hazards

Featured Summary

3. Safety and Health Support Team

Sixteen safety specialists are located throughout Sodexo to assist our operations in all aspects of Workplace Safety and Health. Major functions include:

- Identify unsafe conditions, which erode profits or have the potential to do so
- Determine accident causative factors and facilitate appropriate remedial actions
- Communicate workplace health and safety information to Sodexo executives and unit managers within assigned areas
- Enforce compliance with Sodexo, federal, state, and local codes and standards involving the safety of employees, our client, and the public
- Attain assigned objectives such as injury frequency rates
- Assist in developing risk improvement plans

Benefit to Client/Customer

- Creates a safety culture within our services producing a consistently safe environment for our clients and customers
- Managers can rely on safety professionals to assist them in all aspects of safety and health
- Provides comprehensive safety training to select unit manager staff in order to make them competent district safety coordinators

SAFETY POLICY

1. All hazards are controllable.
2. Supervising personnel will discuss specific job hazards with each employee and enforce safe work practices at all times.
3. No employee is expected to take unnecessary risks.
4. Employees should notify their immediate supervisor of any unsafe condition or procedure encountered in their work.
5. Supervising personnel shall act to eliminate all hazards.
6. All injuries will receive immediate first aid.
7. Every accident must be reported promptly and completely.
8. We will not compromise the safety of our employees and guests.



Español

REGLAS DE SEGURIDAD

1. Todos los peligros pueden ser controlados.
2. Los jefes del personal analizarán con cada empleado los trabajos que sean peligrosos y deberán hacer cumplir los procedimientos de seguridad en todo momento.
3. A ningún empleado se le exige tomar riesgos innecesarios.
4. Empleados deben de avisar a sus jefes de cualquier condición o procedimiento inseguro que encuentren en sus trabajos.
5. Jefes de personal actuarán para eliminar todos los peligros.
6. Todo lesionado o herido recibirá primeros auxilios de inmediato.
7. Todo accidente debe ser reportado pronta y cabalmente.
8. No comprometeremos jamás la seguridad de nuestros empleados ni clientes.



sodexo*

Sodexo Safety
Prevent. Protect. Preserve.™



Safety Plan

Safety training is a top priority. Sodexo will provide a comprehensive, ongoing safety training program. Complementing the Sodexo safety program is additional vendor training for specific equipment. The Beyond Compliance Hazcom program and Protect Yourself custodial safety and loss prevention program training will be provided through our Sodexo Cleaning System.

As a priority, safety is treated with the utmost importance at all Sodexo accounts. We have provided copies of our accident prevention statement, safety policy manual information and safety storage binder information for your perusal. As you can see, safety comes first.

Accident Prevention Statement

Safety is a major concern for all of us. Each unit has safety programs and policies for everyone to follow. Safety performance is an important part of your responsibilities. Immediately report any situation that seems unsafe to your manager. Ask your manager about additional policies specific to your unit and remember these basic safety rules:

- All hazards are controllable
- Your manager will discuss specific job hazards with you and enforce safe work practices at all times
- Your manager should be notified immediately of any unsafe condition or procedure encountered
- Your manager shall act to eliminate all hazards
- All injuries will receive immediate first aid, if required
- It is important that any accident/incident, no matter how slight, be reported immediately to the manager and a first report of injury report be filled out. Failure to do so will lead to constructive counseling action.
- If a work-related injury or illness is suffered, we will attempt to bring the employee back to work in some capacity until he or she is fully recovered
- Do not use equipment until you have been instructed about proper operating and cleaning procedures

The following pages provide an excerpt from Sodexo's Safety Policy Manual.

Summary**MANAGERS ARE IN CHARGE OF THE WORKING**

ENVIRONMENT - While safety is everyone's responsibility, control of the working environment and control of employees' actions fall directly under the Manager's responsibility. Only management can implement methods to control the work force and the work environment. Effective safety management starts with top management and extends downward through the organization via regular lines of communication.

Accountability

DELEGATE AUTHORITY - The only way to achieve specific objectives, whether they be in safety or any other facet of our business, is to assign people to do the job, and give them the capacity, support and authority to carry it out.

SAFETY ACTIVITIES, when properly performed, can have a significant positive impact on the day-to-day operation of a well run unit, and enhance peak efficiency, productivity and morale. Therefore, we must require effective performance in this area from all management personnel. Each manager can be measured or held accountable for what their unit is doing in:

- Safety training
- Safety meetings conducted
- Safety inspection reports
- Accident investigations
- Support of the safety program

The measuring tools are

- Injury frequency and cost
- Safety inspections and audits
- Timeliness and quality of reports
- Employee opinion surveys

Communication and Enforcement on Safety Policy

SAFETY IS A TOP PRIORITY - Because good safety performance is an essential factor in effective cost and quality control, it is not to be subordinated to other management interests, but must be considered an integral part of the entire operation. In other words, safety and productivity must both be given top priority. Both are basic elements of each unit's profitability goal.

MANAGERS MUST PERFORM THE FOLLOWING - It is the responsibility of each manager to communicate all safety policies and enforce all safety procedures. To carry out these responsibilities, management must:

- **Make Safety Part of Every Procedure** – Ensure that safety has been built into each operation and procedure, considering exposure of employees, guests or property which may be affected.
- **Train Employees in Safety** – Instruct each employee in the hazards of his/her job and how to avoid accidents and resulting injury. Document the training provided.
- **Clarify the Safety Policy** – Make clear to each employee that he/she is expected to work safely and that willful violations of safety procedures will not be tolerated.
- **Correct Unsafe Acts/Conditions** – Take prompt corrective action when unsafe acts or conditions are observed or reported.
- **Maintain Adequate Safety Equipment** – Ensure that adequate equipment and protective devices are provided for each task, and ensure the use of personal protective equipment.
- **Treat and Report All Injuries Immediately** – See that all injuries are treated immediately and the appropriate notification is made.
- **Investigate All Incidents** – Promptly and thoroughly investigate all incidents, whether or not injury has occurred, and complete the appropriate reports where required. Take preventive action to prevent reoccurrence.

Communication and Enforcement on Safety Policy

- **Limit Liability** – Manage general liability claims. Offer to call for medical assistance. Allow the guest to decide the course of action. Take appropriate steps to limit our liability.
- **Conduct Monthly Safety Inspections** of the operation, seeking to reduce hazards and unsafe conditions. See section 402 for additional information.
- **Support the Safety Program** – Give personal support to all aspects of the Safety Program; instill safety awareness in each employee by personal example, one-on-one contact, and group discussions.
- **Establish a Safety Idea/Suggestion Program** – Provide a means for employees to submit ideas and suggestions to improve safety.
- **Provide a Safety Bulletin Board** – Include the following, as a minimum:
 - Sodexo's Safety Policy
 - Safety Tracking Poster
 - Safety Committee Members' names
 - Safety Committee minutes from last meeting
 - Emergency phone numbers
 - Incentive program
 - Emergency plan
 - Workers Compensation poster if required by state
 - Previous year's OSHA 200 Log summary during month of February
 - OSHA Job Safety and Health Protection poster
- **Seek Assistance** from your Loss Prevention Manager regarding policy or procedures whenever such assistance is needed.

**Employee
Responsibility**

Each employee has been hired to perform his/her job and is expected to work as safely as he/she knows how. Each employee should:

- **Learn Safe Methods** – Learn the right (safe) way to do his/her job and should seek instruction from management when in doubt.
- **Do Job Safely** – Perform each task in a safe manner using the equipment provided and following instructions and established procedures.
- **Take No Shortcuts** – Avoid deviations or "short cuts" from accepted practices.
- **Report All Injuries**, no matter how slight, to management immediately. Notify management prior to seeking medical treatment for a work related injury.
- **Report Hazardous Conditions** to management. Suggestions as to improved methods of task performance should be made to management.
- **Support the Safety Program** (See the discussion on Employee Responsibilities in the *Unit Safety Rules* section of the *Safety Education* chapter.)

SAFETY STORAGE BINDER

1. **OSHA** – Requirements found in Safety Policy Manual *SP 901 p4 - OSHA*
 - 200 logs (Keep five years on file)
 - Recordkeeping
2. **Safety Committee** – Requirements and forms found in Safety Policy Manual *SP 301 – OSHA*
 - List of Current Safety Committee Members
 - Minutes of Meetings (Past six months)
 - Addendum A – Posting Requirements
3. **Self-Inspections***
 - HACCP Daily Taste Panel Chart (one month in binder; five months on file in unit) – *HACCP Manual*
 - 24-Point (Food Service - monthly) – *HACCP Manual*
 - Food Safety Self-Inspection Guide (within 30 days of opening new unit or change of top management; all units annually)
 - Pest Control Records – *HACCP Manual*
 - Monthly Safety Committee Inspection Report with Corrective Action Plans
 - Quarterly Safety Inspections – *SP 402*
 - Physical Safety Audit Form
 - Hazard Correction
 - Equipment Inspection/Repair Log
4. **Hazard Control**
 - TB Requirements (Health Care only) – *SP 409 – OSHA*
 - Hearing Conservation Program (Facilities Management only) – *SP 407 – OSHA*
 - Respiratory Protection – *SP 405 – OSHA*
 - Confined Space (Facilities Management only) – *SP 414 – OSHA*
 - Ladders – *SP 415 – OSHA*
 - Lock Out/Tag Out – *SP 406 – OSHA*
 - At Risk Assessments (all units to complete) – *SP 408 – OSHA*
 - Total Floor Care Program
 - Employee Hazard Report Form
 - Alleged Foodborne Illness and Foreign Material Complaints Reporting Procedures – *SP 1300*
5. **Hepatitis B** (Facilities Only)
 - Bloodborne Pathogens – Hep B (Health Care must have written exposure control plan) – *SP 408 – OSHA*
6. **Personal Protective Equipment Assessment**
 - Section *SP 404 – OSHA*
7. **Safety Education*** – All safety training (except Chemical Hazard Communication) will be kept in this section. *Training Resource Guide available from Loss Prevention Manager*. Employee Safety Training Checklists. Training Record Documentation:
 - Accident Prevention Review (Safety Policy manual Section *502-4/516-1*)
 - Monthly Safety Talks
 - 5-minute Safety Talks
 - Training documentation of required training (i.e., Back Safety, Fire Extinguisher)
8. **Chemical Hazard Communication** – *SP 1400 – OSHA*
 - Hazardous Chemical Inventory List
 - Right to Know Training
 - Chemical Hazard Communication Training Record
9. **Vehicle Safety** – *SP 600*
 - Insurance Statement: Business Use of Personal Vehicle
 - Copies of Current DMV Records (Procedures found in Safety Policy Manual Section *SP 601*)
 - Driver's Responsibility
 - Safety Talks
 - Driver's Vehicle Condition Report (daily/monthly requirements)
10. **Incident/Accident Reports** – *SP 700*
 - Workers' Comp. Incident/Accident Reporting Instructions
 - First Aid Procedures
 - Case Management
 - Medical Treatment Authorization (keep copies when authorizing treatment)
 - First Report of Injury
 - Investigations
 - DWC-1 (State of CA Employee's Claim)
 - Charge Back/Lost Time Reporting
 - Workers' Compensation/Transitional (Modified) Duty
 - Accident Review Board Findings
11. **Emergency Preparedness**
 - Emergency Notification Checklist w/Emergency Preparedness Guidelines
12. **Incentive Program** (see *SP 1000*)
 - Outline of Unit Safety Incentive Program
 - Safety Suggestions
13. **Safety Resources**
 - Safety Alert
 - Important Safety Information
 - Phone Reference Guide
 - Safety Materials

* Given the size of some sections, storage in a separate binder may be required. If so, place a cross-reference sheet in the appropriate section identifying the location of documentation.



Engineering Services
Emergency
Management
Manual

KODEXO

Emergency Management Manual

© Sodexo

Emergency Management Manual

The following manual has been reviewed and meets Engineering Services needs for managing Emergency Management.

All manuals need to be reviewed and signed-off.

Reviewed by:	Date:

**Engineering Services
Emergency Management Manual
Suggestions/Corrections Form**

If you find any problems or would like to suggest changes in this manual, please complete this form and send it to:

Engineering Services Vice-President at Sodexo
100 Avon Meadow Road, Avon, CT 06001 (Fax: 860-678-8573)

Date: _____

Manual: _____

Name: _____

SUGGESTIONS/CORRECTIONS:

Table of Contents

CHAPTER 1 – EMERGENCY MANAGEMENT PLAN	1
Emergency Management Plan	2
Sample Emergency Management Plan	3
Disaster Plan Overview	5
Key People Designated for Disaster Plan	7
Disaster Plan	8
Stage I: Disaster Alert	11
Stage II: Planning	12
Stage III: Implementation	13
Stage IV: Wrap-Up	15
Master Log	16
Responsibilities	17
List of Phones Not on Facility System	44
Decontamination Guidelines	45
Radiological Emergency Assistance	48
Patient Escorts	49
Fire Plan	50
Sample Fire Plan	51
Evacuation Plan	60
Sample Evacuation Plan	61
Recommended Patient Evacuation Technique	66
Temporary Shelter/Transfer Plan	68
Sample Temporary Shelter/Transfer Plan	69
Facility Bomb Threat Search Procedures	71
Sample Bomb Threat Search Procedures	72
Flood, Wind, and Earthquake Damage Plan	80
Sample Flood, Wind, and Earthquake Damage Plan	81
Ice and Snow Removal Policy	85
Traffic Control: Vehicular and Pedestrian	89
Emergency Management Plan Critique Form	91
Sample Critique Form	92
Emergency Management Plan Performance Standards	97
CHAPTER 2 – ESSENTIAL SYSTEMS DISRUPTION/FAILURE PLAN	1
Essential Systems Disruptions/Failure Plans	2



ACTIONS FOR EMERGENCIES



(Versión en español, al reverso)

© Sodexo 2002



EMERGENCY PHONE NUMBERS

POLICE – FIRE – AMBULANCE



9-1-1



ON-SITE SECURITY

(Please call if appropriate number for your site)



SODEXO REPORTING HOTLINE
1-888-872-5676

Investigation services, fire, property loss, alleged food-related product, guest injuries, vehicle accidents, workplace violence or threats, and fatalities



ALLEGED FOOD-RELATED INCIDENTS

Office: 1-800-763-3946 ext. 44647

Pager: 1-888-689-0553



WORKPLACE VIOLENCE INCIDENTS/THREATS

Office: 1-800-468-1351 ext. 106

Pager: 1-877-646-9285



SAFETY AND HEALTH ISSUES

Office: 1-800-763-3946 ext. 44547

Pager: 1-877-504-7695



MEDIA INQUIRIES

Office: 1-800-763-3946 ext. 44324

Pager: 1-800-228-0714

YOUR DISTRICT MANAGER

(Please call if appropriate number for your site)

YOUR CLIENT CONTACT

(Please call if appropriate number for your site)

YOUR DISTRICT SAFETY COORDINATOR

(Please call if appropriate number for your site)

sodexo

MEDICAL EMERGENCIES

SERIOUS MEDICAL EMERGENCIES

1. Ensure safety of yourself and injured person.
2. **CALL 9-1-1**
 - Advise of the nature of the injury/illness and location (building address and floor).
3. Do not move injured person unless there is a high risk of further injury or death.
 - Keep calm and do not leave person unattended.
4. Call for assistance from qualified first aid/ CPR provider.

MINOR MEDICAL EMERGENCIES

1. Provide first aid if qualified.
2. First aid responder will arrange for an ambulance, if needed.

For Canada, all occupational injuries and illnesses must be reported to
1-800-632-8592 ext. 318.

Call Sodexo Reporting Hotline 1-888-872-5676



FIRE / EXPLOSION

BE PREPARED, KNOW YOUR EVACUATION ROUTE, REMAIN CALM

DO NOT RISK PERSONAL INJURY OR THE SAFETY OF OTHERS TO FIGHT A FIRE.

IF YOU DISCOVER A FIRE...

1. Activate the nearest fire pull station.
2. Notify other personnel in the immediate area.
3. **CALL 9-1-1** (notify fire department).
4. Evacuate the building as soon as possible using the nearest safe exit.
5. Isolate the fire by closing doors behind you.
6. Proceed to your assembly area and report to your manager. (Don't approach smaller fires)
7. Notify fire department representative as soon as possible that all employees are or are not accounted for.

IF YOU ENCOUNTER SMOKE...

1. Crouch low to the floor and take shallow breaths.
2. If possible, place a moist cloth over your nose and mouth.
3. Proceed to the nearest safe exit.

OTHER PROCEDURES...

1. **DO NOT USE ELEVATORS.**
2. **DO NOT RE-ENTER** the building until authorized by fire department.
3. Portable fire extinguishers are intended only for small fires. Keep yourself between the fire and an exit. Don't get involved in a roaring fire. Leave it for the fire department. Once the portable fire extinguisher is spent, the trained employee must evacuate.
4. **DO NOT** attempt to extinguish electrical or grease fires with water.
5. Assist physically challenged persons to the nearest fire exit stairwell, which provides a safe refuge until firefighters arrive.

Call Sodexo Reporting Hotline 1-888-872-5676



BOMB THREAT

1. Take all bomb threats seriously.
2. Signal to co-worker to notify on-site security and **CALL 9-1-1.**
3. Complete "ATF Bomb Threat Checklist" obtain as much information as possible.

ATF BOMB THREAT CHECKLIST

Exact time of call:
Exact words of caller:

QUESTIONS TO ASK

1. When is bomb going to explode?
2. Where is the bomb?
3. What does it look like?
4. What kind of bomb is it?
5. What will cause it to explode?
6. Did you place the bomb?
7. Why?
8. Where are you calling from?
9. What is your address?
10. What is your name?

CALLER'S VOICE (ADP)

Calm	Slow	Crying	Shrill	Stutter
Deep	Fast	Broken	Giggling	Accent
Angry	Rapid	Stressed	Nasal	Lisp
Excited	Disguised	Sincere	Speaky	Normal

If voice is familiar, who did it sound like?
Were there any background noises?
Remarks:
Person receiving call:
Telephone number call received at:
Date:

4. Remain calm and evacuate the building.
5. Proceed to your assembly area _____ (insert a safe distance from the building. Insert appropriate evasive language)
6. Do not touch any suspicious packages.
7. Inform the police bomb threat squad of any suspicious packages and let them check it.
8. Call Sodexo Security (Office 1-800-469-1331 ext. 193, pager 1-877-646-0293).

Call Sodexo Reporting Hotline 1-888-872-5676

REPORTING ALLEGED FOOD-RELATED INCIDENTS

TYPES OF ALLEGED INCIDENTS THAT MUST BE REPORTED:

- Alleged foodborne illnesses (single and/or multiple cases)
- Alleged foreign material complaints (all)
- Alleged chemical illnesses due to food consumption (all)
- Alleged allergic reactions due to food consumption

IF YOU'RE NOTIFIED OF ONE OF THE ABOVE, ALLEGED INCIDENT(S):

1. Complete the Sodexo "Food Related Incident Report" in as much detail as possible. (This can be found in Part II, Section X of your company HACCP manual.)
2. Report to **Sodexo Reporting Hotline 1-888-872-5676.**
3. Isolate suspected food and/or any foreign material.
4. If this is an emergency situation (e.g. multiple illnesses from common food at event, extensive media coverage, unit closed down by department of health) contact:

QUALITY ASSURANCE AND FOOD SAFETY
Office 1-800-763-3946 ext. 44647
Pager 1-833-689-0953

FOR FRENCH SPEAKING ONLY :
Contact Yvon Langlois 1-805-632-6592 ext. 322

5. Notify your district manager.
6. Notify your client.

REPORTING SUSPECTED PRODUCT TAMPERING

1. Isolate all suspected food.
2. Contact:

QUALITY ASSURANCE AND FOOD SAFETY
Office 1-800-763-3946 ext. 44646
Pager 1-833-689-0953

3. Report to **Sodexo Reporting Hotline 1-888-872-5676.**



WORKPLACE VIOLENCE

WORKPLACE VIOLENCE IS ANY ACT OF PHYSICAL AGGRESSION BY AN INDIVIDUAL THAT OCCURS AT THE WORK SITE.

IF YOU ARE DIRECTLY INVOLVED IN A WORKPLACE VIOLENCE INCIDENT:



1. Stay calm, be alert and pay attention.
2. Cooperate.
3. No heroics. Do not physically or verbally intercede in the incident.

IF YOU ARE NOT DIRECTLY INVOLVED (e.g. observing from a distance)



1. CALL 9-1-1 (the police) and emergency medical services (if required).
2. Call on-site security.
3. Evacuate the immediate area to ensure safety of others.
4. Do not attempt direct contact with the suspect(s).



WHEN THE INCIDENT IS OVER:



1. Call Sodexo Security at (Office 1-800-468-1351 ext. 106, Pager 1-877-646-8285)
2. Report incident to your human resource manager.
3. Obtain identities of witnesses.
4. Contact Sodexo Public Relations.



- (Office 1-800-793-3946 ext. 44324, Pager 1-800-228-0714)
5. Report any violent incident to the police, client security, and your client.



6. Report incident to immediate supervisor.
7. Secure any item which may be of value as evidence.
8. Take statements from all direct and indirect witnesses.



Call Sodexo Reporting Hotline 1-888-872-5676

sodexo



EARTHQUAKES AND WEATHER-RELATED EMERGENCIES



DURING AN EARTHQUAKE:



1. Remain calm and take cover underneath a sturdy table until the shaking stops.
2. If no cover is available move to the closest interior wall.
3. Protect your head and neck—kneel with back to wall, place head between your knees, cover sides of head with elbows and clasp hands firmly behind neck.
4. Stay away from windows and objects that could fall on you, or areas where hazardous materials are located.
5. Stay where you are—do not run outside. Falling debris may cause injury.
6. Do not use elevators.
7. If you are outdoors, stay in an open area. Do not enter buildings.
8. If driving, pull the vehicle to the side of the road and stop. Avoid bridges, overpasses, buildings or power lines. Remain inside the vehicle until the shaking is over.

DURING TORNADOES, HURRICANES, SNOW/ICE STORMS OR OTHER WEATHER-RELATED EMERGENCIES:



1. Listen to and comply with local weather advisories.
2. Move toward the center of the building or any office areas that do not have glass walls or windows.
3. Remain in the designated area until the threat has passed.



Call Sodexo Reporting Hotline 1-888-872-5676

sodexo



SAFE HANDLING OF SUSPICIOUS MAIL AND PACKAGES

IF YOU RECEIVE A SUSPICIOUS LETTER OR PACKAGE:



1. Do not shake the letter or package.



2. Put the letter or package down on stable surface and do not open or handle it further.



3. Alert others nearby.



5. Leave the area and close the door gently.



6. Contact your supervisor and evacuate the area.



8. **CALL 9-1-1.** Report the incident to local police, and notify your building security official.



9. List all people who were in the room or area when this suspicious letter or package was found. Give the list to both the local public health authorities and law enforcement officials for follow-up investigations.



Call Sodexo Reporting Hotline 1-888-872-5676

sodexo



UTILITY FAILURE

POWER OUTAGE

1. Remain calm.
2. Stay where you are. If evacuation is necessary, use **Redlights**.
3. Turn off all electrical equipment with manual switches.
4. Unplug other electrical equipment (e.g. computers) to protect from possible power surges when power returns.

GAS LEAKS (smells like rotten eggs)

1. Report gas leak immediately to utility provider.
2. Avoid lighting matches or turning on lights or any electrical equipment. Employees specifically trained on gas shut-off procedures for cooking or facility equipment should respond immediately.

INTERRUPTION IN THE POTABLE WATER SUPPLY

1. Prevent water use. Shut off the contaminated water supply to all food service equipment, handwashing facilities, drinking fountains, and other places a person might accidentally use the unsafe water.
2. If there has been or will be a loss of water for more than four hours, contact your health department for additional emergency guidelines.
3. Supply potable water approved by a regulatory agency (e.g. packaged bottled water, vehicular water tanks, etc.).
4. Purchase ice from outside sources that is bagged and sealed at point of manufacture.
5. Provide only single service tableware/utensils for serving food or drink to the consumer.
6. Use potable water for handwashing from an alternate approved source.
7. Place an "Out of Order" sign on the public restrooms unless an alternate approved source of water can be provided.
8. Follow additional guidelines as per the Sodexo HACCP Manual.
9. Notify your client.
10. Notify your district manager.

sodexo

Safety Training Plan

Integrated training plans to include safety for new and seasoned employees for:

- Maintenance Employees
- Groundskeeping Employees
- Custodial Employees



Sodexo

Education Facilities Services

**Crisis Management
Action Plan**

Contact for Updates: Keysa Minnifield

CONTENTS

I. IDENTIFYING A CRISIS.....page 3

II. TAKING ACTION: Roles of the Crisis Management Team Members.....page 4

III. INITIAL PROCEDURES FOR CRISIS RESPONSE.....page 7

Attachments:

A: Crisis Management Team Contact information.....page 8

B: Crisis Situation Status Report.....page 9

C: Crisis Operations Center Information.....page 12

D: Senior Team Contact Information.....page 14

E: Divisional and Corporate Contacts.....page 15

**Emergency Bridge Number
888.893.1731
Access Code: 3393230**

I. IDENTIFYING A CRISIS

Not every event qualifies as a crisis. This plan should be activated only when a situation or event constitutes a **significant threat** to the **existence, reputation or revenue stream** of Sodexo and our clients. The Crisis Team Leader or designee(s) will notify the Education Facilities Services Crisis Management Team when the crisis plan has been activated.

Examples of potential crises:

Material-related hazards

- A material-related hazard that results in widespread illness or death.

Natural disasters that cause a substantial loss of life or impact our ability to operate

- Earthquakes
- Tornadoes
- Hurricanes
- Other natural disasters

Employee-related hazards

- Serious accidents
- A major labor strike
- Employee sabotage that results in significant property damage, injury or loss of life
- Hostage/violent acts involving Sodexo employees

Other

- Computer virus that threatens company's ability to conduct business
- Litigation or court decision that threatens company's viability
- Scandal or arrest of senior executive(s) for fraud, SEC violations or other criminal acts
- A bombing or other terrorist action

II. TAKING ACTION: Role of Education Facilities Services Crisis Management Team Members

The Crisis Team will be responsible for:

- Establishing and maintaining communications with the crisis site
- Managing and supporting response activities
- Tracking incident status
- Assessing potential impact of issues and possible long and short-term consequences

All Crisis Team members must be prepared to:

- Travel to a designated location (Gaithersburg headquarters, regional office, etc.), or be available by telephone, e-mail, and/or video conferencing to review the situation
- Give priority to crisis response activity assignments over their functional responsibilities as determined by the Crisis Management Team Leader
- Designate a replacement to cover functional responsibilities of daily operations
- Carry a cell phone or other means of immediate communication (pager, Blackberry)

All members of the Crisis Team should avoid speaking to the news media or the public about the crisis without authorization from either the Crisis Team Leader or the Sodexo NORAM PR Crisis Team representative.

Crisis Team Members' specific responsibilities:

Crisis Management Team Leader:

- Activates the Crisis Management Team based on these criteria questions:
 - ✓ Would Education Facilities Services benefit from divisional coordination of the situation?
 - ✓ Will the response to this situation require management focus on substantial mobilization and coordination of personnel and/or resources beyond the local capability?
 - ✓ Could the situation result in a major disruption of divisional operations?
 - ✓ Could the situation result in adverse media coverage or damage the company's image?
 - ✓ Is there increased sensitivity to the situation due to a history of similar situations within Sodexo or other members of the same industry?
 - ✓ Could the situation have substantial legal or financial impact on Sodexo?
 - ✓ Could the situation disrupt or modify Sodexo's long-term business strategy?
- Provides leadership and control over team activities; alerts team in anticipation of potential crisis situations
- Completes initial Crisis Situation Status Report

- Activates Crisis Operations Communications
- Makes on-the-spot decisions within the framework of the organizational philosophy
- Serves as the executive spokesperson for the company if deemed necessary
- Advises and informs the division president, market president, CEO, chairman and other senior Sodexo executives

Crisis Management Team Activation:

If the Team Leader activates the Crisis Management Team, members will be immediately contacted and instructed to meet as soon as possible via conference call on the emergency bridge that will be established by the Team Leader. The Team Leader will also determine if a Crisis Center should be activated and if all Team Members need to travel to a single site for crisis management coordination.

Other Education Facilities Crisis Management Team Member roles:

Finance

- Oversee general accounting functions related to the crisis
- Obtain and transport large sums of currency, if required

Human Resources

- Advise on all personnel issues
- Devise strategy for keeping employees informed about the crisis
- Assist victims and their families as needed, including arrangements for counseling or other types of aid

IS&T

- Provide internet and other technological support as needed

Public Relations

- Advise Crisis Management Team on issues related to public and media relations, and devise appropriate responses
- Sodexo VP of Public Relations to serve as the primary public spokesperson for the company, if deemed appropriate
- Plan and coordinate all interactions with the media

Operations

If the crisis is account-specific or affects a geographic area, the operations vice president and district manager responsible for that account/area should be included in conversations and planning sessions.

Other Corporate Resources:

In addition to the core functions listed above, the Education Facilities Crisis Management Team may call upon other corporate resources for assistance as necessary, including:

Legal

- Provide legal advice
- Ensure actions taken are consistent with employees', clients' and shareholders' rights

Risk Management

- Investigate all incidents that involve a potential claim against the corporation
- Establish claim response logistics
- Serve as a central, factual resource on incident causes

Government Affairs

- Provides counsel on legislative issues and relationship impact with key government officials

Incident Site Liaison

- Act as the Crisis Management Team contact at the site (assigned based on the nature of the incident)

Loss Prevention

- Provide advice to the Crisis Management Team on loss prevention issues
- Coordinate logistical requirements
- Interface with appropriate regulatory agencies

Recorder

- Maintain follow-up Crisis Situation Status Report of all activities and communications during the crisis period (assigned based on the nature of the incident)

Corporate Security

- Secure the site
- Provide security as needed for employees and company assets
- Coordinate with law enforcement officials as necessary

III. INITIAL PROCEDURES FOR CRISIS RESPONSE

- 1. Receive message indicating crisis.** Immediately phone into crisis bridge number as indicated via message. The **emergency bridge number is 888.893.1731; Access Code 3393230**. If you are contacted or notified to call this number, the Education Facilities Crisis Management Team has been activated.
- 2. Take roll.** Crisis team lead shall keep track of which team members have joined the conference call until recorder (or other designed person) comes onto the bridge.
- 3. Achieve quorum.** Crisis team lead will determine when a sufficient number of team members have joined the call to begin actual crisis strategy/planning activities.

Primary v. Secondary. Both primary and secondary team members will respond to the message and join the conference call. Secondary team members will drop off the call once primary team members have called in.

**Education Facilities Services Crisis Management Team
Contact Information**

DEPARTMENT LEADS	ALTERNATES
Crisis Team Lead	
Finance	
Human Resources	
IS&T	
Public Relations	
Client Relations	
Recorder	

Attachment B

Education Facilities Crisis Situation Status Report

Report No.: _____

Current Date/Time: _____

Incident Name:

Incident Date: _____ **Incident Time (w/time zone):** _____

Incident Location:

Incident Description:

Injuries/Casualties: _____ Fatalities _____ Injuries _____ Missing

Type of Injuries/Victim identities if known:

PAGE 2 / Education Facilities Crisis Situation Status Report

Site Impact:

Evacuation: Complete In Progress Not Currently Required

Property Damage: Major Moderate Minor None

Contamination Area: Large Moderate Small None

Is news media aware of the incident / at the site of the incident. Details:

Summary of Response Operations:

Underway: _____

Planned: _____

Crisis team activation?: No Not at this time Yes (Date/Time)_____

Other necessary notifications: (check those who have been or will be notified):

Chairman CEO Market President Board members

Sodexo Group Who? _____

PAGE 3 / Education Facilities Crisis Situation Status Report

Clients () Who/Details:

Public officials ()

Details: (i.e., Mayor, City Council, Governor, other state or local public officials)

Any other notifications deemed necessary by team leader: (Who/details)

Attachment C

Education Facilities Crisis Situation Status Report

The primary Crisis Operations Room is located on the second floor, conference room C, Altamonte Springs, Florida.

The Primary Crisis Operations Workspace is equipped as follows:

<ul style="list-style-type: none">• Flipcharts• Telephones, land line• Paper, including note pads• Pencils, pens• Crisis Situation Status Report Forms	<ul style="list-style-type: none">• PC connections with Wireless access• Additional chairs, workspace areas• Facsimile machine (407.260.2305)• Outlet Power Strips• Extension Cords
--	---

Locations

Sodexo
283 Cranes Roost Boulevard
Suite 260
Altamonte Springs, Florida 32701

Sodexo
Gaithersburg Headquarters
Conference Room (TBD)
9801 Washingtonian Boulevard
Gaithersburg, Maryland 20878

BACK-UP CRISIS OPERATIONS CENTER

Emergency Contacts for Sodexo HQ

Jaya Bohlmann Office: 301.987.4550

The Back-up Crisis Operations Center has several offices available for Crisis Team use. These rooms are equipped as follows:

- Electrical outlets
- Wireless access
- Phone land lines
- Flipcharts
- Electrical outlets, including power strip bar
- Television with video conference capability (no cable access)
- Markers and pens (multiple in storage cabinet)
- Fax machine (Fax number is 301-987-2000)
- Printers (color and b/w)
- LCD projector

Attachment D

Sodexo Education Facilities Senior Team Contact Information

SENIOR TEAM MEMBERS	ADMINISTRATIVE

Attachment E

Additional Corporate and Divisional Contacts

Safety and Health Frank Romeo Office: 301.987.4547 Cell: 240.490.1121 Office Fax: 301.987.4539 Pager: 877.646.9174	Jeff Purcell Office: 630.810.1144 x3018 Cell: 630.330.9362 Office Fax: 630.810.9488 or 9497 Pager: 877.504.7696
Corporate Communications SVP Corporate Communications Office: 301.987.4430	Jaya Koilpillai-Bohlmann, VP Public Relations Office: 301.987.4550
IS&T Ed Vigezzi Office: 301.987.4222	Sue Rutherford Office: 407.339.3230
Regional HR Director Joe Burgess Office: 301.987.4000 Cell: 443.995.1637	
Designated DMs West Region Chris Thomas Office: 951.566.5075 George Perkins Office: 843.322.0714 Mid-West Region Brad Lozier Office: 502.741.3063	East Region Bruce Caison Office: 303.717.1822 South Region Dave Ramsey Office: 813.253.6227 Marc Tomchin Office: 704.759.1562 Terry Warner Office: 816.918.5001

Chartering Aircraft

- www.FlightTime.com
Office: 888.242.7837
Fax: 781.891.9540
E-mail: request@flighttime.com
- www.skyjet.com
Office: 888.875.9538
1424 16th Street, NW
Suite 210
Washington, DC 20030
202.544.3000
Fax: 202.546.6155
E-mail: info@skyjet.com





Business Model

Training

Sodexo is committed to the training and development of all employees in the company. Every division has professional training specialists who work closely with management to develop and facilitate programs that will prepare our employees to handle the challenges and pressures of our business.

A great deal of time and effort have been devoted to studying the art of training. For example, Sodexo's training and development group has found that in order for training to be effective, it should be **continuous**, it should be **long-term**, and it should be **relevant**. Sodexo trainers employ this process to identify and assess the precise needs of each position so that the person hired for the job will be taught exactly what is needed to know to succeed in that job. Learning by doing is the primary learning principle. In this fashion, employees are presented with real problems and are expected to produce workable solutions.

Sodexo's training process creates several additional benefits. Our managers expand their own knowledge through the training process. Employee retention tends to be higher, and economies are gained through localized training where printed and audio visual training materials can be stored and utilized as needed.

The Sodexo Management Development Program includes an introduction to Sodexo, followed by a training program developed by our management development specialist to meet the needs of the particular division. The proven Sodexo Management Development Program includes:

To be effective training should be continuous, long-term and relevant.



A lot of it is about...communication

Engaging employees – from A to Z

The term “engaged,” whether it is related to personal relationships or work relationships, is about personal connection. On the job, a lot of it relates to communication between managers and employees. The editors of Coach came across the following A-Z list of things managers can do to foster “engagement” and commitment from their workforce and we thought it was so well done we had to share it with you. This article, presented here in an edited format, was written by Lin Gensing-Pophal for the Society for Human Resource Management (SHRM).

A – ACKNOWLEDGE. Make the time to tell employees how much you appreciate them. These acknowledgements don’t have to be complex – simple words of thanks, public recognition of an employee’s efforts, a notice in the employee newsletter. Employees themselves will be the first to tell you that, when it comes to acknowledgement, it’s “the little things” that count.

B – BENEFITS. Employees are concerned about affordable health care; and non-basic benefits related to work-life issues, like child care, are important to them. Share information on these subjects with them.

C – CARE. Employees have lives – and problems – outside the workplace. You can – and should – express concern for employees. When managers or organizations genuinely “care,” employees develop a strong sense of loyalty in return.

D – DETERMINE WHAT THEY WANT. Employees don’t respond the same way to the same forms of recognition or reward. Not all employees will welcome public recognition. Others may crave visible “attaboys.”

E – EQUITY. Keep in mind that equity doesn’t necessarily mean “equality.” Employees do not expect to be treated exactly the same as other employees because their needs and situations are unique. What they do expect is that they will be treated “fairly.”

F – FORGIVE. Employees make mistakes. When they do, how the organization responds can make

a huge difference in their self-esteem and their loyalty. Help employees – and the organization – learn from mistakes. Consider whether work processes, and not employee “incompetence,” may be contributing to errors or mistakes. Enlist the employee’s help in determining and implementing a workable solution. Then move on.

G – GIVE FEEDBACK. Feedback should be ongoing, not just an annual performance review requirement. Make sure employees know what’s expected of them and that they have frequent feedback to let them know how their performance compares with expectations.

H – HONESTY. Employees appreciate your honesty, even if the information may be unpleasant. Better to hear from you directly than to hear news or feedback through the grapevine.

I – INVOLVE. Are employees offered the opportunity to participate in decisions that affect the organization and particularly their jobs? Being asked for their opinions on issues large and small can be extremely motivating.

J – JUMP! How quickly do you respond to employee requests? Even if you can’t “fix the problem,” commit to providing some form of response.

K – KISS. “Keep it short and simple.” Employees, by and large, want to perform effectively and efficiently. They can’t if the processes or

tools they have to work with are inefficient or ineffective.

L – LISTEN. Offering employees the opportunity to share their comments, suggestions and concerns is a key way to keep them engaged.

M – MANAGE EFFECTIVELY. Studies continue to show that an employee's direct supervisor has the greatest impact on his or her performance.

N – NUDGE. Don't accept mediocre performance from employees. Push (nudge!) them to do their best.

O – OPPORTUNITIES. Many (but not all) employees are upwardly mobile. What opportunities exist internally for employees to move into higher-level or more challenging roles?

P – PAY. While pay isn't the most important motivator for your employees, it's right up there. The key is equity – both internal and external.

Q – QUESTION. You can learn a lot from employees if you take the time to ask them. Concerned about turnover? Ask employees what they think the problems might be.

R – REWARD. "A fair day's pay for a fair day's work" is an outmoded way of viewing the relationship between employees and the companies they work for. To keep employees engaged, you need to reward individual or group efforts that contribute to the organization's mission or exemplify the kind of performance or behaviors that you'd like to continue to see. Be creative. It doesn't have to cost a lot to offer meaningful rewards and incentives to employees.

S – SHARE INFORMATION. What do employees need to know? Anything that will help them make a more valuable contribution to your organization. Don't hoard information as a source of power.

T – TALK TO THEM. Talking with employees indicates that you're interested in them and in their opinions.

U – UNDERSTAND THEIR ISSUES. The issues that are important to your front-line customer service people are different from the issues that are important to your back-room order processing employees. Do you know what those issues are?

V – VALUE. Perhaps your organization is one for which employees feel proud to work. Perhaps your benefit package is particularly generous. And, perhaps that value already exists but you just haven't taken the time – or thought about – reminding employees that it's there.

W – WHY? When you make a decision, implement a new policy or change an existing one, do you just do it or do you tell employees why? Many companies lament that employees don't like dealing with change. That's not necessarily true. What employees don't like is change they don't understand. Communicating the why behind the decisions you make is a simple way to keep employees engaged.

X – (E)XCELLENCE. Does your organization, and your department, strive for excellence? Employees feel proud when their organization reaches its goals, creates new products or achieves recognition.

Y – YES! It's easy to say "no." It takes more time to find ways to meet employees needs. Nobody likes to hear "no," but we all appreciate a demonstrated willingness to find some common ground.

Z – ZEST. Having fun at work is okay. In fact, it's better than okay. When employees enjoy their jobs they enjoy coming to work. Consider ways that your organization can create a zestful environment that keeps employees coming back – and doing their best.



Introduction to Sodexo – Management Services Come Alive

All new managers receive an introduction to Sodexo and formal classroom instruction in fundamental management skills. Come Alive begins with an orientation to Sodexo history and culture, followed by training in hospitality and customer service. In addition, instruction and practice are provided in the following basic management skills:

- Interviewing
- Motivation
- Coaching and counseling
- EEO/sexual harassment
- Training

Management Training

There are three levels of management training at Sodexo. This training has been developed to indoctrinate the management trainee to all phases of custodial management. Level One is a four-week program that introduces the trainee to the technical functions of cleaning. Some of the topics include student room cleaning, hard floor care, trash handling, recycling, and general maintenance tasks. The trainee, who has been assigned to the training account, learns how to perform all functions by actually doing and practicing the task after a discussion and review of a slide presentation by the account trainer. In all levels, at the end of each week, the trainee is evaluated on tasks learned and follow-up action is initiated if necessary.

The second phase of training, Level Two, is designed to introduce the trainee to basic supervisory skills during a two-week period. The trainee will review issues including formal and informal rounds, basic management principles, work and employee scheduling, employee and client relations and cost control systems. At the end of the two weeks, the trainee is provided with the first opportunity to gain hands-on experience by actually supervising frontline employees.

The final portion of the program for the management trainee, Level Three, is an introduction to management systems. This phase, which takes from nine to twelve months, is implemented at the account where the trainee is permanently assigned after completing the six-week program (Levels One and Two). Some of the specific issues covered are job descriptions/staffing analysis, computerized software systems, payroll procedures, budgeting techniques, purchasing procedures, and subcontract negotiations. There are a total of 16 topics that must be covered within the nine to twelve month training period. At that point, the training is implemented by the custodial services director and the vice president of operations. The formal feedback mechanisms of Levels One and Two are continued at this level aside from a written evaluation, the analysis and evaluation of the trainee is determined in the actual daily performance of the job and the evaluation of performance in accordance with Sodexo personnel policies and procedures.

More experienced supervisors, assistant managers and account managers receive additional training during a three and one-half day basic custodial management seminar, Level Four.

The objectives of this program are to:

- Ensure excellence at our existing accounts;
- Sharpen our competitive edge in obtaining new business, and;
- Effectively handle the pressures and challenges that future personal and divisional growth will bring.

The seminar, which is held off site at a conference center or hotel, focuses on specific management topics such as Fundamentals of Managing People, Fundamentals of Interviewing, Four-Step Method of Training, Discipline/Documentation, and Solving Employee Performance. Level Four also includes more in-depth information on operations issues such as Introduction to Computer and Software, Employee Team Concept, Accounting, Regulations, and Safety. An entire half-day is devoted to Client Relations and Aggressive Hospitality, two interwoven areas that distinguish Sodexo from its competitors. Through discussions, small group work, and role playing participants learn about and practice those skills that make our management team a cut above the competition.

Level Five, which is a two-part program, focuses on conceptual and functional management issues relevant to the project engineer and regional vice president level.

Some of the topics covered include Changing Role of Management, Building Teams, Leadership, Problem Solving, Managing Change, Conflict, and Performance. Operational issues discussed include Cost and Survey Analysis, Financial Reporting, and Sales Support.

Sodexo also offers two-day seminars on the following specific subjects: Train the Trainer, Business Writing, Introduction to Computers, and Software and Safety. The purpose of Train the Trainer is to provide a select group of operations employees with the facilitation skills necessary to successfully deliver training modules in the field. Business Writing is designed to help our managers reduce writing time, improve clarity, select and organize details, eliminate grammatical errors, choose appropriate style and write persuasively. Our computer seminars provide management with a thorough overview and working knowledge of our facilities management and housekeeping software programs. The safety coordinator training prepares selected management personnel to deliver and monitor an effective safety program in the field.

Sodexo realizes that knowledgeable managers motivate employees, ensure quality service and produce satisfied clients. A knowledgeable management team can only be produced through dynamic training programs. Through the years, our dedication to training has set us apart from our competitors and has been the cornerstone of our success.

Individual Development (ID) Program

Training begins with the Individual Development (ID) Program, a self-paced, on-the-job training program designed to introduce all aspects of the business to the new manager. On the first day, each new manager is assigned a coach or mentor who guides the manager through a series of tasks. Once the tasks are completed and approved by the coach, the new manager has successfully completed the ID Program.

Principles of Managing

The second-level management training program, Principles of Managing, continues the emphasis on customer service and client communication. Participants learn to manage the business, their employees and themselves more effectively. Topics in this program include:

- Goal Setting
- Performance Appraisals
- Problem Solving
- Discipline and Documentation
- Financial Analysis
- Time Management
- Stress Management

Management Seminar

The Management Seminar is an advanced program for managers who supervise other managers. Highly interactive, this intensive workshop covers the following management topics:

- The Changing Role of Management
- Motivation
- Perception and Reality
- Team Building
- Leadership
- Group Participation
- Managing Change

The Respect Program

Respect is an in-house hospitality training program designed to increase the levels of service to our customers. The program is designed to be a team effort between management and employees. Both groups will work together to devise action plans that will achieve a higher level of customer service. The process will allow both management and staff to gain a better understanding of each other. The team approach will enhance the quality of life in the workplace and will enable the account to meet the needs of the most important person: the customer.

Safety

Successful safety management means taking action both before and after an accident occurs. Safety training emphasizes accident prevention and employee training in hazard recognition and control. Many training resources are available to managers including programs on slips and falls, cuts and choking, safety talk pamphlets and various safety newsletters. Safety coordinators conduct training and help ensure that safety policies and procedures are followed.

Advanced Finance Training

This program enhances the manager's knowledge of accounting, break-even analysis, and data collection with analytical tools needed to apply cost/contribution factors, program management, promotion planning and pricing to profitability or subsidy reduction.

Train the Trainer

At Sodexo, managers are responsible for the training, growth and development of their employees. Train the Trainer is designed to help managers acquire skills to train others effectively. Using videotape feedback, the focus is on presentation and platform skills.

Team Building

Team building services are offered to improve effectiveness of management groups. This type of intervention has been most helpful during new account openings and when a group has experienced a significant staffing change.

Time Management

This course assesses how managers are currently managing their time and provides them with techniques that improve personal and professional productivity. Managers learn daily and long-range planning and effective delegation.

Stress Management

The purpose of this class is to assist managers in diagnosing major sources of stress, identifying techniques to manage stress, and in some cases, eliminating unnecessary stress for greater productivity.

Performance Appraisal

Performance appraisal is an important part of a manager's responsibilities. In this program, managers discuss and explore the impact of appraisal on employee morale and productivity, learn how to prepare and conduct appraisals, and determine the criteria for writing effective development plans.

Computer Skills Training

Computer literacy is essential for the effective manager. From an understanding of the basic operations of a computer to the application of specialized software programs, managers learn how to use computers to more effectively manage their business. Training in Windows, Excel spreadsheets and word processing.



Hourly Employee Training

The most important component of a quality program is the training provided to the departmental staff. The Sodexo training program has been designed to provide employees with effective training from their first day of employment and during their entire tenure within the department.

Developing People

Central to Sodexo's philosophy and unit operating system is the *development of the employee into a skilled professional*. Employees who are well-trained and motivated, who actively participate in decisions affecting their work, and who are afforded growth opportunities within their craft, perform more efficiently. They care, and that concern is reflected in the quality of their service.

Sodexo has designed a skills-building program that immediately improves worker productivity and output. It also satisfies the employee's desire to grow. At Sodexo, the emphasis is on growing people, not policing people. Well-trained and motivated employees need less supervision. The department managers work closely with the department employees to provide orientation, classroom training, on-the-job training and in-service training. All the training conducted has been fully documented and is available for administration's or any regulatory agency's review upon request.

Our program includes the following:

I. Training of a New Employee

(a) Orientation

A new employee will be welcomed by our custodial services director, given an orientation tour of the campus, introduced to building and department policies and shown a brief overview film that explains the importance of custodial management services and touches on safety and student relations.

(b) Initial Training

Seven concentrated days of carefully planned classroom and “hands-on” training follow the introduction and prepare the employee for working on a campus. This training is given by the director and training sponsors selected from the employee work force. Although new employees will be practicing the tasks under the eye of the trainer, they will not fill a position during this initial seven days. They are trained in over forty items, and the training given is recorded on a form which becomes part of the employee’s personnel file.

(c) Follow-Up Training

A questionnaire has been developed for each training module, which is intended to serve as an indicator of how well the employee understood the content. The questionnaire is written in English and Spanish.

The certificate program is part of the Sodexo philosophy that employees and their accomplishments need to be recognized. The Sodexo certificate program was designed to reward and recognize employees who have made the effort to expand their knowledge and skills and have accomplished this goal.

We aim to cross-train employees so that at the end of a year they can perform any custodial management tasks required.

(d) Guest Relations

We feel custodial management and cleaning are only one aspect of an employee’s job – guest relations is just as important. We have developed a guest relations program that focuses on behaviors that positively affect the student’s perception.

II. Ongoing Training

All employees, whether they have one or ten years of service, receive ongoing training and reinforcement. We formalize this in two ways:

(a) **Method of the Week**

Each week a particular cleaning task is selected for special focus The management team observes each of the employees carrying out this task, and if their method deviates from the suggested method, they are retrained one-on-one. At the end of the week at a brief department meeting, the correct method is reviewed with the group as a whole, along with observations on any deviations noted. Thus, over the 52 weeks of the year, each employee receives retraining in all tasks.

(b) **In-Service Training Week**

Each month, a one-hour meeting of all shifts will be held for “classroom” training. At these sessions, we focus not only on techniques, but also on other topics such as dangers of infection, how to relate to students, personal hygiene, and functions of other workers in the building. Custodial management employees feel more closely connected to the larger mission when they are aware of other departments’ activities and goals, so department heads and administrative personnel will occasionally be invited to assist at these meetings.

Retraining of Present Employees

The first priority of our program is to retrain present custodial management employees in Sodexo standard methods and procedures, which will include, in some instances, different supplies and equipment than those which they have become accustomed. We do not require these employees to undergo as rigorous training as we would give a new employee; instead, we use a combination of one-on-one training, close follow-up, the Method of the Week, and in-service training meeting. The retraining of existing employees is also noted on the employee’s training form.

Sample SCS Training

We will mentor and train groups of hourly employees on the subjects of Restroom Specialist, Light Duty Specialist, Vacuum Specialist and Utilities Specialist. Each subject shall be taught in approximately 20 hours using video instruction, classroom instruction, workbooks and task site coaching.

SCS Program (Small Group Training Schedule)

- Introduction
- Video
- Review of Tasks
- Role of Employee
- Mouse Game – this shows how to do team work
- Question and Answer
- Tools used
- MSDS – EcoLab comes in and gives a hazard communication program
- Wellness Center – we have someone come in and explain about how to stretch, warm-up, proper lifting techniques, etc.
- Restroom Training
- Vacuum Specialist – newest comes in and gives a training session of the back pack vacuum – how to maintain, clean, etc.
- Review Cleaning Approach
- Assign task to each Employee
- Hands-on Training
- Graduation – Certificate

TARGET AUDIENCE

- Custodial positions including:
 - Dispatcher (Housekeeping)
 - Driver (goods/material)
 - Floor Care Technician
 - Housekeeping Attendant



Learning Map for Custodial Employees



For New Employees

	SPECIALIZED TRAINING				OCCUPATIONAL HEALTH AND SAFETY SKILLS			
First Day (Before Starting Work)	Handwashing	<input type="checkbox"/>	Waste & Trash Handling and Disposal	<input type="checkbox"/>	Accident Prevention Review	<input type="checkbox"/> 20	Hazardous Waste & Material Handling	<input type="checkbox"/> 30
	Equipment Care & Cleaning		Germside Use	<input type="checkbox"/>	Chemical Hazard Communication	<input type="checkbox"/> 30	Back Injury Prevention	<input type="checkbox"/> 15
First Week	7-step Cleaning	<input type="checkbox"/>	Low Impact Dusting	<input type="checkbox"/>	Driver Responsibility and Motor Vehicle Record Check (if applicable)			<input type="checkbox"/> 20
	Area Cleaning	<input type="checkbox"/>	Dust Mopping	<input type="checkbox"/>	Equipment and Machinery Safe Operation, Care & Cleaning			<input type="checkbox"/> 30
	Project Cleaning	<input type="checkbox"/>	Wet/Damp Mopping	<input type="checkbox"/>	Disaster Plan & Emergency Evacuation			<input type="checkbox"/> 30
	Impact Cleaning	<input type="checkbox"/>	Vacuuming	<input type="checkbox"/>	Personal Protective Equipment			<input type="checkbox"/> 30
	Spot Cleaning	<input type="checkbox"/>			Pledging Safety First Poster			<input type="checkbox"/> 15
	Waste Receptacle Cleaning	<input type="checkbox"/>			Respirator Care and Usage (if applicable) - OSHA Checklist For Respiratory Protection Program + Appendix D For Dust Masks			<input type="checkbox"/> 30
	High Dusting	<input type="checkbox"/>			On the Job Training (Recognizing Job Hazards)			<input type="checkbox"/> 15
Within 60 Days	Restrooms Cleaning: General Procedures, Mirrors, Fixtures & Dispensers	<input type="checkbox"/>	Floor Scrubbing & Restoring	<input type="checkbox"/>	OSHA Quick Cards			
	Office & Classroom Cleaning: Daily & Weekly	<input type="checkbox"/>	Hard Floor Burnishing	<input type="checkbox"/>	Electrical Safety			<input type="checkbox"/> 05
	Lobby & Entrance Cleaning	<input type="checkbox"/>	Floor Stripping & Refinishing	<input type="checkbox"/>	Slips, Trips, and Falls			<input type="checkbox"/> 05
	Gymnasium Cleaning	<input type="checkbox"/>	Carpet Care Basics	<input type="checkbox"/>	Hand Hygiene			<input type="checkbox"/> 05
	Locker Room & Athletic Area Cleaning	<input type="checkbox"/>	Carpet Spot Cleaning	<input type="checkbox"/>	Asbestos Awareness (if applicable)			<input type="checkbox"/> 05
	Hard Floor Care Basics	<input type="checkbox"/>	Carpet Bonnet & Extraction	<input type="checkbox"/>	Ladder Safety			<input type="checkbox"/> 05
	Floor Buffing	<input type="checkbox"/>			Emergency Exit Route			<input type="checkbox"/> 05

Approximate Time in Minutes: 30 Handouts Booklet Video PowerPoint Presentation Online Materials



To Be Completed Annually

SPECIALIZED TRAINING	OCCUPATIONAL HEALTH AND SAFETY SKILLS	CUSTOMER SERVICE SKILLS	LIFE SKILLS
Annual Review of Applicable Method of the Week Topics <input type="checkbox"/>	SEPTEMBER Preventing Slips, Trips & Falls <input type="checkbox"/>	Introduction to Food or Service Sprint <input type="checkbox"/>	Succeeding at Work <input type="checkbox"/>
Annual Cleaning Procedures Review <input type="checkbox"/>	Locked/Tagged for authorized and affected employees <input type="checkbox"/>	Who Are Our Customers <input type="checkbox"/>	Working With Others in a Diverse Workplace <input type="checkbox"/>
7 Step Cleaning Procedures <input type="checkbox"/>	OCTOBER Fire Safety <input type="checkbox"/>	Knowing Your Customers, Facility & Department <input type="checkbox"/>	Preventing Sexual Harassment - Session I <input type="checkbox"/>
Cleaning Cart Setup <input type="checkbox"/>	Disaster Plan and Emergency Evacuation <input type="checkbox"/>	Specific Needs of Customers <input type="checkbox"/>	Preventing Sexual Harassment - Session II <input type="checkbox"/>
Equipment Care & Cleaning <input type="checkbox"/>	NOVEMBER First Aid/CPR Certification (one person per shift) <input type="checkbox"/>	Moments of Truth <input type="checkbox"/>	Equal Employment Opportunity: Creating an Environment of Respect & Fair Treatment - Session I <input type="checkbox"/>
Waste & Trash Handling and Disposal <input type="checkbox"/>	Return to Work Transitional Duty <input type="checkbox"/>	Great Customer Service <input type="checkbox"/>	Equal Employment Opportunity: Creating an Environment of Respect & Fair Treatment - Session II <input type="checkbox"/>
Germicide Use <input type="checkbox"/>	Back Injury Prevention <input type="checkbox"/>	A Picture is Worth a Thousand Words <input type="checkbox"/>	Equal Employment Opportunity: Creating an Environment of Respect & Fair Treatment - Session II <input type="checkbox"/>
Unit Specific Training <input type="checkbox"/>	DECEMBER Preventing Slips, Trips, and Falls <input type="checkbox"/>	Virtual & Non-Virtual Customer Skills <input type="checkbox"/>	
Carpet Bonnet & Extraction <input type="checkbox"/>	JANUARY Personal Protective Equipment <input type="checkbox"/>	Service Recovery/Handling Successful Customer Interactions <input type="checkbox"/>	
	FEBRUARY Vehicle Safety (if applicable) <input type="checkbox"/>	Delivering Service as a Team <input type="checkbox"/>	
	MARCH Confined Space <input type="checkbox"/>		
	Biohazard Pathogens (if applicable) <input type="checkbox"/>		
	Electrical Safety <input type="checkbox"/>		
	APRIL Chemical Hazard Communication <input type="checkbox"/>		
	Hazardous Material Handling (if applicable) <input type="checkbox"/>		
	MAY Equipment and Machinery Safe Operation, Care & Cleaning <input type="checkbox"/>		
	JUNE Workplace Violence <input type="checkbox"/>		
	JULY Preventing Compressed Gas Hazards (if applicable) <input type="checkbox"/>		
	AUGUST Identifying and Controlling Workplace Hazards <input type="checkbox"/>		
	Back Injury Prevention <input type="checkbox"/>		
	ANNUALLY Tuberculosis Prevention <input type="checkbox"/>		
	Preventing Compressed Gas Hazards (if applicable) <input type="checkbox"/>		
	Powered Industrial Truck (if applicable) <input type="checkbox"/>		
	Respirator Care and Usage (if applicable) <input type="checkbox"/>		
	First Aid/CPR Certification (one person per shift) <input type="checkbox"/>		
	Accident Prevention Review <input type="checkbox"/>		

Approximate Time in Minutes: 10
 Booklet:
 Handouts:
 Video:
 Power Point Presentation:
 Online Materials:

Powered Industrial Truck: Initial 3-4 hours
 Annual Refresher: 60 minutes
 Recertification every 3 years.



Mandatory Training

Chemical Hazard Communication

- Chemical MSDS sheets, Right To Know
- Description, proper use and labeling of chemicals
- Personal protective equipment

Hazardous Waste & Material Handling

- Blood and bodily fluids cleaning
- Bloodborne Pathogens
- Hand washing
- Infectious waste handling
- Spill response and procedures

Disaster and Fire Safety Plans

- Facility and department plans

Waste Handling and Disposal

- Description of types of waste
- Safe handling and disposal of waste

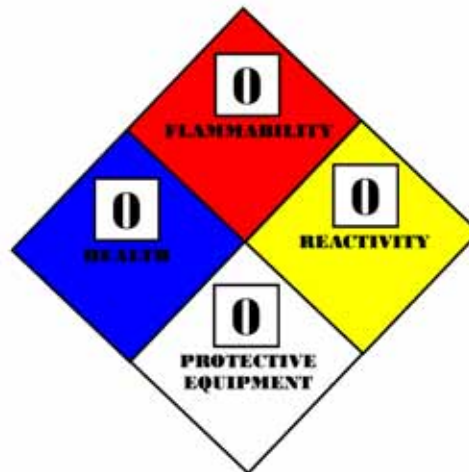
Equipment Care and Cleaning

Germicide Usage

7-Step Cleaning

Cleaning Cart Set-up

Proper Lifting Techniques



Employee Training Manual

The following pages are from our Custodial Management Employee Training Manual and submitted for your review. We would be pleased to review the entire manual with any member of Knox County Schools' management team.

1. Training Manual Table of Contents
2. Training Documentation
 - A. Orientation
 - B. Classroom Training
 - C. On-the-Job Training
 - D. Monthly In-Service
3. Training Questionnaires

We have developed questionnaires to determine how well the employee has retained the subject presented. These have been developed for each of the 22 modules of cleaning and are presented in English and Spanish.

4. Employee Recognition

Employee Training Manual

~ ~ ~ TABLE OF CONTENTS

01	TABLE OF CONTENTS	406	Waste Disposal Procedures
		407	Role of Housekeeping
02	ALPHABETIC INDEX	408	Employee Development
010	INTRODUCTION	409	Linen Services
100	ORIENTATION	410	Critical Care Areas
	101 Philosophy	411	Employee Personal Hygiene
	102 First Day	412	Work Schedules
		413	Documentation of Work Schedules
200	TRAINING DOCUMENTATION	414	Orientation to Bacteriological Concepts
	201 Introduction	415	Germicidal Detergent/Environmental Microbiology
	202 Orientation	416	Housekeeping Safety
	203 Classroom Training	417	Room Cleaning
	204 On-the-Job Training	418	Hard Floor Maintenance
	205 Monthly In-Service	419	Bacterial Control and Equipment Cleanliness
300	PROGRAMMED INSTRUCTION	420	Isolation Cleaning
	301 Introduction	421	The Importance of Hand washing
	302 Classroom	422	Carpet Care
	303 On-the-Job Training		
	304 Guest Relations Program	500	CERTIFICATE PROGRAM
	305 Respect Program	501	General Information
	306 Employee Involvement Team Program		
400	TRAINING QUESTIONNAIRES	600	DEVELOPMENTAL TRAINING
	401 Orientation to Housekeeping	601	Method of the Week
	402 Use and Care of Supplies and Equipment	602	Monthly In-Service Training
	403 Employee Duties and Quality Management	700	FORMS
	404 Safety and Disaster		
	405 Technical and Procedure Manuals		

Training Documentation

Hourly Employee Orientation Checklist

Manager's Instructions – Meet with the new employee, tour the unit, and complete the following checklist. Introduce the new employee to his or her immediate supervisor and as many “old-timers” as possible. Detach this page and attach this record to the active PAF in the PAF file.

1. **APPLICATION PROCESS** – Check each box completed

Employee

- Read orientation booklet
- Complete application
- Complete W-4

Manager

- Complete I-9 form – Employee Eligibility Verification
- Contact CIC for TJTC Credit if applicable
- Create file folder on new employee

2. **TIME SHEET**

- Sign in the employee
- Explain time sheet procedures
- Explain child labor laws, hours worked, “off-limit” jobs, and mandatory breaks required
- Explain when and where paychecks are issued

3. **TOUR**

- Explain the function of each department and job
- Introduce the new employee when possible

4. **EMPLOYEE MEALS** – Identify:

- When to eat
- Where to eat

5. **UNIFORMS**

- Explain uniform issuing
- Complete uniform receipts
- Instruct on laundering
- Discuss uniform standards
- Issue name tag

6. **APPEARANCE STANDARDS** – Discuss policies regarding:

- Hair
- Beards/moustaches
- Teeth
- Personal hygiene
- Make-up
- Posture
- Jewelry

7. WORK SCHEDULES

- Identify where posted
- Discuss change procedure
- Stress attendance
- Review procedures for calling in late or absent
- Review doctor's certificate policy
- Explain the request for days off

8. SAFETY

- Discuss avoiding accidents (identifying key hazards)
- Review teamwork for clean-up of spills and debris
- Review accident reporting procedure
- Discuss avoidance of falls and cuts
- Locate first-aid kit and identify authorized first-aid personnel

9. MISCELLANEOUS

- Discuss where and when to smoke
- Review parking procedures
- Locate employee entrance and exits
- Locate restroom facilities
- Review employee locker procedures
- Review miscellaneous work rules
- Discuss the importance of an employee's role in energy conservation
- Discuss security of valuables – handbag, packages, etc.
(remind employee not to bring valuables or money to work)
- Discuss loitering and visiting the unit during non-working times (manager's O.K. required)

10. BENEFITS

- Explain benefits and issue enrollment forms where applicable

11. TEAMWORK – Discuss:

- Responsibility to guests and other clients
- Relationship of job to other jobs
- Responsibility to department and to other departments
- Teamwork between employees and managers
- Discuss management lines of authority

12. JOB CERTIFICATE RECEIVED

13. MINORS WORK PERMIT RECEIVED

14. TRAINING

- Outline training program and review training records
- Employee will not be able to work until these items are received.

I acknowledge that the above items were reviewed with me and that I clearly understand them.

Date: _____

Employee's Signature: _____

Manager's Signature: _____

**Record of Programmed Instruction
Sodexo Cleaning Instruction**

Name: _____ Facility: _____

Position: _____ Hire Date: _____

Subject	Date	Hours	Instructor Initials	Trainee Initials
Restroom Specialist Method – Video, classroom workbooks, task site coaching		20		
Light Duty Specialist Method – Video, classroom workbooks, task site coaching		20		
Vacuum Specialist Method – Video, classroom workbooks, task site coaching		20		
Utilities Specialist Method – Video, classroom workbooks, task site coaching		20		

Record of Programmed Instruction Classroom Training

Name: _____ Facility: _____
 Position: _____ Hire Date: _____

No.	Subject	Initial Date	Test Results % Score
401	Orientation to Custodial Services		
402	Employee Duties and Quality Management		
403	Safety and Disaster Regulations and Plans		
404	Technical and Procedure Manuals		
405	Waste Disposal Procedures		
406	Role of the Custodian		
407	Employee Development Assurance		
408	Employee Personal Hygiene		
409	Work Schedules		
410	Documentation of Work Schedules		
411	Use and Care of Supplies and Equipment		
412	Germicidal Detergent/Environmental Microbiology		
413	Custodial Safety		
414	Hard Floor Maintenance		
415	The Importance of Hand washing		
416	Carpet Care		

NOTE – Above topics are required for new employees during the first 90 days of employment.

Record of Programmed Instruction On-The-Job Training

Name: _____ Facility: _____
 Position: _____ Hire Date: _____

Training Completed	Date	Instructor Initials	Trainee Initials	45 Day Follow-Up
Introduction				
Facility Rules				
Orientation to Custodial Form Completed				
Fire Cause, Prevention				
Fire Evacuation				
Incidents and Accidents				
Area Assignment				
Clean Equipment				
Issue and Control of Supplies				
How to Set Up a Cart				
Dormitory and Residence Cleaning				
Room Cleaning – Occupied				
Room Cleaning – Check Out				
Lounges				
Food Areas				
Dining Areas				
Classroom Cleaning				
Chalkboards				
Set Ups				
Floor (Hard) Maintenance				
Wet and Damp Mopping				
Dust Control/Sweeping Floors				
Stripping				

Record of Programmed Instruction On-the-Job Training – 2

Training Completed	Date	Instructor Initials	Trainee Initials	45 Day Follow-Up
Floor (Hard) Maintenance (Continued)				
Auto Scrubber				
Spray Buffing				
Sealer and Finish Application				
Super Hi-Speed Burnishing				
Bathroom Cleaning				
Toilet – Commode				
Shower				
Vanity Sink				
Tub				
Dusting				
Walls				
Low Dusting				
High Dusting				
TV and Control Module				
Venetians				
Lights				
Spot Washing Walls				
Technical Equipment				
Telephone				
Cleaning and Polishing				
Glass				
Chrome				
Stainless Steel				
Brass and Copper				
Furniture				

Record of Programmed Instruction On-the-Job Training – 3

Training Completed	Date	Instructor Initials	Trainee Initials	45 Day Follow-Up
Trash				
Compactor Use and Cleanliness				
Trash Carts				
Trash Rooms				
Bagging Procedures				
Carpet Maintenance				
Vacuuming				
Spotting				
Hot Water Extraction				
Rotary Shampoo				
Foam Machine				
Yarn Pad				
Pile Lifting				
Gymnasium Care				
Gymnasium Floor Care				
Locker Rooms				
Rest Rooms				
Showers				
Other Duties				
Cleaning and Defrosting Refrigerator				
Stair Cleaning				
Elevator Cleaning				
Wall and Ceiling Washing				
Public Restroom Cleaning				
Lounges				
Minor Equipment Repair				

Record of Programmed Instruction On-the-Job Training – 4

Training Completed	Date	Instructor Initials	Trainee Initials	45 Day Follow-Up
Other Duties (Continued)				
Partitions				
Library Shelving				
Set Ups/Laboratories				
Set Ups/Concerts and Events				

This Trainee is now trained to hold the position of _____

Instructor: _____

Management: _____

I have been trained in all units initialed by me: _____

In-Service Training Attendance Record

Dept. _____ Date _____ Time _____

Instructor _____ Program _____

Methodology

Audio/Visual Demonstration Outline of Lesson Lecture
 Discussion Handouts Chalkboard Other

Summary of Meeting _____

Attendee Name _____	Signature _____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

_____ (✓) For Make-Up Class

Monthly In-Service Training Record

Name: _____ Facility: _____
 Position: _____ Hire Date: _____
 Date of Certification : _____

Subject	Initial Date	Review Date	Review Date	Review Date
Orientation to Custodial				
Custodial Safety				
Work Schedules				
Employee Development Assurance				
Employee Duties and Quality Management				
Employee Personal Hygiene				
Germicidal Detergent/Environmental Microbiology				
Hard Floor Maintenance				
Role of Custodial				
Safety and Disaster Regulations and Plans				
The Importance of Hand washing				
Waste Disposal Procedures				
Use and Care of Supplies and Equipment				

Monthly In-Service Program Schedule

JAN	Orientation to Custodial Services
FEB	Fire Prevention and Disaster Control
MAR	Custodial Safety
APR	Gym Maintenance
MAY	Office Cleaning
JUN	Hard Floor Maintenance
JUL	Classroom Cleaning
AUG	Carpet Maintenance
SEP	Shower Locker Room Maintenance
OCT	Work Schedules/Work Rules
NOV	Waste Disposal
DEC	Hazardous Chemical Data

Training Questionnaires

Orientation to Custodial (Shown)	401
Employee Duties and Quality Management (Not Shown).....	402
Safety and Disaster Regulations and Plans (Shown)	403
Waste Disposal Procedures (Not Shown)	404
Technical and Procedure Manuals (Not Shown)	405
Role of Custodial (Not Shown).....	406
Employee Development (Not Shown).....	407
Employee Personal Hygiene (Not Shown).....	408
Work Schedules (Not Shown).....	409
Documentation of Work Schedules (Not Shown)	410
Use and Care of Supplies and Equipment (Not Shown).....	411
Germicidal Detergent/Environmental Microbiology (Not Shown).....	412
Custodial Safety (Shown)	413
Hard Floor Maintenance (Shown).....	414
The Importance of Hand washing (Not Shown)	415
Carpet Care (Not Shown).....	416

Custodial Orientation

Please check true or false to answer each question

- | | |
|---|---|
| T | F |
|---|---|

 1. Custodial objectives are to destroy germs, help control the spread of dirt, and provide a cheerful surrounding.
- | | |
|---|---|
| T | F |
|---|---|

 2. Personal appearance and good grooming are important to the people that you work for and the ones that you work with.
- | | |
|---|---|
| T | F |
|---|---|

 3. Hands must be washed frequently during routine duties.
- | | |
|---|---|
| T | F |
|---|---|

 4. The wearing of jewelry is not allowed in custodial services.
- | | |
|---|---|
| T | F |
|---|---|

 5. Follow a pattern of cleaning that will save you steps.
- | | |
|---|---|
| T | F |
|---|---|

 6. Keep visitor areas tidy, be courteous, and refer visitor questions to those who can help them.
- | | |
|---|---|
| T | F |
|---|---|

 7. Use only the exact amount of each product that you are told, keep equipment neat and clean, report broken and defective equipment and keep carts and supplies out of the way.
- | | |
|---|---|
| T | F |
|---|---|

 8. Be alert to safety dangers and report them immediately.

Employee: _____ **Date:** _____ **Grade %:** _____

△ △ △

Sodexo Facilities Management
401 p3
Custodial Employee Training Manual

Orientacion de la Custodia

Por favor, indique Verdadero (V) o Falso (F) para contestar cada pregunta.

V	F
---	---

1. El papel del servicio de custodia es prevenir la diseminación de infecciones.

V	F
---	---

2. El mal olor del cuerpo se considera ofensivo para los pacientes y hay que evitarlo en todo momento.

V	F
---	---

3. El lavado de manos no es el medio más importante para prevenir la propagacion de infecciones.

V	F
---	---

4. Todos los empleados deben usar el uniforme apropiado en todo momento en la escuela.

V	F
---	---

5. Todos los días debemos observar y buscar formas que nos permitan usar el tiempo con mayor sabiduria.

V	F
---	---

6. Para ayudar a su centro de trabajo y ayudarse a sí mismo, usted debe mejorar consantemente en todo lo que pueda.

V	F
---	---

7. Cuando se mezclan los detergentes germicidas, la cantidad correcta que se anade al agua es emportante para matar los germenos.

V	F
---	---

8. La seguridad es muy importante en la limpieza.

Empleado: _____ **Fecha:** _____ **Calificacion:** _____

△ △ △

Sodexo Facilities Management
401 p4
Custodial Employee Training Manual

Safety & Disaster Regulations & Plans

Please check true or false to answer each question

- | | |
|---|---|
| T | F |
|---|---|

 1. We must observe all rules and regulations of the facility.

- | | |
|---|---|
| T | F |
|---|---|

 2. It is not necessary to read regulations of the facility.

- | | |
|---|---|
| T | F |
|---|---|

 3. We must each know what to do in case of fire.

- | | |
|---|---|
| T | F |
|---|---|

 4. The supervisor must be asked if there is any confusion about what to do in case of fire.

- | | |
|---|---|
| T | F |
|---|---|

 5. Facility regulations require wearing an identification badge at all times.

- | | |
|---|---|
| T | F |
|---|---|

 6. Grounds safety must be assured at all times.

- | | |
|---|---|
| T | F |
|---|---|

 7. The facility has a disaster plan which the director of custodial services has in the office.

- | | |
|---|---|
| T | F |
|---|---|

 8. Each custodian must be informed of his/her role and duties in case of disaster.

- | | |
|---|---|
| T | F |
|---|---|

 9. A call up plan has been made for each person in the department to be contacted in case of disaster.

- | | |
|---|---|
| T | F |
|---|---|

 10. If the person whom you are to call does not answer, you must call those people below them on the list.

Employee: _____ **Date:** _____ **Grade %:** _____

△ △ △

Sodexo Facilities Management
403 p3
Custodial Employee Training Manual

Reglamentaciones y Planes de Seguridad y en Caso de Catastrofe

Por favor, indique Verdadero (V) o Falso (F) para contestar cada pregunta.

V	F
---	---

1. Debemos observar todas las normas y reglamentaciones del centro de trabajo.

V	F
---	---

2. No es necesario leer las reglamentaciones del centro.

V	F
---	---

3. Cada persona debe saber qué hacer en caso de incendio.

V	F
---	---

4. Debe preguntar al Supervisor si existe alguna confusión sobre qué debe hacerse en caso de incendio.

V	F
---	---

5. Las reglamentaciones de las instalaciones requieren el uso de una placa de identificación en todo momento.

V	F
---	---

6. La seguridad del lugar debe estar presente en todo momento.

V	F
---	---

7. El centro posee un plan en caso de catástrofe que el Director del Servicio de Mantenimiento tiene en su oficina.

V	F
---	---

8. Cada empleado de mantenimiento debe estar informado de su papel y de sus deberes en caso de catástrofe.

V	F
---	---

9. Existe un sistema de llamadas para ponerse en contacto con cada persona del departamento en caso de catástrofe.

V	F
---	---

10. Si la persona que usted debe llamar no contesta, debe llamar a las que continúan en la lista.

Empleado: _____ **Fecha:** _____ **Calificación:** _____

△ △ △

Sodexo Facilities Management
403 p4
Custodial Employee Training Manual

Custodial Safety

Please check true or false to answer each question

- | | |
|---|---|
| T | F |
|---|---|

 1. When mopping or spray buffing it is always important to use wet floor signs.

- | | |
|---|---|
| T | F |
|---|---|

 2. When working near electricity, you should use a wooden ladder, not a metal ladder.

- | | |
|---|---|
| T | F |
|---|---|

 3. It is not important to mix chemicals correctly.

- | | |
|---|---|
| T | F |
|---|---|

 4. Lifting heavy objects is done with the back.

- | | |
|---|---|
| T | F |
|---|---|

 5. When cleaning a hallway or corridors, either by wet mopping, stripping, or spray buffing, one half the area should be done first.

- | | |
|---|---|
| T | F |
|---|---|

 6. Electrical problems, like wall plugs that are damaged, are the custodian's responsibility.

- | | |
|---|---|
| T | F |
|---|---|

 7. Bacteria is never found on dirty equipment, so they don't have to be cleaned daily.

- | | |
|---|---|
| T | F |
|---|---|

 8. Always report damaged equipment to your supervisor.

- | | |
|---|---|
| T | F |
|---|---|

 9. Safety is very important in custodial service.

- | | |
|---|---|
| T | F |
|---|---|

 10. Before emptying a trash can, you should put your hand inside first to see what is inside.

Employee: _____ **Date:** _____ **Grade %:** _____

△ △ △

Sodexo Facilities Management
413 p3
Custodial Employee Training Manual

Seguridad en el Mantenimiento y en la Limpieza

Por favor, indique Verdadero (V) o Falso (F) para contestar cada pregunta.

V	F
---	---

1. Cuando se está trapeando o puliendo siempre es importante usar las señales de "Piso Mojado."

V	F
---	---

2. Cuando se trabaja cerca de la electricidad debe usar una esca lera de madera, no una de metal.

V	F
---	---

3. No es importante mezclar los productos químicos correctamente.

V	F
---	---

4. Los objetos pesados deben levantarse con la espalda.

V	F
---	---

5. Cuando se limpia un pasillo o un corredor, ya sea usando trapeador mojado, removiendo o aplicando pulimento, debe hacerse primero solo una mitad del area.

V	F
---	---

6. Los encargados de la limpieza deben solucionar problemas eléctricos como los enchufes dañados.

V	F
---	---

7. Las bacterias nunca se encuentran en el equipo sucio, por lo tanto no se tiene que limpiar diariamente.

V	F
---	---

8. Siempre se avisa a su Supervisor cuando hay un equipo dañado.

V	F
---	---

9. La seguridad es muy importante en la limpieza.

V	F
---	---

10. Antes de vaciar un cubo de basura, debe meter la mano primero para saber qué hay adentro.

Empleado: _____ **Fecha:** _____ **Calificación:** _____

Δ Δ Δ

Sodexo Facilities Management
413 p4
Custodial Employee Training Manual

Hard Floor Maintenance

Please check true or false to answer each question

- | | | |
|---|---|--|
| T | F | 1. It is not necessary to know each type of floor in order to maintain it. |
| T | F | 2. Uncarpeted floors must be dust-mopped prior to wet mopping. |
| T | F | 3. You do not have to use chemicals to clean facility floors. |
| T | F | 4. Conductive floors do not use any finish. |
| T | F | 5. Always post a wet floor sign at both ends of the mopping area when mopping corridors. |
| T | F | 6. When finishing floors, begin right up against the baseboard. |
| T | F | 7. For economic reasons you should save the left over finish that is in your bucket. |
| T | F | 8. Sharp movements of the floor machine will cause it to move too rapidly for easy control. |
| T | F | 9. When buffing, keep the buffer moving at all times. |
| T | F | 10. After stripping the floor and all water is removed and the floor is dry, you now apply the finish. |

Employee: _____ **Date:** _____ **Grade %:** _____

△ △ △

Sodexo Facilities Management
 414 p3
 Custodial Employee Training Manual

Mantenimiento del Piso de Superficie Dura

Por favor, indique Verdadero (V) o Falso (F) para contestar cada pregunta.

- | | | |
|---|---|--|
| V | F | 1. No es necesario conocer cada tipo de piso para poder darle el mantenimiento apropiado. |
| V | F | 2. A los pisos sin alfombra hay que pasarles el trapeador para polvo antes de pasarles el trapeador mojado. |
| V | F | 3. No debe usar el detergente germicida para limpiar los pisos del Hospital. |
| V | F | 4. Los pisos conductivos no requieren ningún terminado. |
| V | F | 5. Cuando está pasando el trapeador mojado en los corredores siempre hay que poner una señal de "Piso Mojado" en cada extremo del área que esté limpiando. |
| V | F | 6. Cuando se le da el acabado a los pisos, se empieza a aplicar justamente contra el zócalo. |
| V | F | 7. Por razones de economía debe guardarse el acabado sobrante que ha quedado en el balde. |
| V | F | 8. Los movimientos bruscos de la máquina para el piso darán lugar a que la misma se mueva con demasiada rapidez para poder controlarla con facilidad. |
| V | F | 9. Cuando se está puliendo el piso, se mantiene la pulidora en funcionamiento en todo momento. |
| V | F | 10. Después de limpiar y de raspar el piso, de quitar toda el agua y una vez que el piso está seco se aplica el acabado. |

Empleado: _____ **Fecha:** _____ **Calificacion:** _____

△ △ △

Sodexo Facilities Management
414 p4
Custodial Employee Training Manual

Tracking Form

TRAINING TITLE: _____

USED BY: _____

GROUP OR INDEPENDENT STUDY: _____

ENGINEER	EXPERIENCED IN SUBJECT YES OR NO	SCORE BEFORE TRAINING	SCORE AFTER TRAINING	RETENTION SCORE 4-6 WKS LATER

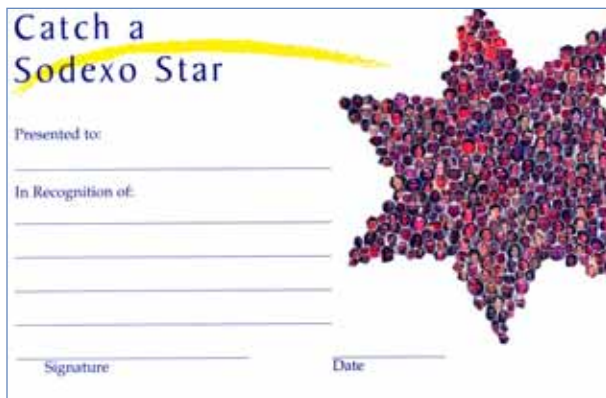
Employee Recognition

In addition to outstanding compensation and benefits package, being recognized for a job well done is often the most rewarding and motivating aspect of a job. The person who consistently does a high-quality job in a low-profile position deserves and needs to hear positive feedback. Sodexo managers are trained to identify these employees and are strongly encouraged to recognize them in a timely and sincere manner with awards, incentives and other tokens of appreciation. Sodexo is structured so that a talented and motivated hourly employee can move up to a management position in a relatively short time, and our managers develop employees for tomorrow's opportunities by encouraging them to work toward their full potential today.

Catch a Sodexo Star

The Catch a Sodexo Star program is a simple reward and retention program that recognizes frontline employees who go above and beyond the call of duty. The program rewards positive behaviors that support Sodexo's values including Service Spirit, Team Spirit and Spirit of Progress.

Managers give employees stickers for demonstrating positive behaviors and the stickers can be redeemed for a variety of gifts. The overall goal of the program is to motivate frontline employees to excel in their positions and reward those who do.



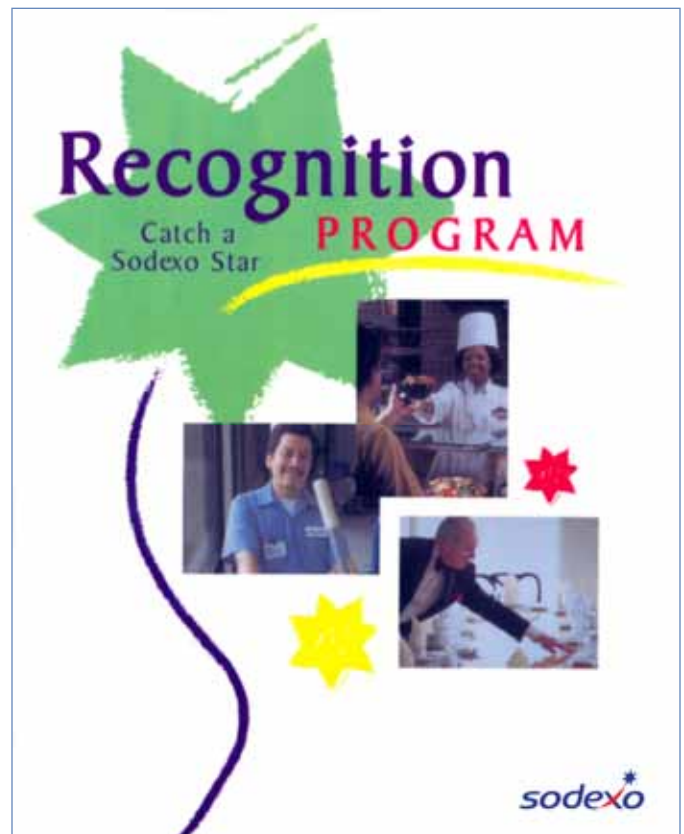
Catch a Sodexo Star

Presented to: _____

In Recognition of: _____

Signature _____ Date _____

A large star graphic composed of many small photos of employees is positioned to the right of the form.



Certificate Program

It is a part of the Sodexo philosophy that employees and their accomplishments need to be recognized. Individual recognition helps to enhance employees' self-esteem, which will in turn enhance the quality of their work.

The Sodexo Certificate Program has been designed to reward and recognize employees who have made the effort to expand their knowledge and skills, and have accomplished this goal.

Employees are awarded certificates of recognition when they are eligible, which signifies their development and achievements. The recognition of this advancement is no light matter. The unit manager will schedule an employee recognition meeting, which helps generate a unified atmosphere within the department.

Below is a reduced sample of a Sodexo training certificate.





Business Model

Cleaning Products and Equipment

We have included a list of all chemicals and materials we are currently using in other school districts. We are prepared to use the products identified in the RFP, but would appreciate consideration of the products listed in this section. We spend considerable time during the contract implementation and start up process reviewing the type of products currently used and the customer satisfaction with those products. Our desire is to determine with our direct client and building occupants the type of products that will best meet the needs of each building's occupants and then determine the actual usage expected.





nature clean
environment
pure
protection

Green Seal Products

Green Seal is an independent, non-profit organization that promotes products and services that cause less pollution and waste, conserve resources and help minimize global warming and ozone depletion.



QC 51E Glass Cleaner

- Green Seal certified under GS-37
- Use on glass, plastic, vinyl or other hard surfaces
- Contains no ammonia
- VOC less than 1% dilution
- Concentrated formula reduces water consumption
- Safe for aquatic life at use dilutions
- No NPE, EDTA, NTA
- Free of known carcinogens and reproductive hazards
- Recyclable packaging
- Phosphate less than 0.1% at use
- Nontoxic to humans at use dilutions
- Ingredients are readily biodegradable

QC 52E General Purpose Cleaner

- For use on hard surfaces
- Green Seal certified under GS-37
- VOC less than 1% at dilution
- Concentrated formula reduces water consumption
- Nontoxic to humans at use dilutions
- Noncombustible and noncorrosive to skin and eyes
- Safe for aquatic life at use dilutions
- Ingredients are biodegradable
- No NPE, EDTA, NTA
- Free of known carcinogens and reproductive hazards
- Recyclable packaging
- Phosphate less than 0.1% at use

QC 91E Bathroom Cleaner

- Cleans bathroom walls, fixtures and floors
- Green Seal certified under GS-37
- VOC less than 1% at dilution
- Concentrated formula reduces water consumption
- Nontoxic to humans at use dilutions
- Non combustibile and non corrosive to skin and eyes
- Ingredients are readily biodegradable
- No NPE, EDTA, NTA
- Free of known carcinogens and reproductive hazards
- Phosphate less than 0.1% at use

Quik Fill 520E Glass Cleaner

- For use on glass, plastic, vinyl or other hard surfaces
- Green Seal certified under GS-37
- Contains no ammonia
- VOC less than 1% at dilution
- Concentrated formula reduces water consumption
- Safe for aquatic life at use dilutions
- No NPE, EDTA, NTA
- Free of known carcinogens and reproductive hazards
- Recyclable packaging
- Phosphate less than 0.1% at use
- Nontoxic to humans at use dilutions
- Ingredients are readily biodegradable

Quik Fill 910E Bathroom Cleaner

- Cleans bathroom walls, fixtures and floors
- Green Seal certified under GS-37
- VOC less than 1% at dilution
- Concentrated formula reduces water consumption
- Nontoxic to humans at use dilutions
- Non combustible and non corrosive to skin and eyes
- Ingredients are readily biodegradable
- No NPE, EDTA, NTA
- Free of known carcinogens and reproductive hazards
- Phosphate less than 0.1% at use

Quik Fill 310E Neutral Cleaner

- Safe and effective cleaner for all types of resilient and hard floors
- Submitted to Green Seal for certification under GS-37 standards
- VOC less than 1% at dilution
- Concentrated formula reduces water consumption
- Nontoxic to humans at use dilutions
- Noncombustible and noncorrosive to skin and eyes
- Safe for aquatic life at use dilutions
- Ingredients are readily biodegradable
- No NPE, EDTA, NTA
- Free of known carcinogens and reproductive hazards
- Recyclable packaging
- Phosphate less than 0.1% at use

QC 510E General Purpose Cleaner

- For use on hard surfaces
- Green Seal certified under GS-37
- VOC less than 1% at dilution
- Concentrated formula reduces water consumption
- Nontoxic to humans at use dilutions
- Noncombustible and noncorrosive to skin and eyes
- Safe for aquatic life at use dilutions
- Ingredients are biodegradable
- No NPE, EDTA, NTA
- Free of known carcinogens and reproductive hazards
- Recyclable packaging
- Phosphate less than 0.1% at use





Zinc Free Floor Finish

- Submitted to Green Seal for certification under GS-40
- Does not contain zinc
- VOC less than 4% at dilution
- No dibutyl phthalate
- Nontoxic to humans at use dilutions
- Noncombustible and noncorrosive to skin and eyes
- Ingredients are readily biodegradable
- No NPE, EDTA, NTA
- Free of known carcinogens and reproductive hazards
- Recyclable packaging
- Phosphate less than 0.1% at use

Zinc Free Finish Remover

- Submitted to Green Seal for certification under GS-40
- Neutral PH for reduced personal hazard
- VOC 2% at strongest concentration
- Cold water dilution reduces energy usage
- Nontoxic to humans at use dilutions
- Noncombustible and noncorrosive to skin and eyes
- Ingredients are readily biodegradable
- No NPE, EDTA, NTA
- Free of carcinogens and reproductive hazards
- Recyclable packaging
- Phosphate less than 0.1% at use

Equipment to be Provided

Equipment Name	Quantity	Unit Price	Total
Labor Management Time Clock	88	\$ 600	\$ 52,800
Laptop Computers	4	\$2,500	\$ 10,000
Financial Computer, Monitor and Printer	1	\$2,500	\$ 2,500
Monitor	4	\$ 125	\$ 500
All in One Printers	4	\$ 275	\$ 1,100
Tennant 3090 Backpack Vacuum (BackPack)	196	\$ 335	\$ 65,580
Kiavacs	52	\$3,500	\$182,000
Tennant F5 20" Heavy Duty Slow Speed Buffer	71	\$ 559	\$ 39,689
Windsor Lightning 1500 rpm High-speed Burnisher 20"	89	\$ 871	\$ 77,552
Windsor Lightning 2500 rpm Battery Burnisher 20"	19	\$3,704	\$ 70,378
Tennant 3520 Wet/Dry Vacuum 15 Gallon	85	\$ 460	\$ 39,099
Tennant Front Mounted Squeegee Kit for 3520 Wet/Dry Vac	85	\$ 209	\$ 17,740
Tennant T3 Walk Behind Scrubber with Fast 20"	35	\$4,152	\$145,325
Tennant T7 Ride-on Scrubber with Fast 32"	20	\$9,606	\$192,124
Total New Equipment to be Provided			\$896,387
Leased Equipment	Quantity		Annual Lease
E250 Cargo Van	1		\$ 5,316.00
Ford Ranger 4 x 2			\$ 6,080.00





Business Model

Security Plans and Procedures

We have reviewed the security requirements identified in the RFP and understand our responsibilities as they relate to those requirements and the enforcement of those requirements. Sodexo will incorporate the following security requirements into our training program for all employees:

1. Sodexo and all employees are responsible for safeguarding against loss, theft, or damage to all Knox County Board of Education property, materials, equipment and accessories which might be exposed to contact to Sodexo's employees. The staff will also be trained to report any circumstances which might endanger any Knox County Board of Education assets.
2. In the event that a staff member observes a situation where the health and welfare of individuals is endangered, or when buildings, equipment or property could be damaged or destroyed, the staff will be trained to report the situation to the appropriate school official immediately.
3. Sodexo employees will be informed that guns, knives or other dangerous weapons are not allowed on campus, including in personal automobiles.
4. Sodexo employees will be informed that alcohol and drugs are not prohibited on School campuses, including in personal automobiles.
5. Key control training will be provided to all Sodexo employees. Key control procedures are included in sub-tab 4-16.
6. Sodexo employees will be required to wear uniforms and badges on campus at all times.

Sodexo's Background Check Review is included for your review.



SODEXO BACKGROUND CHECK REVIEW GUIDE

***A Tool for Human Resource and Talent Acquisition
Professionals Involved in Reviewing Background
Information for Candidates and Employees***

If you have any questions about this Guide, please contact Robyn Welter, Senior Attorney, Sodexo at 800 763 3946, Ext. 44134.



I. OVERVIEW

A. Pre-employment Screening

Sodexo conducts background checks on the selected candidate for:

- any management position where the selected candidate is external
- any position posted in the Career Center where the selected candidate is external
- any position where the selected candidate is an internal candidate transitioning from an hourly to a management position
- all inter-divisional transfers of management employees into the Senior Services, School Services, and Education Services/Facilities Management (for K-12) divisions
- all hourly in-unit positions for Senior Services, School Services, and Education Services/Facilities Management (for K-12) divisions
- any position in Health Care or Government Services accounts where a background check is required by state or federal law; and/or
- any position where the client requires a background check

Sodexo uses a third-party vendor (USA-FACT) to conduct pre-employment background checks. These checks typically consist of criminal background checks, but may also include education, licensing and employment verification, and personal reference checks. In addition, Sodexo conducts driving records check for positions which require driving.

Sodexo does not routinely require drug screening or conduct credit checks, unless required by law or client requirements. A credit check will be done only with the approval of the Law Department.

The pre-employment investigation (and drug screening, if any) will be done only with the applicant's written consent. Such consent is obtained through the employment application process. The employment application packet, which includes copies of the required disclosure and authorization forms, is available on SodexoNet under the Employee Center > Rewarding > Background Check Review Guide (Quick Link).

Wherever possible, the criminal component of the background investigation should be fully complete and compliant with the guidelines set forth in this manual prior to the applicant's start date.

B. Current Employees

Sodexo conducts background checks on current employees when: (1) an hourly employees receives a promotion to a management position; (2) a manager transfers to a position in School Services or Senior Services; (3) an existing client imposes a new background check requirement; or (4) Sodexo learns information about a particular employee that suggests a new or updated background check is warranted.

If the employee completed the April 2009 revised version of the employment application/ authorization forms, then no new authorization is required to complete a post-hiring background check. If the employee completed an earlier version of the employment application/ authorization form or does not have an authorization form on file, then the employee must sign the Current Employee Authorization Forms available on SodexoNet under the Employee Center > Rewarding > Background Check Review Guide (Quick Link).

II. BACKGROUND CHECK PROCESS

Sodexo learns of an applicant's criminal, educational, and employment history through the applicant's responses to questions on the employment application. If required, a background check is conducted by USA-FACT.

A. The Sodexo Employment Application

The employment application (as revised April 2009) contains the following question regarding the applicant's criminal history:

Have you ever been convicted of a crime? ___ Yes ___ No record
Please review the attached state disclosure limitations before responding. All applicants may answer "No Record" if a conviction has been sealed, pardoned, expunged, annulled, statutorily eradicated or dismissed upon condition of probation.

If yes, please provide date, place and nature of conviction(s):

A conviction will not necessarily disqualify you from employment with Sodexo.

The application includes state disclosure limitations for the following states: California, Connecticut, Hawaii, Illinois, Massachusetts, Utah and Washington. The full text of the disclosure limitations is included in the employment application packet, which is available on SodexoNet under the Background Checks quick link on the Human Resources page.

In addition, the application requests the applicant's educational history beginning with high school, and his/her employment history covering the six years preceding the employment application, or last four employers, whichever covers a longer period of time.

As part of the pre-employment process, candidates will receive an application packet that includes the document entitled "A Summary of Your Rights Under the Fair Credit Reporting Act" and the form entitled "Written Disclosure and Authorization for Background Investigation" ("Written Disclosure Form"). Every individual hired by Sodexo must complete the Written Disclosure Form, even if he/she does not have to submit to a background check at the time of hire. The Written Disclosure Form should be maintained in the employee's personnel file for future use, if needed for a subsequent post-employment background check.

If a background check is required at the time of hire, the applicant must complete the forms entitled "Required Information for Criminal History Check and/or Driving Records Check" and/or "Required Information for Education and/or Employer Verification," as applicable.

Note: To assist in the background check process, the Hiring Manager or HR/TAG representative who reviews the completed application should ensure that the applicant included the place and date for any conviction identified on the application and provided **all** information requested on the “Required Information” form(s). If the applicant did not complete all necessary information, the Hiring Manager or HR/TAG representative should contact the applicant to obtain the missing information. Any additional information obtained should be noted in a separate document—not on the application. **No one but the applicant should write on the application itself or on any required forms.**

B. Background Checks

All background checks are initiated by Sodexo’s Corporate Security Department (“Corporate Security”). For hourly positions, the Hiring Manager/HR representative (the “Requester”) will identify the appropriate searches to be run on the applicant based on state law requirements, if any, for K-12/Senior Services accounts, client request, and/or standard practice for the unit/division. For management/Career Center positions, the TAG Representative (the “Requester”) will request the standard checks established for the position at issue.¹ The Requester must send Corporate Security a copy of the disclosure/authorization form signed by the applicant and the information provided by the applicant on the “Required Information” form(s).

After USA-FACT completes the background check, the results are sent electronically to Corporate Security for review. In the event the background check contains negative information (in accordance with the state disclosure requirements), Corporate Security will notify the Human Resources Director (and TAG Representative, if applicable) via e-mail and include a copy of the background check report. The cover e-mail will state:

THE ATTACHED BACKGROUND CHECK REPORT MUST BE REVIEWED BY A HUMAN RESOURCES DIRECTOR IN ACCORDANCE WITH THE SODEXO BACKGROUND CHECK REVIEW GUIDE BEFORE MOVING FORWARD WITH THIS CANDIDATE IN THE HIRING PROCESS OR DETERMINING THIS EMPLOYEE’S ELIGIBILITY FOR CONTINUED EMPLOYMENT WITH SODEXO.

¹ If any additional checks are required for a specific unit, the Hiring Manager/HR representative is responsible for ensuring that such checks are requested.

III. REVIEWING THE BACKGROUND CHECK RESULTS

A. ANALYZING CONVICTION INFORMATION

Note: The guidelines contained in this section apply when Sodexo has the discretion to determine whether to employ a candidate with a conviction record at a particular account.

Many states have laws and/or regulations addressing required background checks and identifying prohibited offenses for employees who work in K-12 Schools or Senior Services. Summaries of the state requirements for K-12 and Senior Services are available on SodexoNet under the Backgrounds Check quick link on the Human Resources page. Any applicable state law must be followed.

In addition, at times, Sodexo agrees by contract with a client not to place employees at a particular account who have certain specified convictions. Sodexo must abide by any contractual requirements relating to background checks.

Conviction Revealed on Application: If the applicant reveals a criminal conviction on the application, the responsible Human Resources Director or his/her designee should contact the applicant to learn details about the conviction before the candidate progresses through the selection process. An applicant may be disqualified (using the guidance contained in the following pages) from further consideration in the hiring process based on conviction information revealed on the application itself without running a background check. (*Note: If the applicant is disqualified based on information obtained directly from the applicant (not from USA-FACT), Fair Credit Reporting Act (“FCRA”) letters are not required*)².

Conviction Revealed during Background Check Not Disclosed on Application: If the criminal record search reveals one or more convictions (felony or misdemeanor), the Requestor should check whether the applicant disclosed the conviction(s) on his/her application. (*Note: Ensure that applicant was required to disclose the conviction based on the state-specific instructions on the application.*) If the applicant was required to disclose the conviction and did not do so, the applicant should be disqualified due to falsification of the application.

Pending Matters/Arrest Warrants: If the background check reveals any pending criminal offense that would disqualify a candidate using the guidelines provided below or an outstanding arrest warrant, the candidate’s application for employment with Sodexo generally should be deferred until the pending matter has been resolved and/or adjudicated. A pending criminal offense or outstanding arrest warrant, standing alone, should not permanently disqualify a candidate.

² The FCRA is a federal law that addresses employment-related background checks conducted by a “consumer reporting agency”, which includes USA-FACT. Additional details regarding the FCRA requirements are provided on the next page.

FCRA Requirements: If a candidate/employee is disqualified due to the background check results completed by USA-FACT, Sodexo **must** follow the FCRA process. The referenced Notices are available on SodexoNet under the Employee Center > Rewarding > Background Check Review Guide (Quick Link).

1. Prior to making a final employment decision, Sodexo must provide the candidate/employee with a Pre-Adverse Action Notice (with a copy of the background check report) and allow the candidate/employee 5 business days to dispute the accuracy of the report.
2. If the candidate/employee is unable to dispute the information contained in the report, Sodexo must provide him/her with an Adverse Action Notice.

The following charts lists examples of extreme violent/sex-related, violent, non-violent, and drug-related crimes. **These charts are not all-inclusive.** These charts may be used as a guide when determining if a conviction would disqualify an applicant. Convictions will be considered only to the extent permitted by state and federal law.

CONVICTION INFORMATION	GUIDELINE
<p>EXTREME VIOLENT OR SEX-RELATED CRIMES</p> <p>Arson Child Abuse Child Pornography Kidnapping Manslaughter Murder Rape Sexual Assault Accessory to one of these crimes</p>	<p>Automatic Disqualification for any conviction of an extreme violent or sex-related crime, regardless of timeframe.</p>

In many instances, the chart below directs the reviewer to use the “**Six Factors.**” In those instances, the reviewer is expected to gather additional information from the applicant so the reviewer can sufficiently analyze the conviction in light of:

- **Duties of the job**
- **Seriousness of the offense**
- **Whether the offense has a direct relationship to the specific position sought**
- **Whether granting employment, in light of the conviction, would risk Sodexo/client’s property or the safety of Sodexo/client employees or the general public**
- **Time elapsed between the offense and the job application**
- **Information regarding rehabilitation of the individual**

CONVICTION INFORMATION	GUIDELINE	
VIOLENT CRIMES Assault Battery Burglary Domestic Violence Robbery Stalking Accessory to a violent crime	Within 5 years of the application date	Automatic Disqualification
	More than 5 years before application date	Review using the Six Factors listed above
FINANCE-RELATED CRIMES Bribery Embezzlement Extortion Forgery Fraud (including insurance, unemployment, welfare) Identity Theft Larceny (Theft) Money Laundering Shoplifting Tax Evasion	Within 5 years of the application date and candidate has applied for a position with fiscal authority, or cash-handling responsibilities	Automatic Disqualification
	More than 5 years or non-finance related position	Review using the Six Factors listed above

CONVICTION INFORMATION	GUIDELINE	
<p>NON-VIOLENT CRIMES</p> <p>Bounced Check Carrying a Concealed Weapon Contributing to Delinquency of a Minor Disorderly Conduct Disturbing the Peace DUI/DWI Indecent Exposure Minor in Possession of Alcohol Prostitution Providing Alcohol to a Minor Providing False Information to Police Public Intoxication Shoplifting Traffic Violations Trespassing Unlawful Possession of a Gun</p>	<p>Review using the Six Factors listed above</p> <p>Please note that if the position does not require driving, traffic violations, including DUI/DWI, are not relevant to the job.</p> <p>If the position requires driving, use the point system below. 10 or more points are unacceptable and render the candidate ineligible to drive for Sodexo.</p>	
CONVICTION INFORMATION	GUIDELINE	
<p>DRUG-RELATED CRIMES (Manufacture/Sale)</p> <p>Manufacture of a controlled substance Sale/Distribution of a controlled substance Possession of a controlled substance with intent to sell or distribute</p>	<p>Within 5 years of the application date</p>	<p>Automatic Disqualification</p>
	<p>More than 5 years before the application date</p>	<p>Review using the Six Factors listed above</p>
<p>DRUG-RELATED CRIMES (Possession)</p> <p>Possession of a controlled substance Possession of drug paraphernalia</p>	<p>Review using the Six Factors listed above</p>	

FOR POSITIONS THAT REQUIRE DRIVING: A candidate with **10 or more** points has an unacceptable driving history. The point system to be used is detailed below. Evaluation of an employee's driving record will be based on the motor vehicle records for the three years preceding the application date. **This point system (not the DMVs' point systems, which often vary by state) will be used to evaluate the driving history.**

Violation	Points
Driving without a license (i.e. does not have a valid license)	10
Driving while license is suspended or revoked.	10
DWI/DUI	10
Reckless driving, racing, endangering the lives of others	10
Speeding:	
▪ 3 violations in 12 months, regardless of speed excess	10
▪ 1 to 5 mph over the speed limit	1
▪ 6 to 10 mph over the speed limit	2
▪ 11 to 20 mph over the speed limit	3
▪ More than 20 mph over the speed limit	4
Driving too fast for conditions	2
Following at an unsafe distance	2
Improper judgment	2
Failure to yield right of way	2
Failure to obey traffic signal or sign	2
Improper turning	2
Improper backing	2
Improper pulling into or out of parking position	2
Failure to reduce speed to avoid a collision	2
Passing a stopped school bus	2
Improper loading or unloading of passengers	2
Improper loading or delivery (vehicle accident);	2
Improper loading or delivery (not vehicle accident)	2
Driving without insurance	2
Any at fault bodily injury accident.	3
Any at fault property damage accident.	3

B. ANALYZING EDUCATION AND EMPLOYMENT VERIFICATION INFORMATION

An applicant must be truthful on all areas of the application. Intentional falsification/ intent to deceive will result in disqualification of employment consideration.

If a candidate is disqualified due to the background check results completed by USA-FACT, Sodexo must follow the FCRA process described in this Guide.

VERIFICATION INFORMATION	GUIDELINE
<p>VARIANCE OR DISCREPANCY IN:</p> <p>CLAIMED EDUCATION (degree obtained, dates, etc.)</p> <p>or</p> <p>EMPLOYMENT HISTORY (title, salary, dates, etc.)</p>	<p>Consider the extent of the discrepancy (e.g., claimed length of employment off by a few months vs. a year or more)</p> <p>If candidate insists he/she has provided accurate educational information, direct the candidate to provide confirmation of his/her claimed educational history (e.g., present a diploma, certificate of attendance) to USA-FACT for authentication and verification.</p> <p>If candidate insists he/she has provided accurate employment information, direct the candidate to provide confirmation of his/her claimed employment history (e.g., letters from employer, tax forms, etc.) to the HRD for authentication and verification.</p> <p>Evaluate the variance/discrepancies for intent to deceive or overselling of credentials. If reasonable doubt regarding the truthfulness of the applicant's claims, the applicant should be disqualified.</p>



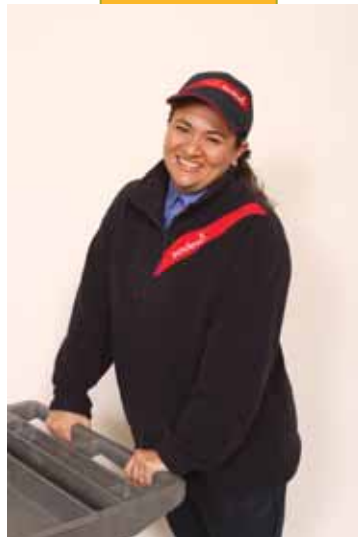
Business Model

Uniforms

Uniform Policy

It is Sodexo's policy to provide uniforms for all hourly employees to wear while at the Schools. Employees do have an opportunity to participate in the selection of their uniforms. Once the selection of the uniform is complete, we will share the selection with the appropriate School official for approval. Employees do have an opportunity to participate in the selection of their uniforms. The uniform will have the Sodexo logo and the employee's name. In addition to the uniform, the employee will be required to wear an identification badge at all times during work hours. Employees will also be provided training on appropriate dress and footwear. Employees will also be provided safety shoes.

Cintas is Sodexo's preferred uniform vendor and provides a wide range of uniforms for our employees. Generally speaking, the employees will have the opportunity to select from several styles of blouses, shirts and vests.





Business Model

Key Control Procedures

Key Control Policy and Procedure

General

All keys issued to Sodexo Custodial Services in the Knox County Schools are for use only in the completion of the custodial services employees' assigned duties on the school campuses. These keys are the property of Knox County Schools. Keys are not to be taken off of Knox County School's campuses. Keys are provided for the exclusive use of custodial services and custodial services employees(s) to whom they are assigned and will not be released for use by others.

Purpose

The purpose of this facilities security and safety plan is to define the procedure for the control and issuing of keys required by custodial services for the performance of their duties on campus.



Procedures

A. Custodial Services

1. Key(s) and key sets will be kept in secure key boxes located in the custodial services offices at the affected buildings
2. The key boxes will be locked at all times.
3. The general manager and selected designee will be the only individuals who have keys to the key boxes.
4. **Custodial Services Supervisor**
 - a. At the start of each shift, the custodial services designee shall issue key(s) required by each custodial services employee and ensure that the employee signs-out the key(s) utilizing the Key Log Sheet.
 - b. If a custodial services employee reports losing a key(s), the custodial services designee shall determine the areas affected by the missing key and immediately notify the general manager and the director of facilities.
 - c. Disciplinary action may be taken for any lost key(s).
 - d. General Manager will not allow anyone from another department to check out a key.
 - e. At the end of each shift, the custodial services supervisor or selected director shall verify that each custodial services employee returns the keys issued at the beginning of the shift and that the employee signs-in the key(s) utilizing the Key Log Sheet.
 - f. If any of the keys are not returned at the end of a shift, the selected designee shall determine the areas affected by the missing key and immediately notify the general manager and the director of facilities.
 - g. The custodial services supervisor or selected designee shall make a note on the Key Log Sheet regarding contacting the director of facilities and the direction from the general manager regarding replacement.
 - h. The general manager will keep the completed key log sheets on file for future reference.

5. General Manager

- a. The general manager shall inventory all keys issued to custodial services monthly. This monthly inventory will be triggered and documented through the PM system.
- b. During the inventory of the key(s) the general manager shall ensure that each key issued is present, that the identification tag or stamp is legible, and that the tamper-proof key ring is still in good condition. If the key ring needs to be replaced it shall be done immediately.
- c. If a key is missing, the general manager shall determine the areas affected by the missing key and immediately notify the director of facilities.
- d. If a key is missing, the general manager shall investigate the last sign-out of the missing key on the Key Log Sheets to determine if procedures were followed and if disciplinary action is appropriate.
- e. The general manager shall notify the custodial services supervisor regarding the replacement of the missing key with or without re-keying and note it on the Key Log Sheet.

Sample Key Control Policy

Policy Purpose

The purpose of the key control policy is to maintain reasonable building security for the safety of personnel and the protection of property, while allowing access by personnel to authorized spaces within the campus.

Key Definitions

Academic Grand Master: allows access to all assignable space within all academic and administrative buildings.

Academic Sub Master: allows access to a limited area within buildings such as in a specific department.

Residence Life Grand Master: allows access to all assignable space within all residence halls.

Residence Life Sub Master: allows access to a limited area such as a community director's scope of responsibility.

Auxiliary Grand Master: allows access to all auxiliary spaces within all buildings.

Auxiliary Sub Master: allows access to a limited area such as all housekeeping closets or all IT spaces.

Single Operator: allows access to a single space.

Off the Master: locks will NOT be keyed "off the master" without the approval of the President's Office.

Departments requiring additional security may request to have security cameras installed at their expense.

Training

It is the responsibility of the Administration, Deans and Directors to communicate the importance and proper use of keys. The following instruction must be provided to all direct reports:

1. Keys may only be used by those designated who have agreed to control and safeguard the key(s).
2. Keys may not be loaned or passed out to another person.
3. All construction contractor keys require Physical Plant Director approval. Key(s) will only be issued with a \$100 refundable deposit required for each key (checks only, made payable to the University).
4. All personnel terminating their employment with the university (i.e., retirement, new job, etc.) must return all assigned keys to the Physical Plant Key Shop. Transference of keys to incumbent personnel is not permitted.
5. It is against University policy to duplicate any key. Violators risk losing all key usage privileges.
6. All keys are to be used for university business only.

All new personnel must be instructed in the key policy before keys are issued. An annual review of these policies is to be conducted by Administrators, Deans and Directors with all direct reports and their staff.

Lost or Stolen Keys

All lost and/or stolen keys must be reported to both Campus Security and Physical Plant immediately.

Each individual assigned a key(s) assumes financial responsibility for any lost or stolen key(s). The following replacement fees apply for each key that is lost (please contact the Physical Plant if you feel there are mitigating circumstances that would result in a fee waiver):

Grand Master – \$1,000 minimum and up to the cost of re-keying buildings affected

Sub Master – \$500 minimum and up to the cost of re-keying areas affected

Single Operator – \$50

Post Office Box – \$10 for replacement of lost key; \$50 for re-keying the box

I have read and understand the Key Control Policy and realize that I will be charged for any lost, stolen or non-returned keys.

Name (please print)

Signature

Date

Sample

DAILY KEY SIGNOUT FORM

Supervisor: _____ Department: _____

Campus Address: _____

Campus Phone: _____

This is to request that the persons listed below be issued keys as indicated to access areas within the School.

Upon signing for the issuance of the key(s), I agree to accept responsibility for the item(s) and their return. I further agree that if the key(s) issued to me are lost or otherwise not available for return, I will reimburse the School for all costs related to the loss including multiple cores, keys and other repairs.

Key # / Property	Date Issued	Signature	Witness	Date Returned	Signature	Witness

Sample Key Request Form

Last Name <input style="width: 95%;" type="text"/>	First Name <input style="width: 95%;" type="text"/>	Phone Number <input style="width: 95%;" type="text"/>
Department <input style="width: 95%;" type="text"/>	Title <input style="width: 95%;" type="text"/>	<input type="checkbox"/> New Employee <input type="checkbox"/> Transferring Departments

Key(s) Requested: If this is to replace a lost key(s), please provide explanation below.		
Building <input style="width: 95%;" type="text"/>	Room <input style="width: 95%;" type="text"/>	Key code <input style="width: 95%;" type="text"/>
Building <input style="width: 95%;" type="text"/>	Room <input style="width: 95%;" type="text"/>	Key code <input style="width: 95%;" type="text"/>

Account # Number to be Charged for Lost / Stolen / Non-Returned Keys
<input style="width: 100%;" type="text"/>

Purpose For Key Request/Explanation for Lost Key(s)
<input style="width: 100%;" type="text"/>

Approvals

Department Chair	<input style="width: 95%;" type="text"/> <small>Full Name (please print)</small>
Department Chair Approval	<input style="width: 60%;" type="text"/> Date: <input style="width: 20%;" type="text"/> <small>Signature (please sign)</small>

Dean / Director	<input style="width: 95%;" type="text"/> <small>Full Name (please print)</small>
Dean / Director Approval	<input style="width: 60%;" type="text"/> Date: <input style="width: 20%;" type="text"/> <small>Signature (please sign)</small>

Physical Plant Director Approval for Replacement of Lost Keys	<input style="width: 95%;" type="text"/> Date: <input style="width: 20%;" type="text"/> <small>Signature (please sign)</small> S
---	---

All key request must go through the Physical Plant

*****Note***** All keys must be obtained from and returned to the Physical Plant.
No transfers between individuals will be authorized.

Recipient Signature: _____	Date: _____	
(To Be Signed When Key(s) are Picked Up)		

Returnee Signature: _____	Date: _____	
(To Be Signed When Key(s) are Returned)		

This section is for additional approvals when required and is reserved for administrative use only.		
Full Name (please print)	Signature (please sign)	Date: _____
Full Name (please print)	Signature (please sign)	Date: _____





Supplemental Information

Performance Guarantee

We have outlined our plan to provide Knox County Schools with a district-wide program that will meet your strategic objectives through planning, training, communicating and implementing the best in custodial services.

If our proposal appears ambitious, we're pleased. We understand that you will accept nothing less than excellence in custodial services, and we intend to perform with excellence in every aspect of our service to you.

As you know, however, a proposal is only as good as the certainty that it will be carried out. Sodexo makes a commitment to Knox County Schools that we will implement the components of this proposal, that we will be fully accountable for our performance, and that *your* goals and objectives will become *our* goals and objectives.

You can count on this commitment because of our history of combining on-site management expertise with our corporate resources to satisfy higher education clients throughout North America.





This marks the conclusion of our proposal – and the beginning of your evaluation of the advantages that Sodexo can bring to your custodial department. Our sales team appreciates the openness and cooperation shown by Knox County Schools in providing the information we needed to ensure that we understood your unique requirements and opportunities.

We're sure that in the course of your evaluation you will want to ask questions and request more detailed information about certain aspects of our proposed services. Please call or write anytime we can be helpful. We welcome your examination of our ability to deliver on the commitments we've made in this proposal.

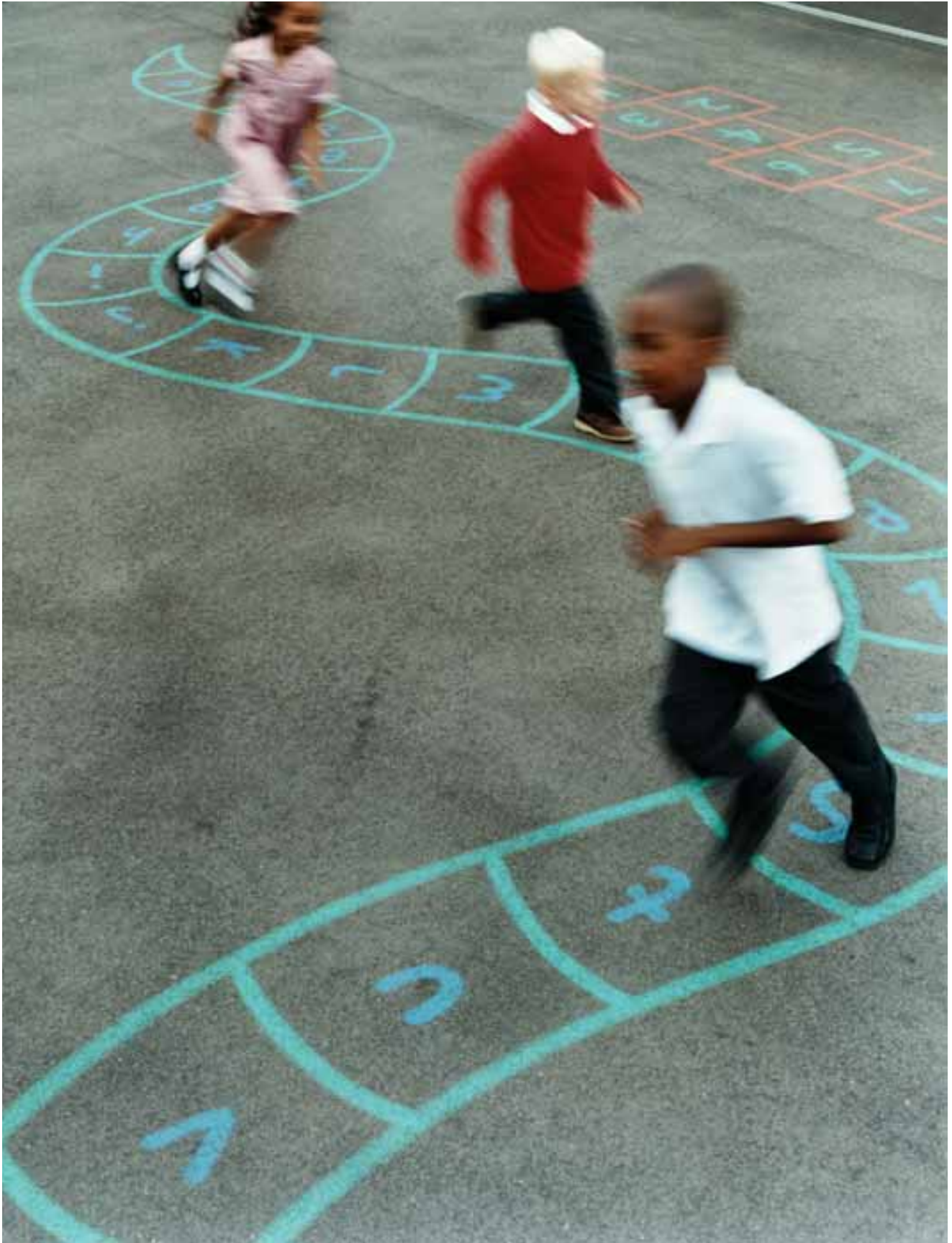
Please feel free to request meetings with any or all members of the Sodexo team who will be working with Knox County Schools. Or, you may wish to visit other Sodexo-served campuses and talk with administrators about our services. We will be glad to arrange such a visit at your convenience.

Again, thank you for considering Sodexo.



Supplemental Information

RFP and Addendums I, II, III and IV to Invitation for Bid 956



The Purchasing Division of Knox County Tennessee will receive sealed bids for the provision of **Custodial Services for Knox County Schools** as specified herein. Bids must be received by 2:00 p.m. on **May 18, 2011**. Late bids will be neither considered nor returned.

Please Deliver Bids to:

Bid Number 956

**Knox County Purchasing Division
Suite 100, 1000 North Central Street
Knoxville, Tennessee 37917**

The bid envelope must show the bid number, name and opening date.

SECTION I GENERAL TERMS AND CONDITIONS

- 1.1 **ADDITIONAL INFORMATION:** Knox County wants requests for additional information routed to Matt Myers, CPPO, CPPB, at 865/215-5750. Questions may be faxed to 865/215-55778 or emailed to matt.myers@knoxcounty.org. Information about the Knox County Purchasing Division may be obtained on the Internet at www.knoxcounty.org/purchasing.
- 1.2 **ACCEPTANCE:** Vendors shall hold their price firm and subject to acceptance by Knox County for a period of ninety (90) calendar days from the date of the bid opening, unless otherwise indicated in their bid. The time clock located in the Purchasing division shall be the official time of record.
- 1.3 **ALTERNATIVE BIDS:** Knox County will not accept alternate bids (those not equal to specifications). Bidders shall familiarize themselves with all conditions of this bid and make their own determination as to their company's ability to perform the services requested.
- 1.4 **AWARD:** Award will be made to the lowest responsive, responsible bidder(s) meeting specifications, who presents the product or service that is in the best interest of Knox County. Knox County reserves the right to award this bid on a location basis or an "all or none" basis whichever is in the best interest of the County. Knox County reserves the right to not make an award. The award criteria are listed in section 3.12.
- 1.5 **BID DELIVERY:** Knox County requires bidders, when hand delivering bids, to time date and stamp the envelope before depositing it in the bid box. Knox County shall not be responsible for lost or misdirected mail. Knox County shall also not be responsible for bids delivered to other addresses other than that listed at the top of this page. Additionally, Knox County shall not be responsible for late delivery from commercial carriers even if proof of pickup is sufficient for delivery by the bid opening time.
- 1.6 **BIDS REQUESTED ON BRANDS OR EQUAL:** Unit price bids are requested on products that equal or exceed the quality and performance of the brands and model numbers listed. References to brand names, trade names, model numbers or other descriptions peculiar to specific brand products are made to establish a required level of quality and functional capabilities, and are not intended to exclude other products of that level. Comparable products of other manufacturers will be considered if proof of comparability is contained in the bid. It shall be the responsibility of the bidders, including bidders whose product is referenced; to furnish with the bid such specifications, catalog pages, brochures or other data as will provide an adequate basis for determining the quality and functional capabilities of the product offered. Failure to provide this data may be considered valid justification for rejection of a bid.
- 1.7 **CONFLICT OF INTEREST:** Vendors must have read and complied with the "non-conflict of interest" statement provided in the vendor registration process prior to the opening of this solicitation.
- 1.8 **DECLARATIVE STATEMENTS:** Any statement or words (i.e.: must, shall, will etc.) are declarative statements and the vendor must comply with the condition. Failure to comply with any such condition may result in the proposal/bid being non-responsive and disqualified.
- 1.9 **DISADVANTAGED BUSINESS PROGRAM:** Knox County has established a Disadvantaged Business Program, which has the responsibility of increasing opportunity for small, minority and women owned businesses. This is being accomplished through community education programs, policy edification, active recruitment of interested businesses and process re-engineering.

Knox County is committed to ensuring full and equitable participation for all disadvantaged businesses. Knox County welcomes submittals from those disadvantaged businesses that have an interest in providing goods and/or services listed herein.

In addition, Knox County strongly encourages the inclusion of disadvantaged businesses by non-disadvantaged contractors who may wish to partner or subcontract portions of this agreement in order to accomplish the successful delivery of goods and/or services.

If you are a disadvantaged business and would like additional information about our disadvantaged business program please contact:

Robert Minter, Supplier Diversity Coordinator
Knox County Purchasing Division
Telephone: 865.215.5756 Fax: 865.215.5778
E-Mail: robert.minter@knoxcounty.org

- 1.10 **DUPLICATE COPIES:** Knox County **requires** that bids being submitted by hand be submitted with one (1) marked original and two (2) exact copies. One (1) digital copy is also requested.
- 1.11 **ELECTRONICALLY SUBMIT RESPONSE:** Due to the nature of this bid, Knox County Purchasing Division **will not** be able to accept electronically submitted responses. A hard copy response must be submitted with one (1) marked original and two (2) exact copies.
- 1.12 **HOW TO DO BUSINESS:** On July 1, 2005 Knox County implemented a web-based purchasing software system, "Knox Purchasing On-Line". The purpose for migrating from our existing financial software application was to provide our clients (vendors, county departments and the citizens of Knox County) with a more enhanced and end-user friendly means of accessing our services. As a result of this implementation, the Purchasing Division is now able to offer on-line vendor registration and maintenance, electronic receipt of purchase orders, on-line retrieval and submittal of quotes, bids and proposals for our vendor-clients and on-line requisitioning and receiving for our county departments. In order for the County to maximize its investment and minimize the cost associated with office operations we need your help. When doing business with Knox County we are urging you to please go to our website at www.knoxcounty.org/purchasing, register as a vendor in our new on-line purchasing system, "Knox Purchasing On-Line", if you have not done so and whenever possible to conduct your business with the County through this site. If you have any questions please contact the Purchasing Division Representative listed in subsection 1.2 of this document.
- 1.13 **INSURANCE CHECKLIST:** Vendors and their insurance agents must sign the attached insurance requirement form and submit it with their bid. This serves as proof that the vendor can and will obtain and maintain the insurance required for this project. Upon notification of intent to award, the successful vendor shall be required to submit a Certificate of Insurance showing the specified coverage and naming Knox County Government as additional insured.
- 1.14 **MULTIPLE BIDS:** Knox County will consider multiple bids that meet specifications.
- 1.15 **NEW MATERIAL:** Unless specified otherwise in the bid package, the Vendor must provide new supplies. New, as used in this clause, means previously unused materials. Material includes but is not limited to, raw material, parts, items, components, and end products. Vendor submission of other than new materials may be cause for the rejection of the bid.
- 1.16 **POSSESSION OF WEAPONS:** All vendors and their employees and their agents are prohibited from possessing any weapons on Knox County property without prior written consent from the County. In the case of a vendor whose contract requires possession of firearms or other weapons to successfully complete their contract, vendor must provide personnel who are bonded to bear said weaponry.
- 1.17 **PROCESSING TIME FOR PAYMENT:** Vendors are advised that a minimum of thirty days is required to process invoices for payment. Additional invoicing instructions may be found in Section 3.13.
- 1.18 **PROOF OF FINANCIAL AND BUSINESS CAPABILITY:** Bidders must, upon request, furnish satisfactory evidence of their ability to furnish products or services in accordance with the terms and conditions of these specifications. Knox County will make the final determination as to the bidder's ability.
- 1.19 **RECYCLING:** Knox County, in its continuing efforts to lessen the amount of landfill waste and to further recycling efforts, request that bids be sent electronically. Bids being submitted on paper shall:
 - 1.19.1 Be submitted on recycled paper
 - 1.19.2 Not include pages of unnecessary advertising

1.19.3 Be made on both sides of each sheet of paper

- 1.20 **RESTRICTIVE OR AMBIGUOUS SPECIFICATIONS:** It is the responsibility of the prospective bidder to review the entire Invitation for Bid packet and to notify the Purchasing Division if the specifications are formulated in a manner that would unnecessarily restrict competition. Any such protest or question regarding the specifications or bidding procedures must be received in the Purchasing Division no less than seventy-two hours prior to the time set for bid opening. These requirements also apply to specifications that are ambiguous.
- 1.21 **SIGNING OF BIDS:** When submitting your bid, **other than electronically**, in order to be considered all bids must be signed. Please sign the original in blue ink. When submitting electronically, the submission of the bid constitutes the acceptance of all terms and conditions and will legally bind the Vendor to the County's request for goods and/or services and the Vendors subsequent response.
- 1.22 **TAXES:** Knox County purchases are not subject to taxation. Tax exemption certificates will be provided upon request.
- 1.23 **TITLE VI OF THE 1964 CIVIL RIGHTS ACT:** "Nondiscrimination in Federally Assisted Programs"- "No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance." 42 U.S.C. section 2000et seq. It is the policy of Knox County Government that all its services and activities be administered in conformance with the requirements of Title VI.
- 1.24 **USE OF BID FORMS:** Vendors are to complete the bid forms contained in the bid package. Failure to complete the bid forms may result in bid rejection.
- 1.25 **VENDOR REGISTRATION:** Prior to the opening of this bid, **ALL BIDDERS** must be registered with the Purchasing Division. A vendor application may be submitted online at www.knoxcounty.org/purchasing. Select the Vendor Registration link and complete the forms. Vendors must be registered with the Purchasing Division **prior** to submitting their bid.
- 1.26 **WAIVING OF INFORMALITIES:** Knox County reserves the right to waive minor informalities or technicalities when it is in the best interest of Knox County.

SECTION II OBLIGATIONS, RIGHTS AND REMEDIES

These terms and conditions shall be part of the contract. Knox County reserves the right to negotiate other terms and conditions it deems appropriate and necessary under the circumstances to protect the public trust.

- 2.1 **ALTERATIONS OR AMENDMENTS:** No alterations, amendments, changes, modifications or additions to this Contract shall be binding on Knox County without the prior written approval of the County.
- 2.2 **APPROPRIATION:** In the event no funds are appropriated by Knox County for the goods or services in any fiscal year or insufficient funds exist to purchase the goods or services, then the Contract shall expire upon the expenditure of previously appropriated funds or the end of the current fiscal year, whichever occurs first, with no further obligations owed to or by either party.
- 2.3 **ASSIGNMENT:** Contractor shall not assign or sub-contract this agreement, its obligations or rights hereunder to any party, company, partnership, incorporation or person without the prior written specific consent of Knox County.
- 2.4 **BOOKS AND RECORDS:** Contractor shall maintain all books, documents, accounting records and other evidence pertaining to the goods and services provided under this Contract and make such materials available at its offices at all reasonable times during the contract period and for three years from the date of the final payment under this agreement for inspection by Knox County or by any other governmental entity or agency participating in the funding of this agreement, or any authorized agents thereof; copies of said records to be furnished if requested. Such records shall not include those books, documents and accounting records that represent the Contractor's costs of manufacturing, acquiring or delivering the products and services governed by this agreement.
- 2.5 **CHILD LABOR:** Contractor agrees that no products will be provided or used under this Contract, which have been manufactured or assembled by child labor.

- 2.6 **COMPLIANCE WITH ALL LAWS:** Contractor is assumed to be familiar with and agrees to observe and comply with all federal, state, and local laws, statutes, ordinances, and regulations in any manner affecting the provision of waste hauling services, and all instructions and prohibitive orders issued regarding this work and shall obtain all necessary permits. All licensing information must be submitted with the bid.
- 2.7 **CRIMINAL HISTORY RECORDS CHECK:** Any and all successful vendors, vendor employees, and any vendor sub-contactors and it's employees must submit to a criminal history records check, at vendors expense, conducted by the Tennessee Bureau of Investigation and the Federal Bureau of Investigation prior to permitting the employee to have contact with students or enter school grounds when students are present. Reference Tennessee Code Annotated Section 49-5-413. A copy of each background check must be given to the schools before an employee enters on to school grounds.
- 2.8 **DEFAULT:** If Contractor fails to perform or comply with any provision of this contract or the terms or conditions of any documents referenced and made a part hereof, Knox County may terminate this contract, in whole or in part, and may consider such failure or noncompliance a breach of contract. Knox County expressly retains all rights and remedies provided by law in case of such breach, and no action by Knox County shall constitute a waiver of any such rights or remedies. In the event of termination for default, Knox County reserves the right to purchase its requirements elsewhere, with or without competitive bidding.
- 2.9 **GOVERNING LAW:** This Contract shall be governed by the laws of the State of Tennessee, and all obligations of the parties are performable in Knox County, Tennessee. The Chancery Court and/or the Circuit Court of Knox County, Tennessee, shall have exclusive and concurrent jurisdiction of any disputes, which arise hereunder.
- 2.10 **INCORPORATION:** All specifications, drawings, technical information, invitation to bid, bid, award and similar items referred to or attached or which are the basis for this contract are deemed incorporated by reference as if set out fully herein.
- 2.11 **INDEMNIFICATION/HOLD HARMLESS:** Contractor shall indemnify, defend, save and hold harmless Knox County, its officers, agents and employees from all suits, claims, actions or damages of any nature brought because of, arising out of, or due to breach of the agreement by Contractor, its subcontractors, suppliers, agents, or employees or due to any negligent act or occurrence or any omission or commission of Contractor, its subcontractors, suppliers, agents or employees.
- 2.12 **INDEPENDENT CONTRACTOR:** Contractor shall acknowledge that it and its employees serve as independent contractors and that Knox County shall not be responsible for any payment, insurance or incurred liability.
- 2.13 **INSPECTION AND ACCEPTANCE:** Warranty periods shall not commence until Knox County inspects and formally accepts the goods and/or services. The terms, conditions and timing of acceptance shall be determined by Knox County. Knox County reserves the right to reject any or all items or services not in conformance with applicable specifications, and Contractor assumes the costs associated with such nonconformance. Acceptance of goods or services does not constitute a waiver of latent or hidden defects or defects not readily detectable by a reasonable person under the circumstances.
- 2.14 **LIMITATION OF LIABILITY:** In no event shall Knox County be liable for any indirect, incidental, consequential, special or exemplary damages or lost profits, even if Knox County has been advised of the possibility of such damages.
- 2.15 **NONDISCRIMINATION AND NON-CONFLICT STATEMENT:** Contractor agrees that no person on the grounds of handicap, age, race, color, religion, sex or national origin, shall be excluded from participation in, or be denied benefits of, or be otherwise subjected to discrimination in the performance of this agreement, or in the employment practices of Vendor. Contractor shall upon request show proof of such non-discrimination, and shall post in conspicuous places available to all employees and applicants notices of non-discrimination. Contractor covenants that it complies with the Fair Wage and Hour Laws, the National Labor Relations Act, and other federal and state employment laws as applicable.

Contractor covenants that it does not engage in any illegal employment practices. Contractor covenants that it has no public or private interest, and shall not acquire directly or indirectly any interest, which would conflict in any manner with the provision of its goods or performance of its services. Contractor warrants that no part of the total contract amount provided herein shall be paid directly or indirectly to any officer or employee of Knox County as wages, compensation, or gifts in exchange for acting as officer, agent, employee, subcontractor or consultant to Contractor in connection with any goods provided or work contemplated or performed relative to the agreement.

- 2.16 **ORDER OF PRECEDENCE:** In the event of inconsistent or conflicting provision of this Contract and referenced documents, the following descending order of precedence shall prevail: (1) Item Description, (2) Invitation to Bid, (3) Bid, (4) Award, (5) Special Terms and Conditions, (6) General Terms and Conditions, (7) Specifications, (8) Drawings.
- 2.17 **REMEDIES:** Knox County shall have all rights and remedies afforded under the U.C.C. and Tennessee law in contract and in tort, including but not limited to rejection of goods, rescission, right of set-off, refund, incidental, consequential and compensatory damages and reasonable attorneys fees.
- 2.18 **RIGHT TO INSPECT:** Knox County reserves the right to make periodic inspections of the manner and means the service is performed or the goods are supplied.
- 2.19 **SEVERABILITY:** If any provision of this Contract is declared illegal, void or unenforceable, the remaining provisions shall not be affected but shall remain in force and in effect.
- 2.20 **TAX COMPLIANCE:** Pursuant to Resolution R-07-1-903 passed by the Commission of Knox County, Tennessee, Contractor hereby acknowledges, by submission of its bid and signature that it is current in its respective Federal, State, County, and City taxes of whatever kind or nature and is not delinquent in any way. Delinquent status must be disclosed or risk debarment by the Knox County Purchasing Division.
- 2.21 **TERMINATION:** Knox County may terminate this agreement with or without cause at anytime. In the event of termination by either party, fees due for services satisfactorily performed or goods accepted prior to the termination date shall be paid.
- 2.22 **WARRANTY:** Contractor warrants to Knox County that all items delivered and all services rendered shall conform to the specifications, drawings, bid and/or other descriptions furnished and/or incorporated by reference, and will be fit for the particular purpose purchased, of merchantable quality, good workmanship, and free from defects. Contractor extends to Knox County all warranties allowed under the U.C.C. Contractor shall provide copies of warranties to the County. Return of merchandise not meeting warranties shall be at contractor's expense.

SECTION III SPECIAL TERMS AND CONDITIONS

- 3.1 **AWARD STATUS:** Knox County intends to issue an initial three-year (3) award. Upon the mutual agreement of each vendor, Knox County Schools and Knox County, the award may be extended for one (1) additional two (2) year term. This may result in a total of five (5) years.
- 3.2 **AWARD PROCESS:** Upon award, the resulting contract(s):
- 3.2.1 Will be drafted by the Knox County Purchasing Division.
 - 3.2.2 Will be reviewed and approved by KCS.
 - 3.2.3 Will be sent to the Knox County Law Department for approval.
 - 3.2.4 Will be forwarded to the KCS for inclusion on the agenda for the next regularly scheduled Board of Education meeting.
 - 3.2.5 Will be forwarded to the Knox County Commission for inclusion on the agenda for the next regularly scheduled meeting (if required).
 - 3.2.6 Will be sent to the Knox County Mayor for signature.
 - 3.2.7 Will be forwarded to the Knox County Purchasing Division for obtaining the signature of the Contractor(s).
 - 3.2.8 Be fully executed.
- 3.3 **BID EVALUATION:** In evaluating the bids, Knox County and KCS reserve the right to use any or all of the ideas from the bids submitted without limitation and to accept any part or all, of the successful bid in selecting an operation which is judged to be in the best interest of the Knox County. All material submitted becomes the property of Knox County.
- 3.4 **BID EXPENSES:** Expenses for developing the bids are entirely the responsibility of the bidder and shall not be chargeable in any manner to Knox County.
- 3.5 **CHANGES AFTER AWARD:** It is possible that after award, KCS might change its needs or requirements. KCS reserves the right to make such changes after consultation with the vendor. Should additional costs arise, KCS reserves the right to consider accepting these charges provided the vendor can document the increased costs.

KCS also reserves the right to accept proposed service changes from the vendor if: They will lower the cost to Knox County and/or provide improved service.

3.6 **COMMUNICATIONS WITH THE CONTRACTOR:** Upon award, KCS will communicate extensively and continually with the Contractor. While information may occasionally be transmitted via telephone, it shall always be followed up with a fax or e-mail confirmation. Due to the volume of information that must be transmitted, it is essential that the Contractor have an efficient and properly functioning fax machine. Ideally, the Contractor will have e-mail capabilities.

3.7 **COMPLIANCE WITH ALL APPLICABLE REGULATIONS:** Vendor agrees and covenants that the company, its agents and employees will comply with all County, State and Federal laws, rules and regulations applicable to the business to be conducted under this contract.

If the Vendor performs any work knowing it to be contrary to such laws, ordinances, rules and regulations, the Vendor shall bear all costs arising from them.

3.8 **CONTRACT EXECUTION:** The award of this bid will result in a Contract between Knox County and the successful bidder(s). The Knox County Purchasing Division will draft this contract and no vendor forms, (i.e. Terms and Conditions, Service Agreements, or other standard Company forms, etc.) will be accepted as Contract documents or as Contract attachments.

3.9 **CONTACT PERSONNEL:** It shall be essential to the success of this contract to develop a good working relationship with the successful Contractor. It is imperative that the KCS account be handled efficiently and professionally. KCS should be assigned no more than two Contractor contacts to handle billing inquiries and service related issues. In the event one or both contacts leave the KCS account, the successful Contractor shall formally introduce the new contacts to KCS personnel. These contacts must be knowledgeable of KCSMO to avoid any interruption of service.

3.10 **CRIMINAL BACKGROUND CHECK:** The successful bidder(s) must submit background checks for every employee working on Knox County School property. When an employee is added or released from the workforce, the criminal background checks must be submitted to the KCS contact. All background checks will be kept confidential as determined by the Knox County Law Department. The cost of each background check is approximately \$29.00.

3.11 **ENTRANCE TO KNOX COUNTY SCHOOL SITES:** Only authorized employees of the successful Contractor(s) are allowed on the premises of KCS buildings. Contractor(s) employees are not to be accompanied in their work area by acquaintances, family members, assistants or any person unless said person is an authorized employee of the Contractor(s). All employees must wear a company uniform, or name badges identified with the Company name at all times.

3.12 **EVALUATION CRITERIA:**

Price **75 Points**
Knox County reserves the right to ascertain whether or not bid prices are realistic and within the competitive range for each site.

Current Square Footage under Contract **15 Points**
(Vendors must attach a list of current K-12 Educational contracts in place to Section VI. List District Name, number of square feet under contract, personal contact and phone number.)

Business Model **10 Points**
Detail the business model to be deployed in fulfilling the services requested in this solicitation in Section VI.

3.13 **INVOICING:** Mail invoices to:

Knox County Schools Maintenance & Operations
900 East Fifth Avenue
Knoxville, TN 37917

THE INVOICE MUST SHOW:

The purchase order number and an itemized listing of the charges.

(INVOICES, WHICH DO NOT SHOW THIS INFORMATION, ARE SUBJECT TO REJECTION.)

Submit one original invoice and one copy of it.

Invoices are to be original, uniquely pre-numbered and white.

Please note: Each department or division of Knox County Government and Knox County Schools are responsible for their own budget. Departments cannot charge or pay bills for another department.

Therefore, it is critical that your business have separate accounts for each department or division that desires to purchase from you. Do not credit our payments to anyone else's account.

- 3.14 **NEWS RELEASES BY CONTRACTORS:** As a matter of policy, KCS does not endorse the products or services of a contractor. News releases concerning any resultant contract from this solicitation will not be made by a contractor without the prior written approval of KCS.
- 3.15 **NO CONTACT POLICY:** After the date and time that the bidder receives this solicitation, any contact initiated by any bidder with any Knox County representative, other than the Purchasing Division representative listed herein, concerning this bid is **strictly prohibited**. Any such unauthorized contact may cause the disqualification of the bidder from this procurement transaction.
- 3.16 **OPEN BIDDING INTENDED:** It is the intent and purpose of Knox County that this Invitation for Bid promotes competition. It shall be the bidder's responsibility to advise the Purchasing Division, if any language, requirements, et cetera or any combination thereof, inadvertently restricts or limits this Invitation for Bids. Such notification must be submitted in writing and must be received by the Purchasing Division no later than ten (10) days prior to the bid closing date.
- 3.17 **OPEN RECORDS ACT:** Knox County is subject to the Tennessee Open Records Act 10-7-503 et seq. Bidders are cautioned that all documents submitted on behalf of this Invitation for Bid will be open to the public for viewing, inspection and copying. Knox County will comply with all legitimate requests.
- 3.18 **PAYMENT:** Knox County intends to pay for these services using either a Knox County issued purchase order or pay with a Knox County E-Commerce card (VISA). Bidders must indicate whether they will accept an E-Commerce card (VISA) at no cost to the County for payment.
- 3.19 **PRE-BID CONFERENCE:** There will be a **mandatory** pre-bid conference on **April 13, 2011** beginning promptly at **10:30 a.m.** local time. The pre-bid conference will be held at the Knox County Purchasing Division, 1000 N. Central Street, Knoxville, Tennessee 37917. Please review your copy of this specification and bring it with you. The pre-bid meeting is for informational purposes only. Only those vendors in attendance will be allowed to submit a response and be considered for award. Vendors are cautioned that nothing is legal or binding on Knox County unless stated in writing and made part of the solicitation. Official addenda must be issued from the Knox County Purchasing Division. See Section 3.26 for information regarding Site Visits.
- 3.20 **PRICING:** Vendors are to quote a firm fixed price for the services noted herein for the initial one (1) year term of the agreement. This price may not change during this term of the contract. However the vendor may request a price increase at each annual anniversary of the agreement. All price increase requests shall not exceed the Consumer Price Index (CPI) for all Urban Consumers in the South. However, no price increase shall exceed four (4) percent in any renewal period regardless if the CPI is more. A request for a price increase must be accompanied by proof of increased price to the vendor. Contractor(s) must submit proof to document any price increase. Knox County reserves the right to accept or reject the requested price increase. If the price increase is rejected the vendor may:
- 3.20.1 Continue with existing prices.
 - 3.20.2 Not accept the renewal offer.
 - 3.20.3 Request a lower price increase.
- 3.21 **REJECTION OF BIDS:** Knox County reserves the right to reject any and all bids received as a result of this request and to waive any informality, technical defect or clerical error in any bid, as the interests of the County may require. Non-acceptance of any bid will be devoid of any criticism of the bid and of any implication that the bid is deficient in any manner.

Non-acceptance of any bid shall be construed as meaning simply that the County does not deem the bid to be acceptable or that another bid was deemed to be more advantageous to Knox County for the particular services proposed.

- 3.22 **RECORDS:** Vendor will maintain records of items and quantities purchased by Knox County and make them available on request.
- 3.23 **REMOVAL OF VENDORS EMPLOYEES:** The successful vendor(s) agrees to utilize only experienced responsible and capable people in the performance of the work. KCS may require that the successful vendor(s) remove from the job covered by this contract, employees who endanger persons or property or whose continued employment under this contract is inconsistent with the interest of KCS. KCS will not arbitrarily request removal of persons but will have written documentation of concerns. Repeated refusal to adhere to this provision may result in termination as stated in the resulting contract.
- 3.24 **SAFETY:** The successful vendor will ensure that its employees observe and exercise all necessary caution and discretion so as to avoid injury to person or damage to Knox County School property of any and all kinds.
- 3.24.1 All buildings, appurtenances and furnishings shall be protected by the vendor(s) from damage, which might be done or caused by work performed under this contract.
- 3.24.2 Such damages to the foregoing shall be repaired and/or replaced by approved methods so as to restore the damaged areas to their original condition at the expense of the Vendor.
- 3.24.3 Erect and maintain all barricades and traffic control devices. Use traffic control personnel if required for a particular project.
- 3.24.4 Vendors and their employees are required to wear safety goggles and hearing protection while operating any equipment.
- 3.24.5 It shall be the responsibility of all awarded vendors to properly instruct and train all their employees concerning all safety related issues and to be in full compliance with all OSHA regulations.
- 3.25 **SCHOOL SCHEDULE:** Attachment B is a complete school schedule for the year representing holidays, breaks, administrative days etc. This calendar is subject to change and should only be used as a guide to operations at each location. KCS will make every effort to supply a list of other activities associated with each school but cautions contractor that this schedule may be subject to change by the Principal or Student Support Organization (SSO).
- 3.26 **SITE VISITS:** At the conclusion of the pre-bid conference, interested vendors will be given a schedule for visits to the various school sites. Each school site will be walked so potential bidders will have opportunity to fully understand the scope of work to be completed and the requirements of KCS. The current dates are April 18, 2011 through May 4, 2011, unless completed earlier. Knox County will schedule transportation to area sites each day of the week starting at the Central Street address. Due to the time-away from work, only those times and dates scheduled will be allowed. Individuals will not be permitted to conduct site visits on their own. There will not be make-up visits.

Someone representing your firm must sign up and be present for the site visits. Site visits are **mandatory** to assure that each vendor understands the scope of work at each site. Due to time constraints there will only be one scheduled visit for each school site.

- 3.26.1 The Vendor is required to have visited the sites and shall have fully acquainted and familiarized themselves with conditions as they exist and the operations to be carried out. The Vendor shall make such investigations as they may see fit so that they may fully understand the facilities, difficulties and restrictions attending the execution of the work. Vendor shall also thoroughly examine and be familiar with the specifications.
- 3.26.2 The failure or omission of the Vendor to receive or examine or document, or any part of the specifications, or to visit the sites and acquaint themselves as to the nature and location of the work, the general and local conditions and all matters which may in any way affect performance shall not relieve the Vendor of any obligation to perform as specified herein.
- 3.26.3 Vendor understands the intent and purpose thereof and their obligations there under and that they will not make any claim for, or have any right to damages resulting from any misunderstanding or misinterpretation of this agreement, or because of any lack of information.

- 3.27 **SUB-CONTRACTING:** Any sub-contracting must be approved, in advance by the Knox County Schools and Knox County. Knox County reserves the right to terminate the contract if subcontracting is done without prior written approval. Bidders are strongly encouraged to solicit minority owned and operated sub-contractors for this bid and during the duration of the award.
- 3.28 **TIMELINE:** A proposed timeline for this IFB has been established for informational purposes only. This timeline may be amended as necessary during the process.

Release Bid	March 25, 2011
Pre-bid Conference	April 13, 2011
Site Visits	April 18 – May 4, 2011 (extended to May 6 if necessary)
Question Deadline	May 10, 2011
Addenda Deadline	May 13, 2011
Bid Opening	May 20, 2011
BOE Approval	June 1, 2011
Commission Approval	June 27, 2011
Contract Execution	July 11, 2011

SECTION IV CONTRACTOR RESPONSIBILITIES

- 4.1 **CONTRACTOR'S REPRESENTATIVE:** A representative of the Contractor shall be listed in Section 6.5 to head the services requested by Knox County Schools. This person shall be available as deemed necessary by KCS for purposes of reporting problems, requesting schedule changes, etc. This individual shall be someone other than the job supervisor and he/she shall be the sole contact person for routine matters. On-site representatives shall check daily with principal.
- 4.2 **DAMAGE:** The Contractor shall be responsible for the repair/replacement to the satisfaction of the district representative of any damage to the facility caused by any employee of the Contractor.
- 4.3 **EQUIPMENT:** The procurement and maintenance of all equipment required for the successful execution of this contractual obligation shall be the Contractor's responsibility. The district will provide storage spaces, but not be responsible for losses which may be incurred due to the theft and/or vandalism. All equipment shall be maintained properly, and in clean condition. The Contractor shall be responsible for the acquisition of all chemicals and equipment necessary to fulfill all specifications stated herein. A listing of all chemicals and equipment which will be used by the successful contractor must be submitted for approval prior to initial service under the contract. All chemicals and equipment must meet or exceed OSHA requirements and commonly recognized safety requirements. Material Safety Data Sheets will be maintained on each job site for all chemicals used in the cleaning processes, with copies given to district personnel and updated regularly.
- 4.4 **EQUIPMENT SURPLUS:** KCS has surplus equipment and supplies of the type and nature required to provide the services requested in this bid for sale. This equipment/supplies may be viewed at each school location, including the KCS Warehouse and include mop handles, buckets, floor machines etc. KCS will entertain reasonable offers for said equipment.
- 4.5 **EXPENDABLE SUPPLIES:** The Contractor will be responsible for providing **all** expendable supplies, i.e. toilet tissue, paper towels, hand soap, feminine hygiene products, trash liners etc. The selected service provider is responsible for providing sufficient consumables for approximately 56,000 students and 8,000 employees of the school system. Expendable supply substitutions must be pre-approved by KCS. Industry standards should indicate an estimate of supplies needed. A list of preferred supplies and cleaning chemicals is listed in Section 5.5. It is requested that the successful vendor use the existing soap/tissue/paper dispensers currently installed in each location.
- 4.6 **PERSONNEL:** All matters pertaining to the recruitment, screening, hiring, and retention shall be the exclusive responsibility of the contractor. These matters shall be done fully in compliance with existing statutes and regulations pertaining to affirmative action, non-discrimination, wage and hour and any other stipulations germane to prudent personnel management.
- 4.6.1 Contractor shall offer KCS displaced employees an opportunity to interview and give priority hiring for positions required to fulfill responsibilities of this contract. Any prospective employee must meet the hiring requirements of the Contractor, including background checks and drug screening. Where displaced KCS employees are hired every effort shall be made to keep those employees at their present location for continuation of service.

- 4.6.2 Only those personnel who have been properly trained shall be assigned duties under this contract. Employees must be at least eighteen (18) years of age.
 - 4.6.3 The Contractor shall be responsible for the hiring, discharging, and disciplining of custodial personnel. The contractor's employee handling policies must be, in large part, compatible with the policies of KCS. As needed, rules and regulations governing work personnel conduct will undergo review and change as agreed upon.
 - 4.6.4 Contractor shall assume liability for and shall indemnify and hold Harmless KCS and Knox County against and from any and all liabilities, obligations, penalties, actions, suits, claims, and costs arising out of the activities or actions of Contractor's employees relating to this contract.
 - 4.6.5 All personnel shall be dressed in a manner authorized and agreed to by the contractor and KCS.
 - 4.6.6 The personnel shall be neat and clean in appearance. Name tags shall be required and furnished by contractor and worn at all times.
 - 4.6.7 No employee who has a police record other than minor traffic violations may be assigned duties under this contract. Contractor shall be responsible for the submission of a police clearance record before any employee begins work. All employees must undergo and pass a thorough background screening and check prior to employment with contractor. Background check shall be conducted by The Tennessee Bureau of Investigation and the Federal Bureau of Investigation.
 - 4.6.8 Contractor will pay at least minimum wage rate.
 - 4.6.9 Contractor will pay all taxes pertaining to his employees as required by law. Any employee whose work habits and/or conduct is deemed objectionable shall be removed from the work force upon request of the authorized KCS representative.
- 4.7 **PROGRAM RESPONSIBILITY:** The Contractor shall assume full responsibility for the custodial services program as defined herein on Date of Agreement.
- 4.8 **SAFETY TRAINING:** The Contractor shall be responsible for the training as necessary in the application of chemicals and the use of equipment to facilitate safe conditions for the employees and the district's students, staff, and faculty. The Contractor must also furnish all needed safety equipment and personal protective devices to ensure compliance with OSHA standards for any and all supplies/materials to be used in the performance of this contract. Contractor must have a training program specifically designed for School technicians, including training to meet all Local, State, and Federal guidelines. A copy of contractor's training programs and schedule shall be provided with this bid.
- 4.9 **SCHOOL SPONSERED ACTIVITIES:** All school sponsored activities including but not limited to PTO meeting, parent teacher conferences, open house, athletic practices/games, dances, musical performances etc. are part of the daily operation of the school and no additional charge shall be assessed.
- 4.10 **SECURITY:** The Contractor shall be responsible for training employees in Security requirements of KCS, and shall be responsible for the enforcement of the same. Additionally, each employee shall be informed of the following:
- 4.10.1 The Contractor shall be responsible for safeguarding against loss, theft, or damage of all district property, materials, equipment, and accessories which might be exposed to the contractor's personnel.
 - 4.10.2 Guns, knives, or other dangerous weapons shall not be allowed on campus.
 - 4.10.3 Alcohol and drugs are prohibited on campus. It is the policy of KCS to maintain a workplace that is free from the effects of drug and alcohol abuse. To ensure that employees comply with this policy, KCS will pursue all reasonable and lawful means to enforce this policy. All employees are included under this policy. The policy includes, but is not limited to prohibiting any employee to sell, distribute, use, or possesses illegal controlled substances on or off duty.
- This policy authorizes testing of an employee who has been involved in a critical incident, random testing of a safety sensitive employee and testing of an employee when there exists a reasonable suspicion that the employee has engaged or is engaging in prohibited conduct under this policy. Bidder attests that it operates a drug-free workplace program or other drug or alcohol testing program similar, but no less stringent than the policy of KCS.
- 4.10.4 Tobacco use (smoking/chewing/etc.) is prohibited on campus.
 - 4.10.5 Keys, which may be distributed at the beginning of each work period, shall be returned to the appropriate supervisor at the end of each work period. Keys which will be required by the contractor and employees will be approved by the district and will be controlled by a person to be named after award of contract.

In any event the Contractor shall be fully responsible for the security and appropriate use of the keys which may be issued. Additionally, the Contractor shall be fully responsible for the replacement of any keys that are lost and any additional cost such as core replacements resulting due to loss of keys.

4.10.6 Contractor's personnel shall not allow any unauthorized persons in school buildings (children, friends, or anyone else not authorized by the district).

- 4.11 **SPECIALITIES:** Contractor shall be available for community functions, banquets, or other rentals of school facilities, which will be considered an extra billing to the user organization. Contractor shall work with the building level principal for the cleaning of these activities but shall not invoice Knox County Schools.
- 4.12 **SUPERVISION:** All supervision as required for the execution of those contractual responsibilities assumed by the contractor shall be done by the contractor or his/her designated representative.
- 4.13 **UNSATISFACTORY SERVICE:** Vendor will have twenty-four hours from notification to correct any specific instances of unsatisfactory performance. If it is not corrected within the time specified, Knox County shall have immediate right to complete the work to its satisfaction and shall deduct its cost to cover incurred expenses from any balances due or to become due to the Vendor. Repeated instances of unsatisfactory performance will result in termination of contract.
- 4.14 **WAGE RATES:** Bidder's must provide the average wage rates, attached to Section VI, for each classification of employee to be used during the term of this agreement. Bidders must also submit sample employee benefits available to eligible employees.

SECTION V GENERAL CUSTODIAL GUIDELINES

- 5.1 **ADDITIONAL PORTABLES:** If a need arises to add additional portables during the school year, the Contractor will be required to maintain additional square footage.
- 5.2 **AFTER HOURS ALARM CALLS:** Successful vendor will assign employees to be on call from 4pm- 11pm on weekdays to receive after hour alarm calls from Knox County Schools Security. Successful vendor shall also assign employees to respond to alarm calls on a twenty-four (24) hour basis to cover weekends and holidays. These employees should be supervisor capacity and have access to all school locations. All after hour alarm calls shall be billed separately to Knox County School Maintenance and Operations at the per hour charge listed in Section 6.18.
- 5.3 **AFTER HOURS USE OF FACILITY:** Any Custodial services required for non school related/after hours use of facilities will be billed directly to the organization by the successful bidder at the stated per hour charge listed in Section 6.18. All after hour events shall be coordinated with the building level principal. Knox County Schools shall not be responsible for any payment for these services.
- 5.4 **ALARM:** KCSMO will provide 1 alarm code to head custodian assigned to each school. Additionally 1 code will be assigned to the 2nd shift leader to arm the building when leaving the school each night.
- 5.5 **APPROVED CHEMICALS AND SUPPLIES:**

Paper/Disposable Products

1. Canliners 24X24- Clear 8-10 Gallon Trash Bags
2. Canliners 38X58- Black 60 Gallon Trash Bags
3. Georgia Pacific Compact Coreless 1-Ply Toilet Tissue
4. Georgia Pacific Rolled Towels Towelmaster 2000
5. GO-JO Soft Care Antiseptic Skin Soap
6. Kelsan Deodorizer Free Rinsing Mild Abrasive Cleaner Cream Cleanser

Cleaning Chemicals

1. Annihilation Floor Stripper
2. Concrete® Medic Cleaner and Conditioner (Hardin Valley Academy only)
3. Crew RR Floor & Surface Cleaner (Disinfectant, toilets, water fountains etc.)
4. Johnson Shine-Up Lemon Scented (Furniture Polish)
5. Johnson's Gance (Windows)
6. Johnson's GP Forward (Floors)

7. Johnson's Spit Fire (Flat surface, crayon and graffiti removal)
8. Red Z Vomit Control
9. Reflection II Finish, Wax
10. Sani Guard Total Release Fogger
11. Shelia Shine (water fountains)
12. Diversity Carpet Soil Release (Carpet Cleaner)

5.6 **ATTACHMENT:** Attachment A to this solicitation is the current Knox County School buildings to be serviced under this agreement. This attachment lists current square footage of each facility totaling 9.658 million square feet. This attachment is given for informational purposes to illustrate the size and scope of the Knox County School district. This information may vary slightly and Knox County shall not be held responsible for any slight discrepancies.

5.7 **EMERGENCIES:** All emergency conditions shall be promptly reported to the after-hours service line (865-594-1229). Examples include but are not limited to: fire, flood, smoke, vandalism, theft, compromised building security issues and natural disasters that put the Knox County School building at risk.

5.7.1 During normal business hours, custodians shall report immediately to spills or other safety concerns in buildings. All safety concerns shall be reported to the building level Principal or their designee.

5.7.2 After hours and weekend responses to emergencies shall not exceed two (2) hours from notification. Contractor is expected to have reasonable inventory of supplies and equipment (wet/dry vacuums, extractors, floor fans, extension cords, brooms, squeegees, etc.) placed at strategic locations to cover any emergency situations.

5.7.3 The health and welfare of the students and staff are of the utmost concern. The principal, or their designee, shall have complete control to move students if the need arises, close a particular area of a school, or otherwise secure the building as the situation dictates. Contractor's employee shall assist the principal, or their designee, as directed.

5.8 **ENERGY MANAGEMENT:** KCS has an energy management program in place. All vendor employees will comply and assist with enforcement of the energy policy and procedures.

5.9 **EMERGENCY RESPONSE:** Provider will work closely with the school district to develop Emergency Response teams in reference to unpredicted events, storms and violent weather. Cleaning of interior debris will commence immediately after imminent danger for employees has passed and work can be performed. If this should fall on a non-scheduled work day (Saturday, Sunday or a holiday) price will be mutually agreed upon. This may occur after work has begun to ensure safety of the students and provider will work in good faith.

5.10 **HEAD CUSTODIAN:** KCSMO is requesting quotes for the successful vendor to staff a full time Head Custodian at each school beginning at 6:00 am. This position would be required to:

- Unlock all doors as designated by building level principal.
- Disarm security system.
- Check all building systems.
- Prepare the school to receive children.
- Assist the building level principal with any requested duties during the school day.

5.11 **KNOX COUNTY SCHOOL CUSTODIAN:** KCS is also requesting quotes for an employee of Knox County Schools to function as Head Custodian, as stated above, until contractor has employee(s) on premises. The KCS employee will report only to the building level Principal for assigned duties during their shift.

5.12 **TRAINING:** KCSMO will provide Asbestos Awareness, Energy Conservation and Storm Water Training to successful bidder employees assigned to KCS. New employees assigned to Knox County Schools shall complete the training within 60 days of hire.

5.13 **TRASH DISPOSAL:** The district shall furnish a container(s) for use by the Contractor in the removal of waste paper, trash, debris, etc. The Contractor shall use the recyclable containers on site for any and all materials that may be recycled as well. Separate containers are available. Contractor shall not use container for any other use but school waste and recyclables.

5.14 **CLASSROOM STANDARDS:**

Daily

1. All windows and classroom doors are to remain closed and be locked nightly.
2. Any tape on walls will be removed.
3. Carpeted floors will be vacuumed.
4. Chalk/whiteboard trays will be wiped down.
5. Chalkboards/whiteboards will be maintained to meet the expectations of the instructional staff.
6. Cobwebs will be removed.
7. Dust and remove all smudges and fingerprints on glass surfaces.
8. Empty all trash receptacles.
9. Floor mouldings will be maintained in a dust free condition.
10. Pencil sharpeners will be emptied.
11. Spots and stains will be removed on flooring covering and walls.
12. The floor, including corners, will be free of all debris.
13. Vinyl and Terrazzo floors will be wet mopped and dusted.
14. Walk off mats will be cleaned daily and will be free from dirt and debris. Mats will be inspected and removed from service when tattered or torn causing trip or other type hazards.

Weekly

1. All flat surfaces will be dusted.
2. Bookshelves will be dusted.
3. Vinyl and Terrazzo floors will be burnished.
4. Window sills will be free of dust and debris.

As Needed

1. Additional sanitation during flu/cold season.
2. All broken or non-functioning hardware shall be reported to the Head Custodian.
3. All classroom furnishings will be free of graffiti, gum and dust.
4. Clean all exterior windows.
5. Clean all light fixtures, covers and globes (minimum of 2 times per year).
6. Maintain all vinyl/terrazzo finishes.
7. Remove and replace any damaged or unusable trash receptacles.
8. Replace all burned out light bulbs and tubes that are accessible with a 10' ladder. All other burned out light bulbs and tubes to be reported to head custodian.
9. Return vents and discharge vents will be dust free. Damaged or rusted vents will be reported to head custodian.
10. Sanitize the trash receptacles and replace the trash liners.
11. All exits shall be kept accessible and free of obstruction.
12. Spots and gum on all floor coverings will be removed upon discovery.
13. Teacher's desks will be dusted without disturbing instructional material.
14. Walls will be inspected for peeling and chipping when cleaned. Walls needing repair will be turned in to the Head custodian.
15. Windows will be free of fingerprints, smudges, tape, etc.

Summer

1. All carpeted floors will be shampooed.
2. All exterior windows will be cleaned.
3. All floors will be stripped and waxed with 3 coats.
4. Gum will be removed from under all furniture.
5. Window coverings will be removed, cleaned, and re-hung.

5.15 **SCIENCE AND VOCATIONAL/TECHNICAL LABORATORY STANDARDS:** In addition to all standards pertaining to Classroom Standards as shown in Section 5.14.

Daily

1. Bowls will be free of soap film.
2. Chemical lavatories will be free of debris and wiped down.

3. Drains will be free of hair and soap deposits.
4. Fixtures will be cleaned and polished daily to remove water deposits.
5. Plumbing fixtures will be cleaned with the appropriate chemicals.

5.16 **CLINIC ROOM STANDARDS:** In addition to all standards pertaining to Classroom Standards as shown in Section 5.14.

Daily

1. All furniture and door hardware in contact with patients will be wiped down with the appropriate chemicals.

As Needed

1. During cold/flu season additional sanitation.

5.17 **CORRIDOR/ENTRANCE/COMMON AREA STANDARDS:**

Daily

1. All windows and doors are to remain closed and be locked nightly.
2. Any tape on walls will be removed.
3. Cobwebs will be removed.
4. Disarm/arm security alarm.
5. Drinking Fountains
 - a. Fountains will be free of water deposits, streaks, and dust.
 - b. The mouthpiece, basin, and exterior will be sanitized daily.
 - c. Report any problems to head custodian.
6. Dust and remove all smudges, fingerprints, and tape on glass surfaces.
7. Empty all trash receptacles, replace liners and sanitize as needed.
8. Floor mouldings will be maintained in a dust free condition.
9. Lock and unlock doors at appointed times.
10. Pick up dirt, trash, and leaves at entrances.
11. Spots and stains will be removed.
12. Sweep exterior stairways.
13. Sweep the outside entrance and ramps to the main sidewalk or driveway.
14. The floor, including corners, will be free of all debris.
15. Vinyl and Terrazzo floors will be dusted and wet mopped.
16. Carpet floors will be vacuumed.
17. Walk off mats will be cleaned daily and will be free from dirt and debris. Mats will be inspected and removed from service when tattered or torn causing trip or other type hazards.

As Needed

1. Additional sanitation during flu/cold season.
2. All broken or non-functioning hardware shall be reported to the Head custodian.
3. Clean all exterior windows.
4. Clean all light fixtures, covers and globes (minimum of 2 times per year).
5. Display cases to be dusted and wiped down.
6. Dust the tops of lockers.
7. Maintain all vinyl/terrazzo finishes.
8. Replace all burned out light bulbs and tubes that are accessible with a 10' ladder. All other burned out light bulbs and tubes to be reported to head custodian.
9. Return vents and discharge vents will be dust free. Damaged or rusted vents will be reported to head custodian.
10. Sanitize the trash receptacles and replace the trash liners.
11. Secondary exits shall be kept accessible and free of obstruction.
12. Spots and gum on all floor coverings will be removed upon discovery.
13. Trash receptacles that are broken or unsightly shall be removed from service and replaced.
14. Walls will be inspected for peeling and chipping when cleaned. Walls needing repair will be turned in to head custodian.
15. All surfaces on all chairs/benches will be wiped periodically. This includes the legs and underneath the seat.

Weekly

1. All flat surfaces will be dusted.
2. Vinyl and Terrazzo floors will be burnished.
3. Window sills will be free of dust and debris.

Summer

1. All carpeted floors will be shampooed.
2. All floors will be stripped and waxed with 4 coats.
3. Gum will be removed from under all furniture.

5.18 **RESTROOM STANDARDS:** Restroom floors are NOT to be waxed! Any damage in restrooms must be reported to head custodian immediately.

Daily

1. All windows are to remain closed and be locked nightly.
2. Bowls will be free of soap film.
3. Broken or non-functioning hardware will be reported to head custodian.
4. Cobwebs will be removed.
5. Drains will be free of hair and soap deposits.
6. Fixtures will be cleaned and polished to remove water deposits.
7. Floors will be mopped with an appropriate chemical.
8. The entire restroom will be wiped down with an appropriate chemical.
9. The floor, including corners, will be free of all debris.
10. Sanitary receptacles will be emptied, sanitized and the liners changed.
11. Toilet/Urinal bowls will be cleaned using an appropriate chemical.
12. Toilets
 - a. Bowls will be free of water deposits.
 - b. Fixtures will be free of deposits to allow proper water circulation.
 - c. Fixtures will be cleaned and polished daily to remove water deposits.
 - d. The entire toilet (including base and both sides of seat) will be wiped down with the appropriate chemical.
 - e. Damaged toilet seats will be reported to the head custodian.
13. Urinals
 - a. Bowls will be free of water deposits.
 - b. Fixtures will be free of deposits to allow proper water circulation.
 - c. Fixtures will be cleaned and polished to remove water deposits.
 - d. The entire urinal will be wiped down with the appropriate chemical.
14. Trash receptacles will be emptied, sanitized and the liner replaced.
15. Walls/Accessories
 - a. Walls will be free of fingerprints, smudges, graffiti, etc.
 - b. Soap dispensers will be functional, filled and deposit free.
 - c. Paper towel holders will be full and maintained.
 - d. Toilet paper holders will be full and maintained.
 - e. Mirrors will be fingerprint and smudge free.
16. Windows to be kept free of fingerprints and smudges.

As Needed

1. All broken or non-functioning hardware will be reported to the head custodian.
2. Bathroom partitions to be washed.
3. Broken trash receptacles shall be removed from service and replaced.
4. Ceilings are to remain free of debris.
5. Floor drains will be flushed with the appropriate chemicals.
6. Floors will be scrubbed with an auto scrubber or low speed scrubber.
7. Light covers will be cleaned.
8. Remove any litter or debris.

9. Replace all burned out light bulbs and tubes that are accessible with a 10' ladder. All other burned out light bulbs and tubes to be reported to head custodian.
10. Report damaged light covers to the head custodian.
11. Return vents and discharge vents will be dust free. Damaged or rusted vents will be reported to head custodian.
12. Sanitary napkin dispensers will be cleaned and refilled.
13. Walls will be washed in their entirety.

5.19 **GYMNASIUM STANDARDS:**

Daily

1. All flat surfaces will be dusted and free of graffiti.
2. All secondary exits will be clear and free of obstacles during occupancy.
3. All windows are to remain closed and be locked.
4. Carpeted floors will be vacuumed.
5. Chalk boards and trays will be maintained to meet the expectations of the instructional staff.
6. Cobwebs will be removed.
7. Doors will be cleaned and free of graffiti.
8. Dust and remove all smudges and fingerprints from glass surfaces.
9. Floor mouldings will be maintained in a dust free condition.
10. Floor, including corners, will be free of all debris.
11. Floors will be swept and dust mopped.
12. Gym floor finishes will be maintained in a safe condition at all times.
13. Pencil sharpeners will be emptied.
14. Wall coverings will be dust free.
15. Windows will be free of dust and debris.

Weekly

1. Bleachers
 - a. Will be free of debris, dust, graffiti and gum.
 - b. Bench seating will be cleaned.
 - c. Damaged or missing seats will be reported to the head custodian.
2. Clean and inspect the area beneath the bleachers, including hardware and rollers.
3. Floors will be damp mopped.

As Needed

1. Carpets will be will be shampooed in its entirety.
2. Exterior windows will be cleaned. (minimum of 1 time per year)
3. Various gym floors will be maintained according to manufacturers recommendation.
4. Light fixtures will be cleaned that are accessible with a 10' ladder.
5. Replace burned out light bulbs/tubes.

Summer

1. All carpeted floors will be shampooed.
2. All vinyl floors will be stripped and waxed with 4 coats.
3. Gum will be removed from under all furniture and bleachers.

5.20 **LOCKER ROOM STANDARDS:** In addition to all standards pertaining to Restroom Standards as shown in Section 5.18.

Daily

1. All plumbing fixtures to be cleaned.
2. All windows are to remain closed and be locked.
3. Bowls will be free of soap film.
4. Broken or non-functioning hardware will be reported to head custodian.
5. Cobwebs will be removed.
6. Drains will be free of hair and soap deposits.
7. Exterior and interior windows are to be free of fingerprints, smudges, tape.

8. Fixtures will be cleaned and polished to remove water deposits.
9. Floor including corners, will be free of all debris.
10. Floors will be mopped at least once a day with an appropriate chemical.
11. The entire lavatory will be wiped down with an appropriate chemical.
12. Lockers
 - a. Will be free of dust and debris.
 - b. Will be free of graffiti.
13. Remove any litter or debris.
14. Sanitary receptacles to be emptied, sanitized, and the liners changed.

15. Showers
 - a. Fixtures will be cleaned and polished.
 - b. Floors will be mopped with appropriate chemicals.
16. Trash receptacles will be emptied, sanitized and the liner replaced.

As Needed

1. All broken or non-functioning hardware will be reported to the head custodian.
2. Bathroom partitions to be washed.
3. Benches will be free of graffiti and wiped down with the appropriate cleaner.
4. Broken trash receptacles shall be removed from service and replaced.
5. Floor drains will be flushed with the appropriate chemicals.
6. Floors will be scrubbed with an auto scrubber or low speed scrubber.
7. Light covers will be cleaned.
8. Replace burned out light bulbs/tubes.
9. Report damaged light covers to the head custodian.
10. Return vents and discharge vents will be dust free. Damaged or rusted vents will be reported to head custodian.
11. Sanitary napkin dispensers will be cleaned and refilled.
12. Shower Areas
 - a. Walls and floors will be free of mold and mildew.
 - b. Shower heads will be mildew free and operational.
13. Walls will be washed in their entirety.
14. During sport season every other Friday use foggers and extra sanitation methods.

Annual

1. Interior and exterior of lockers will be cleaned.
2. Exterior windows to be cleaned.

5.21 **ADMINISTRATIVE OFFICE/ LIBRARY/ AUDITORIUM STANDARDS:**

Daily

1. Administrative desks will be dusted without disturbing administrative materials.
2. All windows and doors are to remain closed and be locked nightly.
3. Any tape on walls will be removed.
4. Carpeted floors will be vacuumed.
5. Cobwebs will be removed.
6. Dust and remove all smudges and fingerprints from glass surfaces.
7. Empty all trash receptacles, replace liners and sanitize as needed.
8. Floor mouldings will be maintained in a dust free condition.
9. Handsets on telephones will be wiped down with the appropriate chemicals.
10. Pencil sharpeners will be emptied.
11. Spots and stains will be removed.
12. Spots and gum on all floor coverings will be removed upon discovery.
13. The floor, including corners, will be free of all debris
14. Vinyl and Terrazzo floors will be wet mopped and dusted.
15. Windows will be free of fingerprints, smudges, tape, et cetera.

16. Window sills will be free of dust and debris.

Weekly

1. All flat surfaces will be dusted.
2. Bookshelves will be dusted.

As Needed

1. Additional sanitation during flu/cold season.
2. All broken or non-functioning hardware shall be reported to the head custodian.
3. Bookshelves/Counter Tops will be wiped down.
4. Carpets will be will be shampooed in its entirety.
5. Clean all light covers/globes (minimum of 2 times per year).
6. Maintain all vinyl/terrazzo finishes.
7. Remove and replace any damaged or unusable receptacles.
8. Replace all burned out light bulbs and tubes that are accessible with a 10' ladder. All other burned out light bulbs and tubes to be reported to head custodian.
9. Return vents and discharge vents will be dust free. Damaged or rusted vents will be reported to head custodian.
10. All exits shall be kept free of obstructions and accessible.
11. Vinyl and Terrazzo floors will be burnished.
12. Walls will be inspected for peeling and chipping when cleaned. Walls needing repair will be turned in to head custodian.

Summer

1. All carpeted floors will be shampooed.
2. All exterior windows will be cleaned.
3. All floors will be stripped and waxed with 4 coats.
4. Gum will be removed from under all furniture.
5. Window coverings will be removed, cleaned, and re-hung.

5.22 CAFETERIA STANDARDS:

Daily

1. Dust and remove all smudges, fingerprints and other debris.
2. Drinking Fountains
 - a. Fountains will be free of water deposits, streaks, and dust.
 - b. The mouthpiece, basin, and exterior will be sanitized.
 - c. Report any problems to head custodian.
3. Floor mouldings will be maintained in a dust free condition.
4. Remove cobwebs.
5. Spots, stains and gum on all floor coverings will be removed.
6. Table tops will be washed at the end of the breakfast and lunch period with appropriate chemicals.
7. The floor will be free of all debris including corners.
8. Trash receptacles to be emptied throughout the lunch period, liners replaced, and sanitized.
9. Vinyl and Terrazzo floors will be wet mopped and dusted.
10. Vinyl and Terrazzo floors will be burnished.
11. Wall coverings will be dust free.

As Needed

1. All folding tables will be inspected for defects (minimum of every quarter).
2. All surfaces on all chairs/benches will be wiped down. This includes the legs and underneath the seat.
3. Clean all light covers/globes (minimum of twice per year).
4. Light fixtures will be cleaned that are accessible with a 10' ladder. All other burned out light bulbs and tubes to be reported to head custodian.
5. Remove trash receptacles that are broken or unsightly.
6. Replace burned out light bulbs/tubes.
7. Report damaged light covers to the head custodian.

8. Return vents and discharge vents will be dust free. Report damaged or rusted vents to the head custodian.
9. Vinyl and Terrazzo floors will be scrubbed.

Summer

1. All floors will be stripped and waxed with 4 coats.
2. Gum will be removed from underneath furniture.

5.23 **FACILITY EXTERIOR STANDARDS:** In addition to items below, all hazardous conditions are to be reported to head custodian.

1. All entrances and sidewalks to main buildings, exterior buildings and portables will be kept free of cobwebs and other debris.
2. Clean up all trash and debris around buildings.
3. During inclement weather all sidewalks, ramps will be snow and ice free and treated with appropriate chemical. (Note: chemical must not harm concrete surfaces around building.)
4. Exterior floor drains and storm drains will remain free of debris.
5. Report any graffiti to head custodian.
6. Report any hazardous conditions on school grounds, school buildings, playgrounds, parking lots, sports complexes etc to head custodian.
7. Report burned out exterior lighting to the head custodian.
8. Sweep the outside entrance and ramps to the main sidewalk or driveway.
9. Trash receptacles are to be emptied.
10. Windows will be cleaned as needed.

5.24 **SPORTS COMPLEX STANDARDS:** To follow all standards as listed under Restroom Standards in Section 5.18, Gymnasium in Section 5.19 and Locker Rooms Standards in Section 5.20.

5.25 **MAINTENANCE/STORAGE ROOM STANDARDS:**

Note: Storage is NOT permitted in the boiler, mechanical, electrical or elevator equipment rooms.

Daily

1. All chemical containers will be labeled in accordance with Federal, State and Local requirements.
2. Custodial cleaning equipment and supplies will be stored, and maintained in a clean, safe and functional state of repair.
3. Maintain unobstructed access to rooftop ladders.
4. Rooms will be maintained neat, clean and orderly.
5. Supplies will be stored appropriately and properly labeled.
6. The floor, including corners, will be free of debris.
7. Tools and spare parts will be stored in their proper location.
8. Trash receptacles will be emptied.
9. Used fluorescent lamps will be properly stored, undamaged, in cardboard boxes in a designated location within the facility and scheduled for pick-up by Knox County Schools Maintenance, Environmental Services Department.

As Needed

1. Clean vents and louvers
2. Remove cobwebs.
3. Replace burned out lamps.
4. Report burned out lamps to head custodian.

5.26 **GENERAL GUIDELINES**

1. All lighting will be turned off except those, which must be left on for cleaning in each specific area.
2. Building wide damages, water leaks, and vandalism to be reported immediately.
3. Fire extinguishers to be checked monthly and report faxed to KCSMO appropriate form.
4. Any emergency lighting not properly functioning to be reported to head custodian.
5. During inclement weather when school is not in session custodian to check boiler to confirm no frozen pipes.

6. Bonnet and truck mounted cleaning methods are not approved. Low moisture extraction equipment must be used for these services.

SECTION VI VENDOR INFORMATION AND PRICING

6.1 Vendor Name _____

6.2 Vendor Address _____

City _____ State _____ Zip _____

6.3 Telephone Number _____ Fax Number _____

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

6.5 Contact Person _____

6.6 Authorizing Signature _____

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

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

Addendum 1 _____ Addendum 2 _____ Addendum 3 _____ Addendum 4 _____

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

Yes _____ 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.

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

6.12 Number of Employees: _____

6.13 Years in this Business: _____

6.14 Total Number of Clients: _____

6.15 Total K-12 Square Footage under Contract: _____
(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) _____

6.17 **References:** References are requested to provide the evaluators with information about the previous work that you have done. Therefore it is important that you provide references that are relevant to this contract. As an example:

Firm: Acme School District
Address: 1234 Anywhere Street Knoxville, TN 12345 Contact: John Doe
Contact Phone: 865.555.5555
Contact Fax: 865.555.9999
Nature of Contract: Daily custodial services for 75,000 square foot middle school
Dollar Amount: \$2,000/month
Contract Start: May 2011
Contract End: April 2018

List below three (3) references with whom you have had service agreements of this nature and size within the past three years. Knox County shall not be used as a reference for this solicitation.

Reference #1

Name of Firm: _____
Address: _____
Contact Person: _____
Contact Person telephone and fax numbers: _____
Nature of contract: _____
Square footage: _____
Dollar amount: \$ _____ (over the life of the contract)
Contract start date: _____ Contract end date: _____

Reference #2

Name of Firm: _____
Address: _____
Contact Person: _____
Contact Person telephone and fax numbers: _____
Nature of contract: _____
Square footage: _____
Dollar amount: \$ _____ (over the life of the contract)
Contract start date: _____ Contract end date: _____

Reference #3

Name of Firm: _____
Address: _____
Contact Person: _____
Contact Person telephone and fax numbers: _____
Nature of contract: _____
Square footage: _____
Dollar amount: \$ _____ (over the life of the contract)
Contract start date: _____ Contract end date: _____

Section 6.18 Pricing

School	Monthly Cost	Monthly Cost with KCS Employee per 5.11
A. L. Lotts Elementary		
Adrian Burnett Elementary		
Amherst Elementary		
Austin-East High		
Ball Camp Elementary		
Bearden Elementary		
Bearden High		
Bearden High Vocational Bldg		
Bearden Middle		
Beaumont Magnet Elementary		
Belle Morris Elementary		
Blue Grass Elementary		
Bonny Kate Elementary		
Brickey Elementary		
Byington/Solway Vocational		
Carter Elementary		
Carter High		
Carter Middle		
Cedar Bluff Elementary/Primary		
Cedar Bluff Middle		
Cedar Bluff Preschool		
Central High		
Chilhowee Elementary		
Christenberry Elementary		
Copper Ridge Elementary		
Corryton Elementary		
Dogwood Elementary		
Dr. Paul Kelley Volunteer Academy		
East Knox Elementary		
Eastport Ot/Pt		
Fair Garden		
Farragut High		
Farragut Hs Vocational Bldg		
Farragut Intermediate/Ms		
Farragut Primary		
Fort Sanders		
Fountain City Elementary		
Fulton High		
Gap Creek Elementary		
Gibbs Elementary		
Gibbs High		
Gibbs Hs Vocational (Old Gibbs Elem)		

School	Monthly Cost	Monthly Cost with KCS Employee per 5.11
Green Magnet Elementary		
Gresham Middle		
Halls Elementary		
Halls High		
Halls Middle		
Hardin Valley		
Hardin Valley Academy		
Historic Knoxville High School		
Holston Middle		
Inskip Elementary		
KAEC		
Karns Annex		
Karns Elementary		
Karns High		
Karns Middle		
L & N Stem Academy		
Lincoln Park		
Lonsdale Elementary		
Maintenance Buildings		
Maynard Elementary		
Mooreland Heights. Elementary		
Mount Olive Elementary		
New Hopewell Elementary		
North Knox Vocational		
Northwest Middle		
Norwood Elementary		
Pleasant Ridge Elementary		
Pond Gap Elementary		
Powell Elementary		
Powell High		
Powell Middle		
Richard Yoakley Center		
Ridgedale Elementary		
Ritta Elementary		
Rocky Hill Elementary		
Rule Building/ Security		
Sam E. Hill		
Sarah Moore Greene Elementary		
Sarah Simpson Center/PDTC		
Sequoyah Elementary		
Shannondale Elementary		
South Knox Elementary		
South-Doyle High - Main Bldg		
South-Doyle High – Young Campus		

School	Monthly Cost	Monthly Cost with KCS Employee per 5.11
South-Doyle Middle		
Spring Hill Elementary		
Sterchi Elementary		
Sunnyview Elementary		
Vine Middle		
Vine Ms Langley Bldg		
West Haven Elementary		
West High		
West Hills Elementary		
West Valley Middle		
West View Elementary		
Whittle Springs Middle		
Total Cost for School Locations		
Additional Charges	Per Hour Charge	
Cost per hour for extra work pursuant to Section 5.2		
Cost per hour for extra work pursuant to Section 5.3		

**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, _____, president or other principal

Officer of _____, 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.

President or Principal Officer

For: _____
Name of Company

STATE OF TENNESSEE }
COUNTY OF _____ }

Subscribed and sworn before me by _____,

President or principal officer of _____,

On this _____ day of _____, 2_____.

Notary Public

My Commission expires: _____

AFFIDAVIT OF COMPLIANCE
WITH
TENNESSEE CRIMINAL HISTORY RECORDS CHECK
TENNESSEE CODE ANNOTATED, SECTION 49-5-413

(To be submitted with bid by contractor)

I, _____, president or other principal
Officer of _____, 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.

President or Principal Officer

For: _____
Name of Company

STATE OF TENNESSEE }
COUNTY OF _____ }

Subscribed and sworn before me by _____,

President or principal officer of _____,

On this _____ day of _____, 2____.

Notary Public

My Commission expires: _____

**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 \$500,000 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
			<input checked="" type="checkbox"/>	ANY AUTO-SYMBOL (1)															
			<input type="checkbox"/>																
			<input type="checkbox"/>																
<input type="checkbox"/>																			
BODY INJURY (Per -Person)																			
BODY INJURY (Per-Accident)																			
PROPERTY DAMAGE (Per-Accident)																			
YES	4.	COMMERCIAL GENERAL LIABILITY	LIMITS																
		<table border="1" style="margin-left: 20px;"> <tr> <td><input type="checkbox"/></td> <td>CLAIM MADE</td> <td><input checked="" type="checkbox"/></td> <td>OCCUR</td> </tr> </table>	<input type="checkbox"/>	CLAIM MADE	<input checked="" type="checkbox"/>	OCCUR	EACH OCCURRENCE \$ 1,000,000												
		<input type="checkbox"/>	CLAIM MADE	<input checked="" type="checkbox"/>	OCCUR														
			FIRE LEGAL LIABILITY \$ 100,000																
			MED EXP (Per person) \$ 5,000																
		GEN'L AGGREGATE LIMITS APPLIES PER	PERSONAL & ADV INJURY \$ 1,000,000																
<table border="1" style="margin-left: 20px;"> <tr> <td><input type="checkbox"/></td> <td>POLICY</td> <td><input checked="" type="checkbox"/></td> <td>PROJECT</td> <td><input type="checkbox"/></td> <td>LOC</td> </tr> </table>	<input type="checkbox"/>	POLICY	<input checked="" type="checkbox"/>	PROJECT	<input type="checkbox"/>	LOC	GENERAL AGGREGATE \$ 2,000,000												
<input type="checkbox"/>	POLICY	<input checked="" type="checkbox"/>	PROJECT	<input type="checkbox"/>	LOC														
	PRODUCTS-COMPLETED OPERATIONS/AGGREGATE \$ 2,000,000																		
YES	5.	PREMISES/OPERATIONS	\$1,000,000 CSL BI/PD EACH OCCURRENCE \$2,000,000 ANNUAL AGGREGATE																
YES	6.	INDEPENDENT CONTRACTOR	\$1,000,000 CSL BI/PD EACH OCCURRENCE \$1,000,000 ANNUAL AGGREGATE																
YES	7.	CONTRACTUAL LIABILITY (MUST BE SHOWN ON CERTIFICATE)	\$1,000,000 CSL BI/PD 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.	<input type="checkbox"/> ARCHITECTS & ENGINEERS	\$1,000,000 PER OCCURRENCE/CLAIM																
NO		<input type="checkbox"/> ASBESTOS & REMOVAL LIABILITY	\$2,000,000 PER OCCURRENCE/CLAIM																
NO		<input type="checkbox"/> MEDICAL MALPRACTICE	\$1,000,000 PER OCCURRENCE/CLAIM																
NO		<input type="checkbox"/> 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 BI/PD 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.
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: _____ AUTHORIZING SIGNATURE: _____

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

BIDDER NAME: _____ AUTHORIZING SIGNATURE: _____

Attachment A

ELEMENTARY SCHOOLS

School	Main Building Sq. Ft.	Number of Portables	Number of Portable Classrooms	Sq. Ft. of Portable	Total Square Footage
A.L. Lots Elementary	106,852	5	10	6,500	113,352
Adrian Burnett Elementary	60,565	5	11	8,455	69,020
Amherst Elementary	147,122	0	0	0	147,122
Ball Camp Elementary	82,507	0	0	0	82,507
Bearden Elementary	43,510	2	2	1,560	45,070
Beaumont Elementary	72,036	1	2	1,560	73,596
Belle Morris Elementary	51,616	2	5	3,770	55,386
Bluegrass Elementary	77,115	2	5	3,500	80,615
Bonny Kate Elementary	38,300	3	6	4,418	42,718
Brickey-McCloud	131,806	0	0	0	131,806
Carter Elementary	34,968	4	8	6,360	41,328
Cedar Bluff Pre-K	47,800	0	0	0	47,800
Cedar Bluff Elementary	137,000	0	0	1,456	138,456
Chilhowee Elementary	64,301	1	1	800	65,101
Christenberry Elementary	94,940	0	0	0	94,940
Copper Ridge Elementary	63,800	6	11	7,503	71,303
Corryton Elementary	15,296	5	10	7,167	22,463
Dogwood Elementary	125,080	0	0	0	125,080
East Knox County Elementary	78,000	1	2	1,560	79,560
Farragut Intermediate	95,000	6	11	9,663	104,663
Farragut Primary	107,000	4	8	5,548	112,548
Fountain City Elementary	47,405	2	4	3,780	51,185
Gap Creek Elementary	18,725	1	2	1,680	20,405
Gibbs Elementary	123,391	0	0	0	123,391

School	Main Building Sq. Ft.	Number of Portables	Number of Portable Classrooms	Sq. Ft. of Portable	Total Square Footage
Green Elementary	64,909	0	0	0	64,909
Halls Elementary	85,487	2	3	2,375	87,862
Hardin Valley Elementary	136,521	1	2	1,560	138,081
Inskip Elementary	64,256	6	13	10,176	74,432
Karns Elementary & Annex	242,900	0	0	0	242,900
Lonsdale Elementary	57,681	2	3	2,340	60,021
Maynard Elementary	36,340	0	0	0	36,340
Mooreland Heights	34,130	1	2	1,560	35,690
Mt. Olive Elementary	36,294	0	0	0	36,294
New Hopewell	30,409	1	4	3,190	33,599
Norwood Elementary	45,010	3	6	4,368	49,378
Pleasant Ridge Elementary	38,754	2	4	3,075	41,829
Pond Gap Elementary	30,379	4	8	4,480	34,859
Powell Elementary	89,768	7	12	9,100	98,868
Ritta Elementary	70,000	0	0	0	70,000
Rocky Hill Elementary	72,547	3	6	4,680	77,227
Sarah Moore Greene Elementary	125,000	1	2	1,430	126,430
Sequoyah Elementary	63,212	0	0	0	63,212
Shannondale Elementary	32,108	4	10	7,730	39,838
South Knox Elementary	36,932	0	0	0	36,932
Springhill Elementary	41,800	3	6	4,164	45,964
Sterchi Elementary	38,800	1	2	1,500	40,300
Sunnyview Elementary	40,739	2	9	8,325	49,064
West Haven Elementary	31,791	0	0	0	31,791
West Hills Elementary	85,473	2	4	3,540	89,013
West View Elementary	33,522	3	7	4,822	38,344
Total Elementary School					3,682,592

MIDDLE SCHOOLS

School	Main Building Sq. Ft.	Number of Portables	Number of Portable Classrooms	Sq. Ft. of Portable	Total Square Footage
Bearden Middle	163,647	0	0	0	163,647
Carter Middle	95,000	2	4	3240	98,240
Cedar Bluff Middle	82,400	1	2	1500	83,900
Farragut Middle	165,000	0	0	0	165,000
Gresham Middle	112,967	0	0	0	112,967
Halls Middle	140,000	2	4	3060	143,060
Holston Middle	194,363	0	0	0	194,363
Karns Middle	165,675	0	0	0	165,675
Northwest Middle	150,000	0	0	0	150,000
Powell Middle	151,898	0	0	0	151,898
South Doyle Middle	205,000	0	0	0	205,000
Vine Middle	112,000	0	0	0	112,000
West Valley Middle	187,920	0	0	0	187,920
Whittle Springs Middle	73,550	3	3	2280	75,830
Total Middle School					2,009,500

HIGH SCHOOLS

School	Main Building Sq. Ft.	Number of Portables	Number of Portable Classrooms	Sq. Ft. of Portable	Total Square Footage
Austin East High	267,394	1	1	1,575	268,969
Bearden High	251,576	7	8	5,882	257,458
Carter High	188,780	1	2	1,620	190,400
Central High	257,687	2	4	3,150	260,837
Farragut High	216,864	4	8	5,504	222,368
Fulton High	236,000	0	0	0	236,000
Gibbs High & Vocational	189,427	1	2	1,056	190,483
Hardin Valley Academy	257,581	0	0	0	257,581
Halls High (Including North Knox Vocational)	200,177	2	4	2,710	202,887
Karns High & Byington Solway	255,780	1	2	1,440	257,220
Powell High	225,300	4	7	5,920	231,220
South Doyle High	270,000	2	4	2,750	272,750
West High	276,770	0	0	0	276,770
Total High School					3,124,943

OTHER SITES

School	Main Building Sq. Ft.	Number of Portables	Number of Portable Classrooms	Sq. Ft. of Portable	Total Square Footage
Eastport	32,495	0	0	0	32,495
Fair Garden	47,047	0	0	0	47,047
Fort Sanders	48,351	0	0	0	48,351
General Services Building w/ annex ect.	74,592	0	0	0	74,592
Historic Knoxville High	116,292	0	0	0	116,292
KAEC	71,000	0	0	0	71,000
Lincoln Park	36,900	0	0	0	36,900
Oakwood Teacher Supply Depot	54,637	0	0	0	54,637
Richard Yoakley	31,844	1	2	1,560	33,404
Ridgedale Alternative Program	53,284	0	0	0	53,284
Sam E. Hill	39,326	0	0	0	39,326
Sarah Simpson Professional Develop Center	107,767	0	0	0	107,767
Total Other					715,095

Field Houses

AUSTIN EAST HIGH	FOOTBALL	11,700
BEARDEN HIGH	SOCCER	750
BEARDEN HIGH	BASEBALL	3,068
BEARDEN HIGH	FOOTBALL	10,792
CARTER HIGH		4,906
CENTRAL HIGH	FOOTBALL	10,000
FARRAGUT HIGH SCHOOL	BASEBALL	1,820
FARRAGUT HIGH SCHOOL	FOOTBALL	3,210
FARRAGUT HIGH SCHOOL	WEIGHT ROOM	7,000
GIBBS HIGH	FOOTBALL/BASEBALL	9,964
GRESHAM MIDDLE		2,925
HALLS HIGH	WRESTLING	6,720
HALLS HIGH	FOOTBALL	8,400
HARDIN VALLEY ACADEMY	BASEBALL	4,104
HARDIN VALLEY ACADEMY	FOOTBALL	8,208
POWELL HIGH	COMPLEX	12,928
SOUTH DOYLE HIGH	BASEBALL	2,173
SOUTH DOYLE HIGH	WRESTLING	3,124
SOUTH DOYLE HIGH	FOOTBALL	4,879
WEST HIGH	FOOTBALL	4,131
WEST HIGH	SOCCER	5,775
TOTAL FIELD HOUSE		126,577

Attachment B

School Calendar 2011-2012

August 8 (Monday) First Day for Teachers – In-service Day (In-School)
August 9 (Tuesday) Administrative Day (Teacher Work Day)
August 10 (Wednesday) System-wide Staff Development Day
August 11 (Thursday) In-service Day (In-School)
August 12 (Friday) Administrative Day (Teacher Work Day)
August 15 (Monday) First Day for Students (1/2 day for students)

September 5 (Monday) LABOR DAY – Holiday
September 19 (Monday) Constitution Day (Students In School)
September 23 (Friday) Staff Development Day – K-5 In-School/6-12 System-wide (Student Holiday)

October 12 (Wednesday) End First 9-week Grading Period
October 13-14 (Thursday & Friday) FALL BREAK

November 8 (Tuesday) Election Day (Students In School)
November 18 (Friday) Civic Education Day (Students In School)
November 23-25 (Wednesday-Friday) Thanksgiving Holidays

December 6-8 (Tuesday-Thursday) AYP/EOC Tests
December 9 (Friday) AYP/EOC Tests Make-up Day
December 22 (Thursday) End Second 9-week Grading Period (1/2 day for students)
December 23 – January 5 (10 days) WINTER HOLIDAYS

January 6 (Friday) Administrative Day – First Day for Teachers (Teacher Work Day)
(Student Holiday)
January 9 (Monday) First Day for Students
January 16 (Monday) Martin Luther King, Jr. Day – Holiday

February 20 (Monday) System-wide Staff Development Day (Student Holiday); President's Day

March 13 (Tuesday) End First 9-week Grading Period (Third 9-week Grading Period)
March 16 (Friday) In-service Day (In-School) – Student Holiday
March 19-23 (Monday-Friday) SPRING BREAK

April 6 (Friday) Good Friday – Holiday
April 9 (Monday) Holiday
April 16-20 (Monday-Friday) TCAP Testing Window

May 23 (Wednesday) Last Day for Students (1/2 day for students)
End Second 9-week Grading Period (Fourth 9-week Grading Period)
May 24 (Thursday) In-service Day (In-School)
May 25 (Friday) Administrative Day (Teacher Work Day) – Last Day for Teachers



OFFICE OF COUNTY MAYOR TIM BURCHETT

Purchasing Division • Department of Finance • 1000 North Central St., Suite 100 • Knoxville, TN 37917

**Knox County Purchasing Division
Addendum I to Invitation for Bid 956
Custodial Services for Knox County Schools**

Addendum Date: May 3, 2011

Buyer: Matt Myers, CPPO, CPPB

Opening Date: May 18, 2011 @ 4:00 pm

Total Page(s): 97 Total Pages

1. See attached usage reports (96 pages).

End of Addendum #1.

Addendum must be acknowledged in Section 6.8.

A handwritten signature in cursive script that reads "Matthew F. Myers".

Matthew F. Myers, CPPO, CPPB
Deputy Director of Purchasing
Knox County Government

KNOX COUNTY SCHOOLS WAREHOUSE
 Customer Summary Purchase History
 Date between 01/01/2010 and 04/20/2011 And Stock Code between 4269 and
 4276

04/20/2011

Page 1 of 7

Stock Code	Description	Manufacturer	Category	Quantity	Extended
Customer Name: C--Ball Camp Elem. 2403501					
Customer #: 303					
4273	Crew RR Floor & Surface Cleaner	S.C. Johnson	Custodial	14.00	793.94
Line Items: 1				14.00	793.94
Customer Name: C--Belle Morris Elem. 2403501					
Customer #: 314					
4273	Crew RR Floor & Surface Cleaner	S.C. Johnson	Custodial	4.00	226.84
4274	Johnson's GP Forward 64 Oz.	S.C. Johnson	Custodial	8.00	179.12
Line Items: 2				12.00	405.96
Customer Name: C--Blue Grass Elem. 2403501					
Customer #: 321					
4273	Crew RR Floor & Surface Cleaner	S.C. Johnson	Custodial	8.00	453.68
4274	Johnson's GP Forward 64 Oz.	S.C. Johnson	Custodial	11.00	246.29
4276	Johnson's Spit Fire, 64 Oz.	S.C. Johnson	Custodial	5.00	142.20
Line Items: 3				24.00	842.17
Customer Name: C--Central High School, 2403501-0047-94350000					
Customer #: 338					
4271	Soil Release Bonnet Buff, 64 Oz.	S.C. Johnson	Custodial	4.00	98.24
4273	Crew RR Floor & Surface Cleaner	S.C. Johnson	Custodial	20.00	1,134.20
4274	Johnson's GP Forward 64 Oz.	S.C. Johnson	Custodial	12.00	268.68
4276	Johnson's Spit Fire, 64 Oz.	S.C. Johnson	Custodial	2.00	56.88
Line Items: 4				38.00	1,558.00
Customer Name: C--Chilhowee Inter. 2401043					
Customer #: 340					
4273	Crew RR Floor & Surface Cleaner	S.C. Johnson	Custodial	4.00	226.84
4274	Johnson's GP Forward 64 Oz.	S.C. Johnson	Custodial	16.00	358.24
4275	Johnson's Glance, 64 Oz.	S.C. Johnson	Custodial	12.00	156.00
4276	Johnson's Spit Fire, 64 Oz.	S.C. Johnson	Custodial	20.00	568.80
Line Items: 4				52.00	1,309.88
Customer Name: C--Corryton Elementary 2403501					
Customer #: 346					
4273	Crew RR Floor & Surface Cleaner	S.C. Johnson	Custodial	8.00	453.68
4274	Johnson's GP Forward 64 Oz.	S.C. Johnson	Custodial	10.00	223.90
4275	Johnson's Glance, 64 Oz.	S.C. Johnson	Custodial	4.00	52.00

KNOX COUNTY SCHOOLS WAREHOUSE
 Customer Summary Purchase History
 Date between 01/01/2010 and 04/20/2011 And Stock Code between 4269 and 4276

04/20/2011

Page 2 of 7

Stock Code	Description	Manufacturer	Category	Quantity	Extended
Customer Name: C--Corryton Elementary 2403501					
Customer #: 346					
Line Items: 3				22.00	729.58
Customer Name: C--Dogwood Elementary, 2403501-0059-94350000					
Customer #: 348					
4273	Crew RR Floor & Surface Cleaner	S.C. Johnson	Custodial	4.00	226.84
4274	Johnson's GP Forward 64 Oz.	S.C. Johnson	Custodial	4.00	89.56
Line Items: 2				8.00	316.40
Customer Name: C--Farragut High 2403501					
Customer #: 355					
4273	Crew RR Floor & Surface Cleaner	S.C. Johnson	Custodial	4.00	226.84
4276	Johnson's Spit Fire, 64 Oz.	S.C. Johnson	Custodial	4.00	113.76
Line Items: 2				8.00	340.60
Customer Name: C--Fulton High, 2403501-0090-94350000					
Customer #: 365					
4273	Crew RR Floor & Surface Cleaner	S.C. Johnson	Custodial	4.00	226.84
4274	Johnson's GP Forward 64 Oz.	S.C. Johnson	Custodial	4.00	89.56
4275	Johnson's Glance, 64 Oz.	S.C. Johnson	Custodial	2.00	26.00
4276	Johnson's Spit Fire, 64 Oz.	S.C. Johnson	Custodial	4.00	113.76
Line Items: 4				14.00	456.16
Customer Name: C--Gap Creek Elem. 2403501					
Customer #: 367					
4275	Johnson's Glance, 64 Oz.	S.C. Johnson	Custodial	4.00	52.00
Line Items: 1				4.00	52.00
Customer Name: C--Gibbs Elementary 2403501					
Customer #: 369					
4274	Johnson's GP Forward 64 Oz.	S.C. Johnson	Custodial	4.00	89.56
Line Items: 1				4.00	89.56
Customer Name: C--Green Elementary 2403501					
Customer #: 373					
4273	Crew RR Floor & Surface Cleaner	S.C. Johnson	Custodial	4.00	226.84

KNOX COUNTY SCHOOLS WAREHOUSE
 Customer Summary Purchase History
 Date between 01/01/2010 and 04/20/2011 And Stock Code between 4269 and
 4276

04/20/2011

Page 3 of 7

Stock Code	Description	Manufacturer	Category	Quantity	Extended
Customer Name: C--Green Elementary 2403501					
Customer #: 373					
4274	Johnson's GP Forward 64 Oz.	S.C. Johnson	Custodial	8.00	179.12
4275	Johnson's Glance, 64 Oz.	S.C. Johnson	Custodial	4.00	52.00
4276	Johnson's Spit Fire, 64 Oz.	S.C. Johnson	Custodial	0.00	0.00
Line Items: 4				16.00	457.96
Customer Name: C--Halls Middle School 2403501					
Customer #: 381					
4273	Crew RR Floor & Surface Cleaner	S.C. Johnson	Custodial	4.00	226.84
4274	Johnson's GP Forward 64 Oz.	S.C. Johnson	Custodial	4.00	89.56
Line Items: 2				8.00	316.40
Customer Name: C--Hardin Valley Elem. 2403501					
Customer #: 383					
4274	Johnson's GP Forward 64 Oz.	S.C. Johnson	Custodial	2.00	44.78
Line Items: 1				2.00	44.78
Customer Name: C--Holston Middle 2403501					
Customer #: 385					
4273	Crew RR Floor & Surface Cleaner	S.C. Johnson	Custodial	16.00	907.36
4274	Johnson's GP Forward 64 Oz.	S.C. Johnson	Custodial	23.00	514.97
4275	Johnson's Glance, 64 Oz.	S.C. Johnson	Custodial	8.00	104.00
4276	Johnson's Spit Fire, 64 Oz.	S.C. Johnson	Custodial	14.00	398.16
Line Items: 4				61.00	1,924.49
Customer Name: C--Inskip Elementary 2403501					
Customer #: 387					
4274	Johnson's GP Forward 64 Oz.	S.C. Johnson	Custodial	4.00	89.56
Line Items: 1				4.00	89.56
Customer Name: C--Maynard Elem. 2403501					
Customer #: 401					
4273	Crew RR Floor & Surface Cleaner	S.C. Johnson	Custodial	0.00	0.00
4274	Johnson's GP Forward 64 Oz.	S.C. Johnson	Custodial	4.00	89.56
Line Items: 2				4.00	89.56

KNOX COUNTY SCHOOLS WAREHOUSE
 Customer Summary Purchase History
 Date between 01/01/2010 and 04/20/2011 And Stock Code between 4269 and 4276

04/20/2011

Page 4 of 7

Stock Code	Description	Manufacturer	Category	Quantity	Extended
Customer Name: C--Mooreland Heights Elem. 2403501					
Customer #: 403					
4271	Soil Release Bonnet Buff, 64 Oz.	S.C. Johnson	Custodial	4.00	98.24
4274	Johnson's GP Forward 64 Oz.	S.C. Johnson	Custodial	8.00	179.12
4276	Johnson's Spit Fire, 64 Oz.	S.C. Johnson	Custodial	0.00	0.00
Line Items: 3				12.00	277.36

Customer Name: C--Mount Olive Elem. 2403501					
Customer #: 405					
4271	Soil Release Bonnet Buff, 64 Oz.	S.C. Johnson	Custodial	1.00	24.56
4273	Crew RR Floor & Surface Cleaner	S.C. Johnson	Custodial	4.00	226.84
4274	Johnson's GP Forward 64 Oz.	S.C. Johnson	Custodial	18.00	403.02
Line Items: 3				23.00	654.42

Customer Name: C--New Hopewell Elem. 2403501					
Customer #: 407					
4271	Soil Release Bonnet Buff, 64 Oz.	S.C. Johnson	Custodial	1.00	24.56
4274	Johnson's GP Forward 64 Oz.	S.C. Johnson	Custodial	5.00	111.95
4275	Johnson's Glance, 64 Oz.	S.C. Johnson	Custodial	1.00	13.00
4276	Johnson's Spit Fire, 64 Oz.	S.C. Johnson	Custodial	0.00	0.00
Line Items: 4				7.00	149.51

Customer Name: C--Pleasant Ridge Elem. 2403501					
Customer #: 413					
4273	Crew RR Floor & Surface Cleaner	S.C. Johnson	Custodial	4.00	226.84
Line Items: 1				4.00	226.84

Customer Name: C--Pond Gap Elem. 2403501					
Customer #: 415					
4273	Crew RR Floor & Surface Cleaner	S.C. Johnson	Custodial	6.00	340.26
4274	Johnson's GP Forward 64 Oz.	S.C. Johnson	Custodial	10.00	223.90
4275	Johnson's Glance, 64 Oz.	S.C. Johnson	Custodial	5.00	65.00
4276	Johnson's Spit Fire, 64 Oz.	S.C. Johnson	Custodial	9.00	255.96
Line Items: 4				30.00	885.12

Customer Name: C--Richard Yoakley 2403501					
Customer #: 423					
4274	Johnson's GP Forward 64 Oz.	S.C. Johnson	Custodial	4.00	89.56

KNOX COUNTY SCHOOLS WAREHOUSE
 Customer Summary Purchase History
 Date between 01/01/2010 and 04/20/2011 And Stock Code between 4269 and 4276

04/20/2011

Page 5 of 7

Stock Code	Description	Manufacturer	Category	Quantity	Extended
------------	-------------	--------------	----------	----------	----------

Customer Name: C--Richard Yoakley 2403501
Customer #: 423

Line Items: 1				4.00	89.56
---------------	--	--	--	------	-------

Customer Name: C--Ridgedale Elem. 2401035
Customer #: 425

4273	Crew RR Floor & Surface Cleaner	S.C. Johnson	Custodial	4.00	226.84
4275	Johnson's Glance, 64 Oz.	S.C. Johnson	Custodial	6.00	78.00
4276	Johnson's Spit Fire, 64 Oz.	S.C. Johnson	Custodial	10.00	284.40

Line Items: 3				20.00	589.24
---------------	--	--	--	-------	--------

Customer Name: C--Ritta Elementary 2403501
Customer #: 426

4273	Crew RR Floor & Surface Cleaner	S.C. Johnson	Custodial	12.00	680.52
4274	Johnson's GP Forward 64 Oz.	S.C. Johnson	Custodial	8.00	179.12
4276	Johnson's Spit Fire, 64 Oz.	S.C. Johnson	Custodial	0.00	0.00

Line Items: 3				20.00	859.64
---------------	--	--	--	-------	--------

Customer Name: C--Rocky Hill Elem. 2403501
Customer #: 428

4273	Crew RR Floor & Surface Cleaner	S.C. Johnson	Custodial	8.00	453.68
4274	Johnson's GP Forward 64 Oz.	S.C. Johnson	Custodial	8.00	179.12
4275	Johnson's Glance, 64 Oz.	S.C. Johnson	Custodial	8.00	104.00
4276	Johnson's Spit Fire, 64 Oz.	S.C. Johnson	Custodial	4.00	113.76

Line Items: 4				28.00	850.56
---------------	--	--	--	-------	--------

Customer Name: C--Sarah Mooore Greene 2403501
Customer #: 430

4273	Crew RR Floor & Surface Cleaner	S.C. Johnson	Custodial	12.00	680.52
4274	Johnson's GP Forward 64 Oz.	S.C. Johnson	Custodial	12.00	268.68
4276	Johnson's Spit Fire, 64 Oz.	S.C. Johnson	Custodial	12.00	341.28

Line Items: 3				36.00	1,290.48
---------------	--	--	--	-------	----------

Customer Name: C--South Doyle High 2403501
Customer #: 436

4273	Crew RR Floor & Surface Cleaner	S.C. Johnson	Custodial	27.00	1,531.17
4274	Johnson's GP Forward 64 Oz.	S.C. Johnson	Custodial	20.00	447.80
4275	Johnson's Glance, 64 Oz.	S.C. Johnson	Custodial	20.00	260.00
4276	Johnson's Spit Fire, 64 Oz.	S.C. Johnson	Custodial	6.00	170.64

KNOX COUNTY SCHOOLS WAREHOUSE
 Customer Summary Purchase History
 Date between 01/01/2010 and 04/20/2011 And Stock Code between 4269 and 4276

04/20/2011

Page 6 of 7

Stock Code	Description	Manufacturer	Category	Quantity	Extended
Customer Name: C--South Doyle High 2403501					
Customer #: 436					
Line Items: 4				73.00	2,409.61
Customer Name: C--South Doyle Mid. 2403501					
Customer #: 438					
4273	Crew RR Floor & Surface Cleaner	S.C. Johnson	Custodial	4.00	226.84
4274	Johnson's GP Forward 64 Oz.	S.C. Johnson	Custodial	4.00	89.56
4275	Johnson's Glance, 64 Oz.	S.C. Johnson	Custodial	4.00	52.00
4276	Johnson's Spit Fire, 64 Oz.	S.C. Johnson	Custodial	4.00	113.76
Line Items: 4				16.00	482.16
Customer Name: C--South Knoxville Elem. 2403501					
Customer #: 440					
4273	Crew RR Floor & Surface Cleaner	S.C. Johnson	Custodial	12.00	680.52
4274	Johnson's GP Forward 64 Oz.	S.C. Johnson	Custodial	4.00	89.56
4275	Johnson's Glance, 64 Oz.	S.C. Johnson	Custodial	8.00	104.00
4276	Johnson's Spit Fire, 64 Oz.	S.C. Johnson	Custodial	4.00	113.76
Line Items: 4				28.00	987.84
Customer Name: C--West Hills Elem. 2403501					
Customer #: 454					
4273	Crew RR Floor & Surface Cleaner	S.C. Johnson	Custodial	12.00	680.52
4274	Johnson's GP Forward 64 Oz.	S.C. Johnson	Custodial	13.00	291.07
4275	Johnson's Glance, 64 Oz.	S.C. Johnson	Custodial	9.00	117.00
4276	Johnson's Spit Fire, 64 Oz.	S.C. Johnson	Custodial	2.00	56.88
Line Items: 4				36.00	1,145.47
Customer Name: C--Sam E Hill 2403501					
Customer #: 463					
4271	Soil Release Bonnet Buff, 64 Oz.	S.C. Johnson	Custodial	5.00	122.80
4273	Crew RR Floor & Surface Cleaner	S.C. Johnson	Custodial	8.00	453.68
4274	Johnson's GP Forward 64 Oz.	S.C. Johnson	Custodial	12.00	268.68
4275	Johnson's Glance, 64 Oz.	S.C. Johnson	Custodial	6.00	78.00
4276	Johnson's Spit Fire, 64 Oz.	S.C. Johnson	Custodial	6.00	170.64
Line Items: 5				37.00	1,093.80
Customer Name: C--Fort Sanders Edu. 2403501					
Customer #: 477					
4273	Crew RR Floor & Surface Cleaner	S.C. Johnson	Custodial	8.00	453.68
4274	Johnson's GP Forward 64 Oz.	S.C. Johnson	Custodial	4.00	89.56

KNOX COUNTY SCHOOLS WAREHOUSE
 Customer Summary Purchase History
 Date between 01/01/2010 and 04/20/2011 And Stock Code between 4269 and 4276

04/20/2011

Page 7 of 7

Stock Code	Description	Manufacturer	Category	Quantity	Extended
Customer Name: C--Fort Sanders Edu. 2403501					
Customer #: 477					
4275	Johnson's Glance, 64 Oz.	S.C. Johnson	Custodial	4.00	52.00
4276	Johnson's Spit Fire, 64 Oz.	S.C. Johnson	Custodial	4.00	113.76
Line Items: 4				20.00	709.00

Customer Name: C--School Main. 5 th. Ave., 2403501-2100-94350000
Customer #: 481

4273	Crew RR Floor & Surface Cleaner	S.C. Johnson	Custodial	12.00	680.52
4274	Johnson's GP Forward 64 Oz.	S.C. Johnson	Custodial	16.00	358.24
4276	Johnson's Spit Fire, 64 Oz.	S.C. Johnson	Custodial	17.00	483.48
Line Items: 3				45.00	1,522.24

Customer Name: C--Fair Garden 2403501
Customer #: 498

4274	Johnson's GP Forward 64 Oz.	S.C. Johnson	Custodial	4.00	89.56
Line Items: 1				4.00	89.56

Customer Name: C--Bonny Kate Elem. 2403501
Customer #: 499

4273	Crew RR Floor & Surface Cleaner	S.C. Johnson	Custodial	4.00	226.84
4274	Johnson's GP Forward 64 Oz.	S.C. Johnson	Custodial	12.00	268.68
4275	Johnson's Glance, 64 Oz.	S.C. Johnson	Custodial	4.00	52.00
4276	Johnson's Spit Fire, 64 Oz.	S.C. Johnson	Custodial	4.00	113.76
Line Items: 4				24.00	661.28

Customer Name: C--Karns Elementary 2403501
Customer #: 575

4271	Soil Release Bonnet Buff, 64 Oz.	S.C. Johnson	Custodial	4.00	98.24
Line Items: 1				4.00	98.24

766.00 24,888.93

KNOX COUNTY SCHOOLS WAREHOUSE
 Customer Summary Purchase History
 Date between 01/01/2010 and 01/01/2011 And Stock Code = 4216

04/20/2011

Page 1 of 6

Stock Code	Description	Manufacturer	Category	Quantity	Extended
Customer Name: C--A.L. Lotts Elementary 2403501, 0066694350					
Customer #: 298					
4216	Furniture Polish, Lemon Scented, 15 Oz. Aerosol	S.C. Johnson	Custodial	14.00	37.66
Line Items: 1				14.00	37.66
Customer Name: C--Bearden Elementary 2403501					
Customer #: 305					
4216	Furniture Polish, Lemon Scented, 15 Oz. Aerosol	S.C. Johnson	Custodial	2.00	5.38
Line Items: 1				2.00	5.38
Customer Name: C--Bearden Middle School 2403501					
Customer #: 310					
4216	Furniture Polish, Lemon Scented, 15 Oz. Aerosol	S.C. Johnson	Custodial	4.00	10.76
Line Items: 1				4.00	10.76
Customer Name: C--Blue Grass Elem. 2403501					
Customer #: 321					
4216	Furniture Polish, Lemon Scented, 15 Oz. Aerosol	S.C. Johnson	Custodial	4.00	10.76
Line Items: 1				4.00	10.76
Customer Name: C--Carter Elem. 2403501					
Customer #: 324					
4216	Furniture Polish, Lemon Scented, 15 Oz. Aerosol	S.C. Johnson	Custodial	11.00	29.59
Line Items: 1				11.00	29.59
Customer Name: C--Carter High School 2403501					
Customer #: 326					
4216	Furniture Polish, Lemon Scented, 15 Oz. Aerosol	S.C. Johnson	Custodial	18.00	48.42
Line Items: 1				18.00	48.42
Customer Name: C--Carter Middle 3403501					
Customer #: 328					
4216	Furniture Polish, Lemon Scented, 15 Oz. Aerosol	S.C. Johnson	Custodial	4.00	10.76

CST9001*

KNOX COUNTY SCHOOLS WAREHOUSE
 Customer Summary Purchase History
 Date between 01/01/2010 and 01/01/2011 And Stock Code = 4216

04/20/2011

Page 2 of 6

Stock Code	Description	Manufacturer	Category	Quantity	Extended
Customer Name: C--Carter Middle 3403501					
Customer #: 328					
	Line Items: 1			4.00	10.76
Customer Name: C--Cedar Bluff Elementary 2403501					
Customer #: 333					
4216	Furniture Polish, Lemon Scented, 15 Oz. Aerosol	S.C. Johnson	Custodial	11.00	29.59
	Line Items: 1			11.00	29.59
Customer Name: C--Central High School, 2403501-0047-94350000					
Customer #: 338					
4216	Furniture Polish, Lemon Scented, 15 Oz. Aerosol	S.C. Johnson	Custodial	6.00	16.14
	Line Items: 1			6.00	16.14
Customer Name: C--Christenberry Elem., 2403501-0061-94350000					
Customer #: 342					
4216	Furniture Polish, Lemon Scented, 15 Oz. Aerosol	S.C. Johnson	Custodial	2.00	5.38
	Line Items: 1			2.00	5.38
Customer Name: C--Copper Ridge Elementary 2403501					
Customer #: 344					
4216	Furniture Polish, Lemon Scented, 15 Oz. Aerosol	S.C. Johnson	Custodial	3.00	8.07
	Line Items: 1			3.00	8.07
Customer Name: C--Fountain City Elem. 2403501					
Customer #: 363					
4216	Furniture Polish, Lemon Scented, 15 Oz. Aerosol	S.C. Johnson	Custodial	7.00	18.83
	Line Items: 1			7.00	18.83
Customer Name: C--Gibbs High School 2403501					
Customer #: 371					
4216	Furniture Polish, Lemon Scented, 15 Oz. Aerosol	S.C. Johnson	Custodial	14.00	37.66

KNOX COUNTY SCHOOLS WAREHOUSE
 Customer Summary Purchase History
 Date between 01/01/2010 and 01/01/2011 And Stock Code = 4216

04/20/2011

Page 3 of 6

Stock Code	Description	Manufacturer	Category	Quantity	Extended
------------	-------------	--------------	----------	----------	----------

Customer Name: C--Gibbs High School 2403501
Customer #: 371

Line Items: 1				14.00	37.66
---------------	--	--	--	-------	-------

Customer Name: C--Inskip Elementary 2403501
Customer #: 387

4216	Furniture Polish, Lemon Scented, 15 Oz. Aerosol	S.C. Johnson	Custodial	4.00	10.76
------	---	--------------	-----------	------	-------

Line Items: 1				4.00	10.76
---------------	--	--	--	------	-------

Customer Name: C--Karns High School 2403501
Customer #: 391

4216	Furniture Polish, Lemon Scented, 15 Oz. Aerosol	S.C. Johnson	Custodial	8.00	21.52
------	---	--------------	-----------	------	-------

Line Items: 1				8.00	21.52
---------------	--	--	--	------	-------

Customer Name: C--Karns Middle 2403501
Customer #: 395

4216	Furniture Polish, Lemon Scented, 15 Oz. Aerosol	S.C. Johnson	Custodial	12.00	32.28
------	---	--------------	-----------	-------	-------

Line Items: 1				12.00	32.28
---------------	--	--	--	-------	-------

Customer Name: C--Maynard Elem. 2403501
Customer #: 401

4216	Furniture Polish, Lemon Scented, 15 Oz. Aerosol	S.C. Johnson	Custodial	13.00	34.97
------	---	--------------	-----------	-------	-------

Line Items: 1				13.00	34.97
---------------	--	--	--	-------	-------

Customer Name: C--Mount Olive Elem. 2403501
Customer #: 405

4216	Furniture Polish, Lemon Scented, 15 Oz. Aerosol	S.C. Johnson	Custodial	4.00	10.76
------	---	--------------	-----------	------	-------

Line Items: 1				4.00	10.76
---------------	--	--	--	------	-------

Customer Name: C--Norwood Elementary 2403501
Customer #: 411

4216	Furniture Polish, Lemon Scented, 15 Oz. Aerosol	S.C. Johnson	Custodial	11.00	29.59
------	---	--------------	-----------	-------	-------

KNOX COUNTY SCHOOLS WAREHOUSE
 Customer Summary Purchase History
 Date between 01/01/2010 and 01/01/2011 And Stock Code = 4216

04/20/2011

Page 4 of 6

Stock Code	Description	Manufacturer	Category	Quantity	Extended
------------	-------------	--------------	----------	----------	----------

Customer Name: C--Norwood Elementary 2403501
Customer #: 411

Line Items: 1				11.00	29.59
---------------	--	--	--	-------	-------

Customer Name: C--Pleasant Ridge Elem. 2403501
Customer #: 413

4216	Furniture Polish, Lemon Scented, 15 Oz. Aerosol	S.C. Johnson	Custodial	12.00	32.28
------	---	--------------	-----------	-------	-------

Line Items: 1				12.00	32.28
---------------	--	--	--	-------	-------

Customer Name: C--Ridgedale Elem. 2401035
Customer #: 425

4216	Furniture Polish, Lemon Scented, 15 Oz. Aerosol	S.C. Johnson	Custodial	4.00	10.76
------	---	--------------	-----------	------	-------

Line Items: 1				4.00	10.76
---------------	--	--	--	------	-------

Customer Name: C--Ritta Elementary 2403501
Customer #: 426

4216	Furniture Polish, Lemon Scented, 15 Oz. Aerosol	S.C. Johnson	Custodial	12.00	32.28
------	---	--------------	-----------	-------	-------

Line Items: 1				12.00	32.28
---------------	--	--	--	-------	-------

Customer Name: C--Rocky Hill Elem. 2403501
Customer #: 428

4216	Furniture Polish, Lemon Scented, 15 Oz. Aerosol	S.C. Johnson	Custodial	4.00	10.76
------	---	--------------	-----------	------	-------

Line Items: 1				4.00	10.76
---------------	--	--	--	------	-------

Customer Name: C--Shannondale Elementary 2403501
Customer #: 434

4216	Furniture Polish, Lemon Scented, 15 Oz. Aerosol	S.C. Johnson	Custodial	3.00	8.07
------	---	--------------	-----------	------	------

Line Items: 1				3.00	8.07
---------------	--	--	--	------	------

Customer Name: C--Sterchi Elementary 2403501
Customer #: 444

4216	Furniture Polish, Lemon Scented, 15 Oz. Aerosol	S.C. Johnson	Custodial	7.00	18.83
------	---	--------------	-----------	------	-------

KNOX COUNTY SCHOOLS WAREHOUSE
 Customer Summary Purchase History
 Date between 01/01/2010 and 01/01/2011 And Stock Code = 4216

04/20/2011

Page 5 of 6

Stock Code	Description	Manufacturer	Category	Quantity	Extended
------------	-------------	--------------	----------	----------	----------

Customer Name: C--Sterchi Elementary 2403501
Customer #: 444

Line Items: 1				7.00	18.83
---------------	--	--	--	------	-------

Customer Name: C--Sunnyview Primary 2401043
Customer #: 446

4216	Furniture Polish, Lemon Scented, 15 Oz. Aerosol	S.C. Johnson	Custodial	4.00	10.76
------	---	--------------	-----------	------	-------

Line Items: 1				4.00	10.76
---------------	--	--	--	------	-------

Customer Name: C--West Valley Middle 2403501
Customer #: 456

4216	Furniture Polish, Lemon Scented, 15 Oz. Aerosol	S.C. Johnson	Custodial	9.00	24.21
------	---	--------------	-----------	------	-------

Line Items: 1				9.00	24.21
---------------	--	--	--	------	-------

Customer Name: C--Adrian Burnett Elem. 2403501
Customer #: 466

4216	Furniture Polish, Lemon Scented, 15 Oz. Aerosol	S.C. Johnson	Custodial	4.00	10.76
------	---	--------------	-----------	------	-------

Line Items: 1				4.00	10.76
---------------	--	--	--	------	-------

Customer Name: C--Knoxville Adaptive Edu. Center 2403501
Customer #: 496

4216	Furniture Polish, Lemon Scented, 15 Oz. Aerosol	S.C. Johnson	Custodial	4.00	10.76
------	---	--------------	-----------	------	-------

Line Items: 1				4.00	10.76
---------------	--	--	--	------	-------

Customer Name: C--Historic Knoxville High 2403501
Customer #: 593

4216	Furniture Polish, Lemon Scented, 15 Oz. Aerosol	S.C. Johnson	Custodial	3.00	8.07
------	---	--------------	-----------	------	------

Line Items: 1				3.00	8.07
---------------	--	--	--	------	------

Customer Name: C--Amherst Elementary 2403501
Customer #: 605

4216	Furniture Polish, Lemon Scented, 15 Oz. Aerosol	S.C. Johnson	Custodial	6.00	16.14
------	---	--------------	-----------	------	-------

KNOX COUNTY SCHOOLS WAREHOUSE
 Customer Summary Purchase History
 Date between 01/01/2010 and 01/01/2011 And Stock Code = 4216

04/20/2011

Page 6 of 6

Stock Code	Description	Manufacturer	Category	Quantity	Extended
------------	-------------	--------------	----------	----------	----------

Customer Name: C--Amherst Elementary 2403501

Customer #: 605

Line Items: 1				6.00	16.14
---------------	--	--	--	------	-------

Customer Name: C--Hardin Valley Academy 2403501

Customer #: 688

4216	Furniture Polish, Lemon Scented, 15 Oz. Aerosol	S.C. Johnson	Custodial	5.00	13.45
------	---	--------------	-----------	------	-------

Line Items: 1				5.00	13.45
---------------	--	--	--	------	-------

	229.00	616.01
--	--------	--------

KNOX COUNTY SCHOOLS WAREHOUSE
 Customer Summary Purchase History
 Date between 01/01/2010 and 01/01/2011 And Stock Code between 03770 and 03785

04/20/2011

Page 1 of 19

Stock Code	Description	Manufacturer	Category	Quantity	Extended
Customer Name: C--A.L. Lotts Elementary 2403501, 0066694350					
Customer #: 298					
03770	New Toilet Tissue,white bath tissue to replace the old tissue		Custodial	23.00	824.55
03771	Towels, Rolled	Georgia Pacific	Custodial	75.00	2,536.92
03780	Trash Bags, 22" X 16" X 58", 100/Box	Kelsan	Custodial	33.00	780.12
Line Items: 3				131.00	4,141.59

Customer Name: C--Austin-East High 2403501, 000994350000
Customer #: 301

03771	Towels, Rolled	Georgia Pacific	Custodial	42.00	1,420.32
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	23.00	958.41
03780	Trash Bags, 22" X 16" X 58", 100/Box	Kelsan	Custodial	41.00	969.24
03785	Trash Bags, Small, 24" X 24", 1000/Case	Kelsan	Custodial	8.00	79.52
Line Items: 4				114.00	3,427.49

Customer Name: C--Ball Camp Elem. 2403501
Customer #: 303

03770	New Toilet Tissue,white bath tissue to replace the old tissue		Custodial	12.00	430.20
03771	Towels, Rolled	Georgia Pacific	Custodial	29.00	980.30
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	2.00	83.34
03780	Trash Bags, 22" X 16" X 58", 100/Box	Kelsan	Custodial	18.00	425.52
Line Items: 4				61.00	1,919.36

Customer Name: C--Bearden Elementary 2403501
Customer #: 305

03770	New Toilet Tissue,white bath tissue to replace the old tissue		Custodial	2.00	71.70
03771	Towels, Rolled	Georgia Pacific	Custodial	21.00	710.40
03780	Trash Bags, 22" X 16" X 58", 100/Box	Kelsan	Custodial	20.00	472.80
Line Items: 3				43.00	1,254.90

Customer Name: C--Bearden High 2403501
Customer #: 307

03771	Towels, Rolled	Georgia Pacific	Custodial	103.00	3,483.13
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	55.00	2,291.85
03780	Trash Bags, 22" X 16" X 58", 100/Box	Kelsan	Custodial	96.00	2,269.44
03785	Trash Bags, Small, 24" X 24", 1000/Case	Kelsan	Custodial	15.00	149.10
Line Items: 4				269.00	8,193.52

KNOX COUNTY SCHOOLS WAREHOUSE
 Customer Summary Purchase History
 Date between 01/01/2010 and 01/01/2011 And Stock Code between 03770 and
 03785

04/20/2011

Page 2 of 19

Stock Code	Description	Manufacturer	Category	Quantity	Extended
Customer Name: C--Bearden Middle School 2403501					
Customer #: 310					
03771	Towels, Rolled	Georgia Pacific	Custodial	62.00	2,095.35
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	50.00	2,083.50
03780	Trash Bags, 22" X 16" X 58", 100/Box	Kelsan	Custodial	92.00	2,174.88
03785	Trash Bags, Small, 24" X 24", 1000/Case	Kelsan	Custodial	28.00	278.32
Line Items: 4				232.00	6,632.05

Customer Name: C--Belle Morris Elem. 2403501					
Customer #: 314					
03770	New Toilet Tissue,white bath tissue to replace the old tissue		Custodial	10.00	358.50
03771	Towels, Rolled	Georgia Pacific	Custodial	29.00	979.92
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	3.00	125.01
03780	Trash Bags, 22" X 16" X 58", 100/Box	Kelsan	Custodial	12.00	283.68
03785	Trash Bags, Small, 24" X 24", 1000/Case	Kelsan	Custodial	1.00	9.94
Line Items: 5				55.00	1,757.05

Customer Name: C--Blue Grass Elem. 2403501					
Customer #: 321					
03770	New Toilet Tissue,white bath tissue to replace the old tissue		Custodial	12.00	430.20
03771	Towels, Rolled	Georgia Pacific	Custodial	68.00	2,299.46
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	6.00	250.02
03780	Trash Bags, 22" X 16" X 58", 100/Box	Kelsan	Custodial	26.00	614.64
03785	Trash Bags, Small, 24" X 24", 1000/Case	Kelsan	Custodial	4.00	39.76
Line Items: 5				116.00	3,634.08

Customer Name: C--Brickey Elementary 2403501					
Customer #: 322					
03770	New Toilet Tissue,white bath tissue to replace the old tissue		Custodial	16.00	573.60
03771	Towels, Rolled	Georgia Pacific	Custodial	57.00	1,926.59
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	3.00	125.01
03780	Trash Bags, 22" X 16" X 58", 100/Box	Kelsan	Custodial	26.00	614.64
Line Items: 4				102.00	3,239.84

Customer Name: C--Carter Elem. 2403501					
Customer #: 324					
03770	New Toilet Tissue,white bath tissue to replace the old tissue		Custodial	10.00	358.50
03771	Towels, Rolled	Georgia Pacific	Custodial	44.00	1,487.14
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	6.00	250.02
03780	Trash Bags, 22" X 16" X 58", 100/Box	Kelsan	Custodial	27.00	638.28

KNOX COUNTY SCHOOLS WAREHOUSE
 Customer Summary Purchase History
 Date between 01/01/2010 and 01/01/2011 And Stock Code between 03770 and 03785

04/20/2011

Page 3 of 19

Stock Code	Description	Manufacturer	Category	Quantity	Extended
Customer Name: C--Carter Elem. 2403501					
Customer #: 324					
Line Items: 4				87.00	2,733.94
Customer Name: C--Carter High School 2403501					
Customer #: 326					
03771	Towels, Rolled	Georgia Pacific	Custodial	62.00	2,095.62
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	14.00	583.38
03780	Trash Bags, 22" X 16" X 58", 100/Box	Kelsan	Custodial	90.00	2,127.60
Line Items: 3				166.00	4,806.60
Customer Name: C--Carter Middle 3403501					
Customer #: 328					
03771	Towels, Rolled	Georgia Pacific	Custodial	53.00	1,791.21
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	26.00	1,083.42
03780	Trash Bags, 22" X 16" X 58", 100/Box	Kelsan	Custodial	28.00	661.92
Line Items: 3				107.00	3,536.55
Customer Name: C--Cedar Bluff Middle 2403501					
Customer #: 331					
03771	Towels, Rolled	Georgia Pacific	Custodial	38.00	1,284.86
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	13.00	541.71
03780	Trash Bags, 22" X 16" X 58", 100/Box	Kelsan	Custodial	36.00	851.04
03785	Trash Bags, Small, 24" X 24", 1000/Case	Kelsan	Custodial	2.00	19.88
Line Items: 4				89.00	2,697.49
Customer Name: C--Cedar Bluff Elementary 2403501					
Customer #: 333					
03770	New Toilet Tissue,white bath tissue to replace the old tissue		Custodial	27.00	967.95
03771	Towels, Rolled	Georgia Pacific	Custodial	97.00	3,278.66
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	0.00	0.00
03780	Trash Bags, 22" X 16" X 58", 100/Box	Kelsan	Custodial	33.00	780.12
Line Items: 4				157.00	5,026.73
Customer Name: C--Central High School, 2403501-0047-94350000					
Customer #: 338					
03771	Towels, Rolled	Georgia Pacific	Custodial	61.00	2,061.98
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	34.00	1,416.78
03780	Trash Bags, 22" X 16" X 58", 100/Box	Kelsan	Custodial	78.00	1,843.92
03785	Trash Bags, Small, 24" X 24", 1000/Case	Kelsan	Custodial	4.00	39.76

CST9001*

KNOX COUNTY SCHOOLS WAREHOUSE
 Customer Summary Purchase History
 Date between 01/01/2010 and 01/01/2011 And Stock Code between 03770 and
 03785

04/20/2011

Page 4 of 19

Stock Code	Description	Manufacturer	Category	Quantity	Extended
------------	-------------	--------------	----------	----------	----------

Customer Name: C--Central High School, 2403501-0047-94350000
Customer #: 338

Line Items: 4	177.00	5,362.44
---------------	--------	----------

Customer Name: C--Chilhowee Inter. 2401043
Customer #: 340

03770	New Toilet Tissue,white bath tissue to replace the old tissue		Custodial	19.00	681.15
03771	Towels, Rolled	Georgia Pacific	Custodial	28.00	946.99
03780	Trash Bags, 22" X 16" X 58", 100/Box	Kelsan	Custodial	21.00	496.44
03785	Trash Bags, Small, 24" X 24", 1000/Case	Kelsan	Custodial	4.00	39.76

Line Items: 4	72.00	2,164.34
---------------	-------	----------

Customer Name: C--Christenberry Elem., 2403501-0061-94350000
Customer #: 342

03770	New Toilet Tissue,white bath tissue to replace the old tissue		Custodial	5.00	179.25
03771	Towels, Rolled	Georgia Pacific	Custodial	46.00	1,555.57
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	5.00	208.35
03780	Trash Bags, 22" X 16" X 58", 100/Box	Kelsan	Custodial	25.00	591.00
03785	Trash Bags, Small, 24" X 24", 1000/Case	Kelsan	Custodial	2.00	19.88

Line Items: 5	83.00	2,554.05
---------------	-------	----------

Customer Name: C--Copper Ridge Elementary 2403501
Customer #: 344

03770	New Toilet Tissue,white bath tissue to replace the old tissue		Custodial	5.00	179.25
03771	Towels, Rolled	Georgia Pacific	Custodial	46.00	1,555.24
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	5.00	208.35
03780	Trash Bags, 22" X 16" X 58", 100/Box	Kelsan	Custodial	15.00	354.60

Line Items: 4	71.00	2,297.44
---------------	-------	----------

Customer Name: C--Corryton Elementary 2403501
Customer #: 346

03770	New Toilet Tissue,white bath tissue to replace the old tissue		Custodial	5.00	179.25
03771	Towels, Rolled	Georgia Pacific	Custodial	18.00	608.44
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	1.00	41.67
03780	Trash Bags, 22" X 16" X 58", 100/Box	Kelsan	Custodial	34.00	803.76
03785	Trash Bags, Small, 24" X 24", 1000/Case	Kelsan	Custodial	2.00	19.88

Line Items: 5	60.00	1,653.00
---------------	-------	----------

KNOX COUNTY SCHOOLS WAREHOUSE

04/20/2011

Customer Summary Purchase History

Date between 01/01/2010 and 01/01/2011 And Stock Code between 03770 and 03785

Page 5 of 19

Stock Code	Description	Manufacturer	Category	Quantity	Extended
Customer Name: C--Dogwood Elementary, 2403501-0059-94350000					
Customer #: 348					
03770	New Toilet Tissue,white bath tissue to replace the old tissue		Custodial	17.00	609.45
03771	Towels, Rolled	Georgia Pacific	Custodial	54.00	1,826.28
03780	Trash Bags, 22" X 16" X 58", 100/Box	Kelsan	Custodial	25.00	591.00
03785	Trash Bags, Small, 24" X 24", 1000/Case	Kelsan	Custodial	8.00	79.52
Line Items: 4				104.00	3,106.25

Customer Name: C--East Knox County Elem. 2403501
Customer #: 350

03770	New Toilet Tissue,white bath tissue to replace the old tissue		Custodial	14.00	501.90
03771	Towels, Rolled	Georgia Pacific	Custodial	36.00	1,216.64
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	3.00	125.01
03780	Trash Bags, 22" X 16" X 58", 100/Box	Kelsan	Custodial	14.00	330.96
03785	Trash Bags, Small, 24" X 24", 1000/Case	Kelsan	Custodial	2.00	19.88
Line Items: 5				69.00	2,194.39

Customer Name: C--Eastport Elementary 2403501
Customer #: 353

03770	New Toilet Tissue,white bath tissue to replace the old tissue		Custodial	2.00	71.70
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	2.00	83.34
03780	Trash Bags, 22" X 16" X 58", 100/Box	Kelsan	Custodial	5.00	118.20
Line Items: 3				9.00	273.24

Customer Name: C--Farragut High 2403501
Customer #: 355

03771	Towels, Rolled	Georgia Pacific	Custodial	91.00	3,077.23
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	58.00	2,416.86
03780	Trash Bags, 22" X 16" X 58", 100/Box	Kelsan	Custodial	88.00	2,080.32
03785	Trash Bags, Small, 24" X 24", 1000/Case	Kelsan	Custodial	2.00	19.88
Line Items: 4				239.00	7,594.29

Customer Name: C--Farragut Inter. 2403501
Customer #: 357

03770	New Toilet Tissue,white bath tissue to replace the old tissue		Custodial	6.00	215.10
03771	Towels, Rolled	Georgia Pacific	Custodial	67.00	2,265.79
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	34.00	1,416.78
03780	Trash Bags, 22" X 16" X 58", 100/Box	Kelsan	Custodial	58.00	1,371.12

KNOX COUNTY SCHOOLS WAREHOUSE
 Customer Summary Purchase History
 Date between 01/01/2010 and 01/01/2011 And Stock Code between 03770 and
 03785

04/20/2011

Page 6 of 19

Stock Code	Description	Manufacturer	Category	Quantity	Extended
------------	-------------	--------------	----------	----------	----------

Customer Name: C--Farragut Inter. 2403501
Customer #: 357

Line Items: 4	165.00	5,268.79
---------------	--------	----------

Customer Name: C--Farragut Middle 2403501
Customer #: 359

03771	Towels, Rolled	Georgia Pacific	Custodial	94.00	3,178.75
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	69.00	2,875.23
03780	Trash Bags, 22" X 16" X 58", 100/Box	Kelsan	Custodial	75.00	1,773.00
03785	Trash Bags, Small, 24" X 24", 1000/Case	Kelsan	Custodial	1.00	9.94

Line Items: 4	239.00	7,836.92
---------------	--------	----------

Customer Name: C--Fountain City Elem. 2403501
Customer #: 363

03770	New Toilet Tissue,white bath tissue to replace the old tissue		Custodial	6.00	215.10
03771	Towels, Rolled	Georgia Pacific	Custodial	48.00	1,623.57
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	4.00	166.68
03780	Trash Bags, 22" X 16" X 58", 100/Box	Kelsan	Custodial	39.00	921.96
03785	Trash Bags, Small, 24" X 24", 1000/Case	Kelsan	Custodial	15.00	149.10

Line Items: 5	112.00	3,076.41
---------------	--------	----------

Customer Name: C--Fulton High, 2403501-0090-94350000
Customer #: 365

03771	Towels, Rolled	Georgia Pacific	Custodial	56.00	1,892.49
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	42.00	1,750.14
03780	Trash Bags, 22" X 16" X 58", 100/Box	Kelsan	Custodial	40.00	945.60
03785	Trash Bags, Small, 24" X 24", 1000/Case	Kelsan	Custodial	5.00	49.70

Line Items: 4	143.00	4,637.93
---------------	--------	----------

Customer Name: C--Gap Creek Elem. 2403501
Customer #: 367

03770	New Toilet Tissue,white bath tissue to replace the old tissue		Custodial	7.00	250.95
03771	Towels, Rolled	Georgia Pacific	Custodial	15.00	507.18
03780	Trash Bags, 22" X 16" X 58", 100/Box	Kelsan	Custodial	12.00	283.68
03785	Trash Bags, Small, 24" X 24", 1000/Case	Kelsan	Custodial	1.00	9.94

Line Items: 4	35.00	1,051.75
---------------	-------	----------

Customer Name: C--Gibbs Elementary 2403501
Customer #: 369

KNOX COUNTY SCHOOLS WAREHOUSE
 Customer Summary Purchase History
 Date between 01/01/2010 and 01/01/2011 And Stock Code between 03770 and 03785

04/20/2011

Page 7 of 19

Stock Code	Description	Manufacturer	Category	Quantity	Extended
Customer Name: C--Gibbs Elementary 2403501					
Customer #: 369					
03770	New Toilet Tissue,white bath tissue to replace the old tissue		Custodial	32.00	1,147.20
03771	Towels, Rolled	Georgia Pacific	Custodial	82.00	2,771.80
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	8.00	333.36
03780	Trash Bags, 22" X 16" X 58", 100/Box	Kelsan	Custodial	41.00	969.24
03785	Trash Bags, Small, 24" X 24", 1000/Case	Kelsan	Custodial	12.00	119.28
Line Items: 5				175.00	5,340.88

Customer Name: C--Gibbs High School 2403501
Customer #: 371

03771	Towels, Rolled	Georgia Pacific	Custodial	54.00	1,825.92
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	22.00	916.74
03780	Trash Bags, 22" X 16" X 58", 100/Box	Kelsan	Custodial	70.00	1,654.80
03785	Trash Bags, Small, 24" X 24", 1000/Case	Kelsan	Custodial	13.00	129.22
Line Items: 4				159.00	4,526.68

Customer Name: C--Green Elementary 2403501
Customer #: 373

03770	New Toilet Tissue,white bath tissue to replace the old tissue		Custodial	18.00	645.30
03771	Towels, Rolled	Georgia Pacific	Custodial	34.00	1,149.08
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	5.00	208.35
03780	Trash Bags, 22" X 16" X 58", 100/Box	Kelsan	Custodial	21.00	496.44
Line Items: 4				78.00	2,499.17

Customer Name: C--Gresham Middle 2403501
Customer #: 375

03771	Towels, Rolled	Georgia Pacific	Custodial	27.00	912.45
03780	Trash Bags, 22" X 16" X 58", 100/Box	Kelsan	Custodial	54.00	1,276.56
03785	Trash Bags, Small, 24" X 24", 1000/Case	Kelsan	Custodial	4.00	39.76
Line Items: 3				85.00	2,228.77

Customer Name: C--Halls Elementary 2403501
Customer #: 377

03770	New Toilet Tissue,white bath tissue to replace the old tissue		Custodial	17.00	609.45
03771	Towels, Rolled	Georgia Pacific	Custodial	51.00	1,725.01
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	5.00	208.35
03780	Trash Bags, 22" X 16" X 58", 100/Box	Kelsan	Custodial	8.00	189.12

KNOX COUNTY SCHOOLS WAREHOUSE
 Customer Summary Purchase History
 Date between 01/01/2010 and 01/01/2011 And Stock Code between 03770 and
 03785

04/20/2011

Page 8 of 19

Stock Code	Description	Manufacturer	Category	Quantity	Extended
------------	-------------	--------------	----------	----------	----------

Customer Name: C--Halls Elementary 2403501
Customer #: 377

Line Items: 4 81.00 2,731.93

Customer Name: C--Halls High School 2403501
Customer #: 379

03771	Towels, Rolled	Georgia Pacific	Custodial	53.00	1,791.54
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	23.00	958.41
03780	Trash Bags, 22" X 16" X 58", 100/Box	Kelsan	Custodial	100.00	2,364.00
03785	Trash Bags, Small, 24" X 24", 1000/Case	Kelsan	Custodial	8.00	79.52

Line Items: 4 184.00 5,193.47

Customer Name: C--Halls Middle School 2403501
Customer #: 381

03771	Towels, Rolled	Georgia Pacific	Custodial	50.00	1,689.60
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	23.00	958.41
03780	Trash Bags, 22" X 16" X 58", 100/Box	Kelsan	Custodial	18.00	425.52
03785	Trash Bags, Small, 24" X 24", 1000/Case	Kelsan	Custodial	5.00	49.70

Line Items: 4 96.00 3,123.23

Customer Name: C--Hardin Valley Elem. 2403501
Customer #: 383

03770	New Toilet Tissue,white bath tissue to replace the old tissue		Custodial	18.00	645.30
03771	Towels, Rolled	Georgia Pacific	Custodial	78.00	2,637.72
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	5.00	208.35
03780	Trash Bags, 22" X 16" X 58", 100/Box	Kelsan	Custodial	33.00	780.12
03785	Trash Bags, Small, 24" X 24", 1000/Case	Kelsan	Custodial	6.00	59.64

Line Items: 5 140.00 4,331.13

Customer Name: C--Holston Middle 2403501
Customer #: 385

03771	Towels, Rolled	Georgia Pacific	Custodial	47.00	1,589.54
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	26.00	1,083.42
03780	Trash Bags, 22" X 16" X 58", 100/Box	Kelsan	Custodial	36.00	851.04
03785	Trash Bags, Small, 24" X 24", 1000/Case	Kelsan	Custodial	7.00	69.58

Line Items: 4 116.00 3,593.58

Customer Name: C--Inskip Elementary 2403501
Customer #: 387

KNOX COUNTY SCHOOLS WAREHOUSE
 Customer Summary Purchase History
 Date between 01/01/2010 and 01/01/2011 And Stock Code between 03770 and 03785

04/20/2011

Page 9 of 19

Stock Code	Description	Manufacturer	Category	Quantity	Extended
Customer Name: C--Inskip Elementary 2403501					
Customer #: 387					
03770	New Toilet Tissue,white bath tissue to replace the old tissue		Custodial	12.00	430.20
03771	Towels, Rolled	Georgia Pacific	Custodial	20.00	675.52
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	4.00	166.68
03780	Trash Bags, 22" X 16" X 58", 100/Box	Kelsan	Custodial	8.00	189.12
03785	Trash Bags, Small, 24" X 24", 1000/Case	Kelsan	Custodial	1.00	9.94
Line Items: 5				45.00	1,471.46

Customer Name: C--Karns High School 2403501
Customer #: 391

03771	Towels, Rolled	Georgia Pacific	Custodial	67.00	2,265.85
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	34.00	1,416.78
03780	Trash Bags, 22" X 16" X 58", 100/Box	Kelsan	Custodial	105.00	2,482.20
Line Items: 3				206.00	6,164.83

Customer Name: C--Karns Middle 2403501
Customer #: 395

03771	Towels, Rolled	Georgia Pacific	Custodial	56.00	1,893.62
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	36.00	1,500.12
03780	Trash Bags, 22" X 16" X 58", 100/Box	Kelsan	Custodial	44.00	1,040.16
03785	Trash Bags, Small, 24" X 24", 1000/Case	Kelsan	Custodial	14.00	139.16
Line Items: 4				150.00	4,573.06

Customer Name: C--Lonsdale Elementary 2403501
Customer #: 399

03770	New Toilet Tissue,white bath tissue to replace the old tissue		Custodial	10.00	358.50
03771	Towels, Rolled	Georgia Pacific	Custodial	20.00	676.40
03780	Trash Bags, 22" X 16" X 58", 100/Box	Kelsan	Custodial	25.00	591.00
Line Items: 3				55.00	1,625.90

Customer Name: C--Maynard Elem. 2403501
Customer #: 401

03770	New Toilet Tissue,white bath tissue to replace the old tissue		Custodial	12.00	430.20
03771	Towels, Rolled	Georgia Pacific	Custodial	20.00	675.84
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	3.00	125.01
03780	Trash Bags, 22" X 16" X 58", 100/Box	Kelsan	Custodial	14.00	330.96
03785	Trash Bags, Small, 24" X 24", 1000/Case	Kelsan	Custodial	2.00	19.88

KNOX COUNTY SCHOOLS WAREHOUSE
 Customer Summary Purchase History
 Date between 01/01/2010 and 01/01/2011 And Stock Code between 03770 and
 03785

04/20/2011

Page 10 of 19

Stock Code	Description	Manufacturer	Category	Quantity	Extended
------------	-------------	--------------	----------	----------	----------

Customer Name: C--Maynard Elem. 2403501
Customer #: 401

Line Items: 5	51.00	1,581.89
---------------	-------	----------

Customer Name: C--Mooreland Heights Elem. 2403501
Customer #: 403

03770	New Toilet Tissue,white bath tissue to replace the old tissue		Custodial	9.00	322.65
03771	Towels, Rolled	Georgia Pacific	Custodial	29.00	980.84
03780	Trash Bags, 22" X 16" X 58", 100/Box	Kelsan	Custodial	19.00	449.16
03785	Trash Bags, Small, 24" X 24", 1000/Case	Kelsan	Custodial	2.00	19.88

Line Items: 4	59.00	1,772.53
---------------	-------	----------

Customer Name: C--Mount Olive Elem. 2403501
Customer #: 405

03770	New Toilet Tissue,white bath tissue to replace the old tissue		Custodial	10.00	358.50
03771	Towels, Rolled	Georgia Pacific	Custodial	18.00	608.76
03780	Trash Bags, 22" X 16" X 58", 100/Box	Kelsan	Custodial	13.00	307.32

Line Items: 3	41.00	1,274.58
---------------	-------	----------

Customer Name: C--New Hopewell Elem. 2403501
Customer #: 407

03770	New Toilet Tissue,white bath tissue to replace the old tissue		Custodial	2.00	71.70
03771	Towels, Rolled	Georgia Pacific	Custodial	29.00	980.46
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	4.00	166.68
03780	Trash Bags, 22" X 16" X 58", 100/Box	Kelsan	Custodial	6.00	141.84
03785	Trash Bags, Small, 24" X 24", 1000/Case	Kelsan	Custodial	1.00	9.94

Line Items: 5	42.00	1,370.62
---------------	-------	----------

Customer Name: C--Northwest Middle 2403501
Customer #: 409

03771	Towels, Rolled	Georgia Pacific	Custodial	41.00	1,386.62
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	24.00	1,000.08
03780	Trash Bags, 22" X 16" X 58", 100/Box	Kelsan	Custodial	27.00	638.28
03785	Trash Bags, Small, 24" X 24", 1000/Case	Kelsan	Custodial	8.00	79.52

Line Items: 4	100.00	3,104.50
---------------	--------	----------

Customer Name: C--Norwood Elementary 2403501
Customer #: 411

KNOX COUNTY SCHOOLS WAREHOUSE
 Customer Summary Purchase History
 Date between 01/01/2010 and 01/01/2011 And Stock Code between 03770 and
 03785

04/20/2011

Page 11 of 19

Stock Code	Description	Manufacturer	Category	Quantity	Extended
Customer Name: C--Norwood Elementary 2403501					
Customer #: 411					
03770	New Toilet Tissue,white bath tissue to replace the old tissue		Custodial	13.00	466.05
03771	Towels, Rolled	Georgia Pacific	Custodial	43.00	1,454.50
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	2.00	83.34
03780	Trash Bags, 22" X 16" X 58", 100/Box	Kelsan	Custodial	19.00	449.16
03785	Trash Bags, Small, 24" X 24", 1000/Case	Kelsan	Custodial	8.00	79.52
Line Items: 5				85.00	2,532.57

Customer Name: C--Pleasant Ridge Elem. 2403501					
Customer #: 413					
03770	New Toilet Tissue,white bath tissue to replace the old tissue		Custodial	5.00	179.25
03771	Towels, Rolled	Georgia Pacific	Custodial	32.00	1,082.36
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	9.00	375.03
03780	Trash Bags, 22" X 16" X 58", 100/Box	Kelsan	Custodial	30.00	709.20
03785	Trash Bags, Small, 24" X 24", 1000/Case	Kelsan	Custodial	4.00	39.76
Line Items: 5				80.00	2,385.60

Customer Name: C--Pond Gap Elem. 2403501					
Customer #: 415					
03770	New Toilet Tissue,white bath tissue to replace the old tissue		Custodial	8.00	286.80
03771	Towels, Rolled	Georgia Pacific	Custodial	19.00	642.43
03780	Trash Bags, 22" X 16" X 58", 100/Box	Kelsan	Custodial	24.00	567.36
Line Items: 3				51.00	1,496.59

Customer Name: C--Powell Elementary 2403501					
Customer #: 417					
03770	New Toilet Tissue,white bath tissue to replace the old tissue		Custodial	12.00	430.20
03771	Towels, Rolled	Georgia Pacific	Custodial	75.00	2,536.05
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	14.00	583.38
03780	Trash Bags, 22" X 16" X 58", 100/Box	Kelsan	Custodial	40.00	945.60
Line Items: 4				141.00	4,495.23

Customer Name: C--Powell High School 2403501					
Customer #: 419					
03771	Towels, Rolled	Georgia Pacific	Custodial	56.00	1,893.13
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	28.00	1,166.76
03780	Trash Bags, 22" X 16" X 58", 100/Box	Kelsan	Custodial	45.00	1,063.80

KNOX COUNTY SCHOOLS WAREHOUSE
 Customer Summary Purchase History
 Date between 01/01/2010 and 01/01/2011 And Stock Code between 03770 and
 03785

04/20/2011

Page 12 of 19

Stock Code	Description	Manufacturer	Category	Quantity	Extended
Customer Name: C--Powell High School 2403501					
Customer #: 419					
Line Items: 3				129.00	4,123.69

Customer Name: C--Powell Middle 2403501
Customer #: 421

03771	Towels, Rolled	Georgia Pacific	Custodial	26.00	879.32
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	10.00	416.70
03780	Trash Bags, 22" X 16" X 58", 100/Box	Kelsan	Custodial	10.00	236.40
03785	Trash Bags, Small, 24" X 24", 1000/Case	Kelsan	Custodial	2.00	19.88
Line Items: 4				48.00	1,552.30

Customer Name: C--Richard Yoakley 2403501
Customer #: 423

03770	New Toilet Tissue,white bath tissue to replace the old tissue		Custodial	3.00	107.55
03771	Towels, Rolled	Georgia Pacific	Custodial	6.00	202.86
03780	Trash Bags, 22" X 16" X 58", 100/Box	Kelsan	Custodial	7.00	165.48
03785	Trash Bags, Small, 24" X 24", 1000/Case	Kelsan	Custodial	1.00	9.94
Line Items: 4				17.00	485.83

Customer Name: C--Ridgedale Elem. 2401035
Customer #: 425

03770	New Toilet Tissue,white bath tissue to replace the old tissue		Custodial	6.00	215.10
03771	Towels, Rolled	Georgia Pacific	Custodial	19.00	642.34
03780	Trash Bags, 22" X 16" X 58", 100/Box	Kelsan	Custodial	20.00	472.80
03785	Trash Bags, Small, 24" X 24", 1000/Case	Kelsan	Custodial	4.00	39.76
Line Items: 4				49.00	1,370.00

Customer Name: C--Ritta Elementary 2403501
Customer #: 426

03770	New Toilet Tissue,white bath tissue to replace the old tissue		Custodial	12.00	430.20
03771	Towels, Rolled	Georgia Pacific	Custodial	41.00	1,385.89
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	3.00	125.01
03780	Trash Bags, 22" X 16" X 58", 100/Box	Kelsan	Custodial	29.00	685.56
03785	Trash Bags, Small, 24" X 24", 1000/Case	Kelsan	Custodial	6.00	59.64
Line Items: 5				91.00	2,686.30

Customer Name: C--Rocky Hill Elem. 2403501
Customer #: 428

KNOX COUNTY SCHOOLS WAREHOUSE
 Customer Summary Purchase History
 Date between 01/01/2010 and 01/01/2011 And Stock Code between 03770 and 03785

04/20/2011

Page 13 of 19

Stock Code	Description	Manufacturer	Category	Quantity	Extended
Customer Name: C--Rocky Hill Elem. 2403501					
Customer #: 428					
03770	New Toilet Tissue,white bath tissue to replace the old tissue		Custodial	14.00	501.90
03771	Towels, Rolled	Georgia Pacific	Custodial	42.00	1,419.56
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	5.00	208.35
03780	Trash Bags, 22" X 16" X 58", 100/Box	Kelsan	Custodial	41.00	969.24
Line Items: 4				102.00	3,099.05

Customer Name: C--Sarah Mooore Greene 2403501					
Customer #: 430					
03770	New Toilet Tissue,white bath tissue to replace the old tissue		Custodial	16.00	573.60
03771	Towels, Rolled	Georgia Pacific	Custodial	67.00	2,264.81
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	21.00	875.07
03780	Trash Bags, 22" X 16" X 58", 100/Box	Kelsan	Custodial	56.00	1,323.84
03785	Trash Bags, Small, 24" X 24", 1000/Case	Kelsan	Custodial	5.00	49.70
Line Items: 5				165.00	5,087.02

Customer Name: C--Sequoyah Elementary 2403501					
Customer #: 432					
03770	New Toilet Tissue,white bath tissue to replace the old tissue		Custodial	2.00	71.70
03771	Towels, Rolled	Georgia Pacific	Custodial	27.00	913.14
03780	Trash Bags, 22" X 16" X 58", 100/Box	Kelsan	Custodial	14.00	330.96
Line Items: 3				43.00	1,315.80

Customer Name: C--Shannondale Elementary 2403501					
Customer #: 434					
03770	New Toilet Tissue,white bath tissue to replace the old tissue		Custodial	13.00	466.05
03771	Towels, Rolled	Georgia Pacific	Custodial	24.00	811.50
03780	Trash Bags, 22" X 16" X 58", 100/Box	Kelsan	Custodial	12.00	283.68
03785	Trash Bags, Small, 24" X 24", 1000/Case	Kelsan	Custodial	3.00	29.82
Line Items: 4				52.00	1,591.05

Customer Name: C--South Doyle High 2403501					
Customer #: 436					
03771	Towels, Rolled	Georgia Pacific	Custodial	80.00	2,705.87
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	27.00	1,125.09
03780	Trash Bags, 22" X 16" X 58", 100/Box	Kelsan	Custodial	75.00	1,773.00
03785	Trash Bags, Small, 24" X 24", 1000/Case	Kelsan	Custodial	7.00	69.58

KNOX COUNTY SCHOOLS WAREHOUSE
 Customer Summary Purchase History
 Date between 01/01/2010 and 01/01/2011 And Stock Code between 03770 and
 03785

04/20/2011

Page 14 of 19

Stock Code	Description	Manufacturer	Category	Quantity	Extended
Customer Name: C--South Doyle High 2403501					
Customer #: 436					
Line Items: 4				189.00	5,673.54

Customer Name: C--South Doyle Mid. 2403501
Customer #: 438

03771	Towels, Rolled	Georgia Pacific	Custodial	46.00	1,554.84
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	21.00	875.07
03780	Trash Bags, 22" X 16" X 58", 100/Box	Kelsan	Custodial	44.00	1,040.16
03785	Trash Bags, Small, 24" X 24", 1000/Case	Kelsan	Custodial	14.00	139.16
Line Items: 4				125.00	3,609.23

Customer Name: C--South Knoxville Elem. 2403501
Customer #: 440

03770	New Toilet Tissue,white bath tissue to replace the old tissue		Custodial	2.00	71.70
03771	Towels, Rolled	Georgia Pacific	Custodial	12.00	405.81
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	2.00	83.34
03780	Trash Bags, 22" X 16" X 58", 100/Box	Kelsan	Custodial	15.00	354.60
03785	Trash Bags, Small, 24" X 24", 1000/Case	Kelsan	Custodial	7.00	69.58
Line Items: 5				38.00	985.03

Customer Name: C--Spring Hill Elem. 2403501
Customer #: 442

03770	New Toilet Tissue,white bath tissue to replace the old tissue		Custodial	16.00	573.60
03771	Towels, Rolled	Georgia Pacific	Custodial	36.00	1,216.71
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	3.00	125.01
03780	Trash Bags, 22" X 16" X 58", 100/Box	Kelsan	Custodial	22.00	520.08
03785	Trash Bags, Small, 24" X 24", 1000/Case	Kelsan	Custodial	2.00	19.88
Line Items: 5				79.00	2,455.28

Customer Name: C--Sterchi Elementary 2403501
Customer #: 444

03770	New Toilet Tissue,white bath tissue to replace the old tissue		Custodial	11.00	394.35
03771	Towels, Rolled	Georgia Pacific	Custodial	31.00	1,048.24
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	1.00	41.67
03780	Trash Bags, 22" X 16" X 58", 100/Box	Kelsan	Custodial	18.00	425.52
03785	Trash Bags, Small, 24" X 24", 1000/Case	Kelsan	Custodial	2.00	19.88
Line Items: 5				63.00	1,929.66

KNOX COUNTY SCHOOLS WAREHOUSE
 Customer Summary Purchase History
 Date between 01/01/2010 and 01/01/2011 And Stock Code between 03770 and
 03785

04/20/2011

Page 15 of 19

Stock Code	Description	Manufacturer	Category	Quantity	Extended
Customer Name: C--Sunnyview Primary 2401043					
Customer #: 446					
03770	New Toilet Tissue,white bath tissue to replace the old tissue		Custodial	8.00	286.80
03771	Towels, Rolled	Georgia Pacific	Custodial	30.00	1,014.28
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	3.00	125.01
03780	Trash Bags, 22" X 16" X 58", 100/Box	Kelsan	Custodial	7.00	165.48
Line Items: 4				48.00	1,591.57

Customer Name: C--Vine Middle School 2403501
Customer #: 448

03771	Towels, Rolled	Georgia Pacific	Custodial	30.00	1,014.30
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	18.00	750.06
03780	Trash Bags, 22" X 16" X 58", 100/Box	Kelsan	Custodial	23.00	543.72
03785	Trash Bags, Small, 24" X 24", 1000/Case	Kelsan	Custodial	4.00	39.76
Line Items: 4				75.00	2,347.84

Customer Name: C--West Haven Elem. 2403501
Customer #: 450

03770	New Toilet Tissue,white bath tissue to replace the old tissue		Custodial	2.00	71.70
03771	Towels, Rolled	Georgia Pacific	Custodial	22.00	743.98
03780	Trash Bags, 22" X 16" X 58", 100/Box	Kelsan	Custodial	16.00	378.24
Line Items: 3				40.00	1,193.92

Customer Name: C--West High School 2403501
Customer #: 452

03771	Towels, Rolled	Georgia Pacific	Custodial	55.00	1,860.61
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	23.00	958.41
03780	Trash Bags, 22" X 16" X 58", 100/Box	Kelsan	Custodial	71.00	1,678.44
03785	Trash Bags, Small, 24" X 24", 1000/Case	Kelsan	Custodial	7.00	69.58
Line Items: 4				156.00	4,567.04

Customer Name: C--West Hills Elem. 2403501
Customer #: 454

03770	New Toilet Tissue,white bath tissue to replace the old tissue		Custodial	9.00	322.65
03771	Towels, Rolled	Georgia Pacific	Custodial	64.00	2,164.30
03780	Trash Bags, 22" X 16" X 58", 100/Box	Kelsan	Custodial	27.00	638.28
Line Items: 3				100.00	3,125.23

KNOX COUNTY SCHOOLS WAREHOUSE
 Customer Summary Purchase History
 Date between 01/01/2010 and 01/01/2011 And Stock Code between 03770 and 03785

04/20/2011

Page 16 of 19

Stock Code	Description	Manufacturer	Category	Quantity	Extended
Customer Name: C--West Valley Middle 2403501					
Customer #: 456					
03771	Towels, Rolled	Georgia Pacific	Custodial	54.00	1,824.43
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	16.00	666.72
03780	Trash Bags, 22" X 16" X 58", 100/Box	Kelsan	Custodial	31.00	732.84
03785	Trash Bags, Small, 24" X 24", 1000/Case	Kelsan	Custodial	7.00	69.58
Line Items: 4				108.00	3,293.57

Customer Name: C--West View Elem. 2403501
Customer #: 458

03770	New Toilet Tissue,white bath tissue to replace the old tissue		Custodial	20.00	717.00
03771	Towels, Rolled	Georgia Pacific	Custodial	20.00	675.92
03780	Trash Bags, 22" X 16" X 58", 100/Box	Kelsan	Custodial	15.00	354.60
03785	Trash Bags, Small, 24" X 24", 1000/Case	Kelsan	Custodial	4.00	39.76
Line Items: 4				59.00	1,787.28

Customer Name: C--Whittle Springs Mid. 2403501
Customer #: 460

03771	Towels, Rolled	Georgia Pacific	Custodial	18.00	608.76
03780	Trash Bags, 22" X 16" X 58", 100/Box	Kelsan	Custodial	16.00	378.24
03785	Trash Bags, Small, 24" X 24", 1000/Case	Kelsan	Custodial	3.00	29.82
Line Items: 3				37.00	1,016.82

Customer Name: C--Sam E Hill 2403501
Customer #: 463

03770	New Toilet Tissue,white bath tissue to replace the old tissue		Custodial	5.00	179.25
03771	Towels, Rolled	Georgia Pacific	Custodial	22.00	743.63
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	4.00	166.68
03780	Trash Bags, 22" X 16" X 58", 100/Box	Kelsan	Custodial	4.00	94.56
03785	Trash Bags, Small, 24" X 24", 1000/Case	Kelsan	Custodial	3.00	29.82
Line Items: 5				38.00	1,213.94

Customer Name: C--Beaumont Elementary, 2403501-0022-94350000
Customer #: 464

03770	New Toilet Tissue,white bath tissue to replace the old tissue		Custodial	28.00	1,003.80
03771	Towels, Rolled	Georgia Pacific	Custodial	35.00	1,183.79
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	6.00	250.02
03780	Trash Bags, 22" X 16" X 58", 100/Box	Kelsan	Custodial	30.00	709.20

KNOX COUNTY SCHOOLS WAREHOUSE
 Customer Summary Purchase History
 Date between 01/01/2010 and 01/01/2011 And Stock Code between 03770 and
 03785

04/20/2011

Page 17 of 19

Stock Code	Description	Manufacturer	Category	Quantity	Extended
------------	-------------	--------------	----------	----------	----------

Customer Name: C--Beaumont Elementary, 2403501-0022-94350000
Customer #: 464

Line Items: 4	99.00	3,146.81
---------------	-------	----------

Customer Name: C--Adrian Burnett Elem. 2403501
Customer #: 466

03770	New Toilet Tissue,white bath tissue to replace the old tissue		Custodial	9.00	322.65
03771	Towels, Rolled	Georgia Pacific	Custodial	45.00	1,520.88
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	4.00	166.68
03780	Trash Bags, 22" X 16" X 58", 100/Box	Kelsan	Custodial	31.00	732.84
03785	Trash Bags, Small, 24" X 24", 1000/Case	Kelsan	Custodial	4.00	39.76

Line Items: 5	93.00	2,782.81
---------------	-------	----------

Customer Name: C--Fort Sanders Edu. 2403501
Customer #: 477

03771	Towels, Rolled	Georgia Pacific	Custodial	16.00	540.74
03780	Trash Bags, 22" X 16" X 58", 100/Box	Kelsan	Custodial	13.00	307.32

Line Items: 2	29.00	848.06
---------------	-------	--------

Customer Name: C--School Main. 5 th. Ave., 2403501-2100-94350000
Customer #: 481

03771	Towels, Rolled	Georgia Pacific	Custodial	12.00	405.40
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	6.00	250.02
03780	Trash Bags, 22" X 16" X 58", 100/Box	Kelsan	Custodial	27.00	638.28

Line Items: 3	45.00	1,293.70
---------------	-------	----------

Customer Name: C--LINCOLN PARK EVENING 2403501
Customer #: 489

03770	New Toilet Tissue,white bath tissue to replace the old tissue		Custodial	3.00	107.55
-------	--	--	-----------	------	--------

Line Items: 1	3.00	107.55
---------------	------	--------

Customer Name: C--Knoxville Adaptive Edu. Center2403501
Customer #: 496

03770	New Toilet Tissue,white bath tissue to replace the old tissue		Custodial	8.00	286.80
03780	Trash Bags, 22" X 16" X 58", 100/Box	Kelsan	Custodial	13.00	307.32
03785	Trash Bags, Small, 24" X 24", 1000/Case	Kelsan	Custodial	8.00	79.52

KNOX COUNTY SCHOOLS WAREHOUSE
 Customer Summary Purchase History
 Date between 01/01/2010 and 01/01/2011 And Stock Code between 03770 and
 03785

04/20/2011

Page 18 of 19

Stock Code	Description	Manufacturer	Category	Quantity	Extended
------------	-------------	--------------	----------	----------	----------

Customer Name: C--Knoxville Adaptive Edu. Center2403501
Customer #: 496

Line Items: 3	29.00	673.64
---------------	-------	--------

Customer Name: C--Fair Garden 2403501
Customer #: 498

03770	New Toilet Tissue,white bath tissue to replace the old tissue		Custodial	10.00	358.50
03771	Towels, Rolled	Georgia Pacific	Custodial	20.00	676.40
03780	Trash Bags, 22" X 16" X 58", 100/Box	Kelsan	Custodial	9.00	212.76
03785	Trash Bags, Small, 24" X 24", 1000/Case	Kelsan	Custodial	4.00	39.76
Line Items: 4				43.00	1,287.42

Customer Name: C--Bonny Kate Elem. 2403501
Customer #: 499

03770	New Toilet Tissue,white bath tissue to replace the old tissue		Custodial	10.00	358.50
03771	Towels, Rolled	Georgia Pacific	Custodial	41.00	1,385.71
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	2.00	83.34
03780	Trash Bags, 22" X 16" X 58", 100/Box	Kelsan	Custodial	11.00	260.04
Line Items: 4				64.00	2,087.59

Customer Name: C--Farragut Primary 2403501
Customer #: 535

03770	New Toilet Tissue,white bath tissue to replace the old tissue		Custodial	24.00	860.40
03771	Towels, Rolled	Georgia Pacific	Custodial	68.00	2,298.77
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	8.00	333.36
03780	Trash Bags, 22" X 16" X 58", 100/Box	Kelsan	Custodial	38.00	898.32
Line Items: 4				138.00	4,390.85

Customer Name: C--Karns Elementary 2403501
Customer #: 575

03770	New Toilet Tissue,white bath tissue to replace the old tissue		Custodial	27.00	967.95
03771	Towels, Rolled	Georgia Pacific	Custodial	77.00	2,603.90
03780	Trash Bags, 22" X 16" X 58", 100/Box	Kelsan	Custodial	60.00	1,418.40
03785	Trash Bags, Small, 24" X 24", 1000/Case	Kelsan	Custodial	5.00	49.70
Line Items: 4				169.00	5,039.95

Customer Name: C--Historic Knoxville High 2403501
Customer #: 593

KNOX COUNTY SCHOOLS WAREHOUSE
 Customer Summary Purchase History
 Date between 01/01/2010 and 01/01/2011 And Stock Code between 03770 and
 03785

04/20/2011

Page 19 of 19

Stock Code	Description	Manufacturer	Category	Quantity	Extended
Customer Name: C--Historic Knoxville High 2403501					
Customer #: 593					
03771	Towels, Rolled	Georgia Pacific	Custodial	12.00	405.81
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	6.00	250.02
03780	Trash Bags, 22" X 16" X 58", 100/Box	Kelsan	Custodial	6.00	141.84
03785	Trash Bags, Small, 24" X 24", 1000/Case	Kelsan	Custodial	4.00	39.76
Line Items: 4				28.00	837.43
Customer Name: C--Sarah Simson PDTC 2403501					
Customer #: 600					
03770	New Toilet Tissue,white bath tissue to replace the old tissue		Custodial	6.00	215.10
03771	Towels, Rolled	Georgia Pacific	Custodial	11.00	371.90
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	3.00	125.01
03780	Trash Bags, 22" X 16" X 58", 100/Box	Kelsan	Custodial	14.00	330.96
Line Items: 4				34.00	1,042.97
Customer Name: C--Amherst Elementary 2403501					
Customer #: 605					
03770	New Toilet Tissue,white bath tissue to replace the old tissue		Custodial	21.00	752.85
03771	Towels, Rolled	Georgia Pacific	Custodial	34.00	1,149.82
03780	Trash Bags, 22" X 16" X 58", 100/Box	Kelsan	Custodial	26.00	614.64
Line Items: 3				81.00	2,517.31
Customer Name: C--Hardin Valley Academy 2403501					
Customer #: 688					
03771	Towels, Rolled	Georgia Pacific	Custodial	101.00	3,416.00
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	50.00	2,083.50
03780	Trash Bags, 22" X 16" X 58", 100/Box	Kelsan	Custodial	70.00	1,654.80
03785	Trash Bags, Small, 24" X 24", 1000/Case	Kelsan	Custodial	7.00	69.58
Line Items: 4				228.00	7,223.88
				8,461.00	258,871.59

KNOX COUNTY SCHOOLS WAREHOUSE
 Customer Summary Purchase History
 Date between 01/01/2010 and 01/01/2011 And Stock Code between 4400 and
 4415

04/20/2011

Page 1 of 6

Stock Code	Description	Manufacturer	Category	Quantity	Extended
Customer Name: C--A.L. Lotts Elementary 2403501, 0066694350					
Customer #: 298					
4415	Creme Cleanser, Quart Bottle	Kelsan	Custodial	12.00	19.80
	Line Items: 1			12.00	19.80
Customer Name: C--Austin-East High 2403501, 000994350000					
Customer #: 301					
4415	Creme Cleanser, Quart Bottle	Kelsan	Custodial	2.00	3.30
	Line Items: 1			2.00	3.30
Customer Name: C--Bearden Middle School 2403501					
Customer #: 310					
4415	Creme Cleanser, Quart Bottle	Kelsan	Custodial	12.00	19.80
	Line Items: 1			12.00	19.80
Customer Name: C--Blue Grass Elem. 2403501					
Customer #: 321					
4415	Creme Cleanser, Quart Bottle	Kelsan	Custodial	8.00	13.20
	Line Items: 1			8.00	13.20
Customer Name: C--Carter Middle 3403501					
Customer #: 328					
4415	Creme Cleanser, Quart Bottle	Kelsan	Custodial	2.00	3.30
	Line Items: 1			2.00	3.30
Customer Name: C--Copper Ridge Elementary 2403501					
Customer #: 344					
4401	Window Squeegee, 10"	Rubbermaid	Custodial	2.00	3.60
	Line Items: 1			2.00	3.60
Customer Name: C--Corryton Elementary 2403501					
Customer #: 346					
4415	Creme Cleanser, Quart Bottle	Kelsan	Custodial	3.00	4.95

KNOX COUNTY SCHOOLS WAREHOUSE
 Customer Summary Purchase History
 Date between 01/01/2010 and 01/01/2011 And Stock Code between 4400 and 4415

04/20/2011

Page 2 of 6

Stock Code	Description	Manufacturer	Category	Quantity	Extended
------------	-------------	--------------	----------	----------	----------

Customer Name: C--Corryton Elementary 2403501
Customer #: 346

Line Items: 1				3.00	4.95
---------------	--	--	--	------	------

Customer Name: C--Dogwood Elementary, 2403501-0059-94350000
Customer #: 348

4415	Creme Cleanser, Quart Bottle	Kelsan	Custodial	6.00	9.90
Line Items: 1				6.00	9.90

Customer Name: C--East Knox County Elem. 2403501
Customer #: 350

4415	Creme Cleanser, Quart Bottle	Kelsan	Custodial	6.00	9.90
Line Items: 1				6.00	9.90

Customer Name: C--Farragut High 2403501
Customer #: 355

4401	Window Squeegee, 10"	Rubbermaid	Custodial	4.00	7.20
4415	Creme Cleanser, Quart Bottle	Kelsan	Custodial	4.00	6.60
Line Items: 2				8.00	13.80

Customer Name: C--Fountain City Elem. 2403501
Customer #: 363

4401	Window Squeegee, 10"	Rubbermaid	Custodial	2.00	3.60
4415	Creme Cleanser, Quart Bottle	Kelsan	Custodial	4.00	6.60
Line Items: 2				6.00	10.20

Customer Name: C--Gibbs High School 2403501
Customer #: 371

4401	Window Squeegee, 10"	Rubbermaid	Custodial	4.00	7.20
Line Items: 1				4.00	7.20

Customer Name: C--Green Elementary 2403501
Customer #: 373

4415	Creme Cleanser, Quart Bottle	Kelsan	Custodial	10.00	16.50
------	------------------------------	--------	-----------	-------	-------

KNOX COUNTY SCHOOLS WAREHOUSE
 Customer Summary Purchase History
 Date between 01/01/2010 and 01/01/2011 And Stock Code between 4400 and 4415

04/20/2011

Page 3 of 6

Stock Code	Description	Manufacturer	Category	Quantity	Extended
Customer Name: C--Green Elementary 2403501					
Customer #: 373					
Line Items: 1				10.00	16.50
Customer Name: C--Karns Middle 2403501					
Customer #: 395					
4415	Creme Cleanser, Quart Bottle	Kelsan	Custodial	6.00	9.90
Line Items: 1				6.00	9.90
Customer Name: C--Lonsdale Elementary 2403501					
Customer #: 399					
4401	Window Squeegee, 10"	Rubbermaid	Custodial	2.00	3.60
Line Items: 1				2.00	3.60
Customer Name: C--Maynard Elem. 2403501					
Customer #: 401					
4401	Window Squeegee, 10"	Rubbermaid	Custodial	6.00	10.80
Line Items: 1				6.00	10.80
Customer Name: C--Mount Olive Elem. 2403501					
Customer #: 405					
4415	Creme Cleanser, Quart Bottle	Kelsan	Custodial	2.00	3.30
Line Items: 1				2.00	3.30
Customer Name: C--Northwest Middle 2403501					
Customer #: 409					
4415	Creme Cleanser, Quart Bottle	Kelsan	Custodial	16.00	26.40
Line Items: 1				16.00	26.40
Customer Name: C--Pleasant Ridge Elem. 2403501					
Customer #: 413					
4415	Creme Cleanser, Quart Bottle	Kelsan	Custodial	6.00	9.90
Line Items: 1				6.00	9.90

KNOX COUNTY SCHOOLS WAREHOUSE
 Customer Summary Purchase History
 Date between 01/01/2010 and 01/01/2011 And Stock Code between 4400 and
 4415

04/20/2011

Page 4 of 6

Stock Code	Description	Manufacturer	Category	Quantity	Extended
Customer Name: C--Pond Gap Elem. 2403501					
Customer #: 415					
4401	Window Squeegee, 10"	Rubbermaid	Custodial	3.00	5.40
4415	Creme Cleanser, Quart Bottle	Kelsan	Custodial	4.00	6.60
Line Items: 2				7.00	12.00
Customer Name: C--Powell High School 2403501					
Customer #: 419					
4415	Creme Cleanser, Quart Bottle	Kelsan	Custodial	27.00	44.55
Line Items: 1				27.00	44.55
Customer Name: C--Powell Middle 2403501					
Customer #: 421					
4415	Creme Cleanser, Quart Bottle	Kelsan	Custodial	12.00	19.80
Line Items: 1				12.00	19.80
Customer Name: C--Ritta Elementary 2403501					
Customer #: 426					
4401	Window Squeegee, 10"	Rubbermaid	Custodial	1.00	1.80
Line Items: 1				1.00	1.80
Customer Name: C--Shannondale Elementary 2403501					
Customer #: 434					
4415	Creme Cleanser, Quart Bottle	Kelsan	Custodial	2.00	3.30
Line Items: 1				2.00	3.30
Customer Name: C--South Doyle High 2403501					
Customer #: 436					
4415	Creme Cleanser, Quart Bottle	Kelsan	Custodial	6.00	9.90
Line Items: 1				6.00	9.90
Customer Name: C--Spring Hill Elem. 2403501					
Customer #: 442					
4415	Creme Cleanser, Quart Bottle	Kelsan	Custodial	12.00	19.80

KNOX COUNTY SCHOOLS WAREHOUSE
 Customer Summary Purchase History
 Date between 01/01/2010 and 01/01/2011 And Stock Code between 4400 and
 4415

04/20/2011

Page 5 of 6

Stock Code	Description	Manufacturer	Category	Quantity	Extended
Customer Name: C--Spring Hill Elem. 2403501					
Customer #: 442					
Line Items: 1				12.00	19.80
Customer Name: C--Sunnyview Primary 2401043					
Customer #: 446					
4415	Creme Cleanser, Quart Bottle	Kelsan	Custodial	3.00	4.95
Line Items: 1				3.00	4.95
Customer Name: C--West Hills Elem. 2403501					
Customer #: 454					
4401	Window Squeegee, 10"	Rubbermaid	Custodial	3.00	5.40
Line Items: 1				3.00	5.40
Customer Name: C--West Valley Middle 2403501					
Customer #: 456					
4415	Creme Cleanser, Quart Bottle	Kelsan	Custodial	10.00	16.50
Line Items: 1				10.00	16.50
Customer Name: C--Beaumont Elementary, 2403501-0022-94350000					
Customer #: 464					
4401	Window Squeegee, 10"	Rubbermaid	Custodial	7.00	12.60
Line Items: 1				7.00	12.60
Customer Name: C--School Main. 5 th. Ave., 2403501-2100-94350000					
Customer #: 481					
4401	Window Squeegee, 10"	Rubbermaid	Custodial	1.00	1.80
Line Items: 1				1.00	1.80
Customer Name: C--Amherst Elementary 2403501					
Customer #: 605					
4401	Window Squeegee, 10"	Rubbermaid	Custodial	2.00	3.60
4415	Creme Cleanser, Quart Bottle	Kelsan	Custodial	4.00	6.60

KNOX COUNTY SCHOOLS WAREHOUSE
Customer Summary Purchase History
Date between 01/01/2010 and 01/01/2011 And Stock Code between 4400 and
4415

04/20/2011

Page 6 of 6

Stock Code	Description	Manufacturer	Category	Quantity	Extended
------------	-------------	--------------	----------	----------	----------

Customer Name: C--Amherst Elementary 2403501

Customer #: 605

Line Items: 2

6.00 10.20

216.00 361.95

KNOX COUNTY SCHOOLS WAREHOUSE
 Customer Summary Purchase History
 Date between 01/01/2010 and 01/01/2011 And Stock Code between 4185 and
 4213

04/20/2011

Page 1 of 5

Stock Code	Description	Manufacturer	Category	Quantity	Extended
Customer Name: C--Bearden High 2403501					
Customer #: 307					
4213	Red Z, Vomit Control, 11 Ounce Bottle	Safetec	Custodial	6.00	39.36
Line Items: 1				6.00	39.36
Customer Name: C--Bearden Middle School 2403501					
Customer #: 310					
4213	Red Z, Vomit Control, 11 Ounce Bottle	Safetec	Custodial	8.00	52.48
Line Items: 1				8.00	52.48
Customer Name: C--Copper Ridge Elementary 2403501					
Customer #: 344					
4213	Red Z, Vomit Control, 11 Ounce Bottle	Safetec	Custodial	30.00	196.80
Line Items: 1				30.00	196.80
Customer Name: C--Corryton Elementary 2403501					
Customer #: 346					
4213	Red Z, Vomit Control, 11 Ounce Bottle	Safetec	Custodial	6.00	39.36
Line Items: 1				6.00	39.36
Customer Name: C--East Knox County Elem. 2403501					
Customer #: 350					
4213	Red Z, Vomit Control, 11 Ounce Bottle	Safetec	Custodial	3.00	19.68
Line Items: 1				3.00	19.68
Customer Name: C--Farragut Inter. 2403501					
Customer #: 357					
4213	Red Z, Vomit Control, 11 Ounce Bottle	Safetec	Custodial	18.00	118.08
Line Items: 1				18.00	118.08
Customer Name: C--Farragut Middle 2403501					
Customer #: 359					
4213	Red Z, Vomit Control, 11 Ounce Bottle	Safetec	Custodial	22.00	144.32

KNOX COUNTY SCHOOLS WAREHOUSE
 Customer Summary Purchase History
 Date between 01/01/2010 and 01/01/2011 And Stock Code between 4185 and
 4213

04/20/2011

Page 2 of 5

Stock Code	Description	Manufacturer	Category	Quantity	Extended
Customer Name: C--Farragut Middle 2403501					
Customer #: 359					
Line Items: 1				22.00	144.32
Customer Name: C--Fountain City Elem. 2403501					
Customer #: 363					
4213	Red Z, Vomit Control, 11 Ounce Bottle	Safetec	Custodial	6.00	39.36
Line Items: 1				6.00	39.36
Customer Name: C--Green Elementary 2403501					
Customer #: 373					
4213	Red Z, Vomit Control, 11 Ounce Bottle	Safetec	Custodial	22.00	144.32
Line Items: 1				22.00	144.32
Customer Name: C--Inskip Elementary 2403501					
Customer #: 387					
4213	Red Z, Vomit Control, 11 Ounce Bottle	Safetec	Custodial	8.00	52.48
Line Items: 1				8.00	52.48
Customer Name: C--Karns Middle 2403501					
Customer #: 395					
4213	Red Z, Vomit Control, 11 Ounce Bottle	Safetec	Custodial	20.00	131.20
Line Items: 1				20.00	131.20
Customer Name: C--Northwest Middle 2403501					
Customer #: 409					
4213	Red Z, Vomit Control, 11 Ounce Bottle	Safetec	Custodial	10.00	65.60
Line Items: 1				10.00	65.60
Customer Name: C--Pleasant Ridge Elem. 2403501					
Customer #: 413					
4213	Red Z, Vomit Control, 11 Ounce Bottle	Safetec	Custodial	10.00	65.60
Line Items: 1				10.00	65.60

KNOX COUNTY SCHOOLS WAREHOUSE
 Customer Summary Purchase History
 Date between 01/01/2010 and 01/01/2011 And Stock Code between 4185 and
 4213

04/20/2011

Page 3 of 5

Stock Code	Description	Manufacturer	Category	Quantity	Extended
Customer Name: C--Pond Gap Elem. 2403501					
Customer #: 415					
4213	Red Z, Vomit Control, 11 Ounce Bottle	Safetec	Custodial	8.00	52.48
	Line Items: 1			8.00	52.48
Customer Name: C--Powell High School 2403501					
Customer #: 419					
4213	Red Z, Vomit Control, 11 Ounce Bottle	Safetec	Custodial	5.00	32.80
	Line Items: 1			5.00	32.80
Customer Name: C--Powell Middle 2403501					
Customer #: 421					
4213	Red Z, Vomit Control, 11 Ounce Bottle	Safetec	Custodial	24.00	157.44
	Line Items: 1			24.00	157.44
Customer Name: C--Ridgedale Elem. 2401035					
Customer #: 425					
4213	Red Z, Vomit Control, 11 Ounce Bottle	Safetec	Custodial	12.00	78.72
	Line Items: 1			12.00	78.72
Customer Name: C--Rocky Hill Elem. 2403501					
Customer #: 428					
4213	Red Z, Vomit Control, 11 Ounce Bottle	Safetec	Custodial	5.00	32.80
	Line Items: 1			5.00	32.80
Customer Name: C--Sarah Mooore Greene 2403501					
Customer #: 430					
4213	Red Z, Vomit Control, 11 Ounce Bottle	Safetec	Custodial	8.00	52.48
	Line Items: 1			8.00	52.48
Customer Name: C--Sequoyah Elementary 2403501					
Customer #: 432					
4213	Red Z, Vomit Control, 11 Ounce Bottle	Safetec	Custodial	9.00	59.04

KNOX COUNTY SCHOOLS WAREHOUSE
 Customer Summary Purchase History
 Date between 01/01/2010 and 01/01/2011 And Stock Code between 4185 and
 4213

04/20/2011

Page 4 of 5

Stock Code	Description	Manufacturer	Category	Quantity	Extended
Customer Name: C--Sequoyah Elementary 2403501					
Customer #: 432					
Line Items: 1				9.00	59.04
Customer Name: C--Spring Hill Elem. 2403501					
Customer #: 442					
4213	Red Z, Vomit Control, 11 Ounce Bottle	Safetec	Custodial	4.00	26.24
Line Items: 1				4.00	26.24
Customer Name: C--Sterchi Elementary 2403501					
Customer #: 444					
4213	Red Z, Vomit Control, 11 Ounce Bottle	Safetec	Custodial	6.00	39.36
Line Items: 1				6.00	39.36
Customer Name: C--West Hills Elem. 2403501					
Customer #: 454					
4213	Red Z, Vomit Control, 11 Ounce Bottle	Safetec	Custodial	10.00	65.60
Line Items: 1				10.00	65.60
Customer Name: C--Beaumont Elementary, 2403501-0022-94350000					
Customer #: 464					
4213	Red Z, Vomit Control, 11 Ounce Bottle	Safetec	Custodial	10.00	65.60
Line Items: 1				10.00	65.60
Customer Name: C--Fort Sanders Edu. 2403501					
Customer #: 477					
4213	Red Z, Vomit Control, 11 Ounce Bottle	Safetec	Custodial	12.00	78.72
Line Items: 1				12.00	78.72
Customer Name: C--Knoxville Adaptive Edu. Center2403501					
Customer #: 496					
4213	Red Z, Vomit Control, 11 Ounce Bottle	Safetec	Custodial	5.00	32.80
Line Items: 1				5.00	32.80

KNOX COUNTY SCHOOLS WAREHOUSE
 Customer Summary Purchase History
 Date between 01/01/2010 and 01/01/2011 And Stock Code between 4185 and
 4213

04/20/2011

Page 5 of 5

Stock Code	Description	Manufacturer	Category	Quantity	Extended
Customer Name: C--Fair Garden 2403501					
Customer #: 498					
4213	Red Z, Vomit Control, 11 Ounce Bottle	Safetec	Custodial	12.00	78.72
Line Items: 1				12.00	78.72
Customer Name: C--Amherst Elementary 2403501					
Customer #: 605					
4213	Red Z, Vomit Control, 11 Ounce Bottle	Safetec	Custodial	5.00	32.80
Line Items: 1				5.00	32.80
				304.00	1,994.24

KNOX COUNTY SCHOOLS WAREHOUSE
 Customer Summary Purchase History
 Date between 01/01/2010 and 01/01/2011 And Stock Code between 04110 and
 04160

04/20/2011

Page 1 of 14

Stock Code	Description	Manufacturer	Category	Quantity	Extended
Customer Name: C--A.L. Lotts Elementary 2403501, 0066694350					
Customer #: 298					
04160	Johnson Softcare Antiseptic Skin Soap	S.C. Johnson	Custodial	192.00	401.28
Line Items: 1				192.00	401.28
Customer Name: C--Austin-East High 2403501, 000994350000					
Customer #: 301					
04110	Rock Salt for Ice, 50 Pound Bag	Cargill Inc.	Custodial	4.00	17.12
04160	Johnson Softcare Antiseptic Skin Soap	S.C. Johnson	Custodial	96.00	200.64
Line Items: 2				100.00	217.76
Customer Name: C--Ball Camp Elem. 2403501					
Customer #: 303					
04160	Johnson Softcare Antiseptic Skin Soap	S.C. Johnson	Custodial	120.00	250.80
Line Items: 1				120.00	250.80
Customer Name: C--Bearden Elementary 2403501					
Customer #: 305					
04160	Johnson Softcare Antiseptic Skin Soap	S.C. Johnson	Custodial	1.00	2.09
Line Items: 1				1.00	2.09
Customer Name: C--Bearden High 2403501					
Customer #: 307					
04160	Johnson Softcare Antiseptic Skin Soap	S.C. Johnson	Custodial	144.00	300.96
Line Items: 1				144.00	300.96
Customer Name: C--Bearden Middle School 2403501					
Customer #: 310					
04160	Johnson Softcare Antiseptic Skin Soap	S.C. Johnson	Custodial	168.00	351.12
Line Items: 1				168.00	351.12
Customer Name: C--Belle Morris Elem. 2403501					
Customer #: 314					
04160	Johnson Softcare Antiseptic Skin Soap	S.C. Johnson	Custodial	72.00	150.48

KNOX COUNTY SCHOOLS WAREHOUSE
 Customer Summary Purchase History
 Date between 01/01/2010 and 01/01/2011 And Stock Code between 04110 and
 04160

04/20/2011

Page 2 of 14

Stock Code	Description	Manufacturer	Category	Quantity	Extended
Customer Name: C--Belle Morris Elem. 2403501					
Customer #: 314					
Line Items: 1				72.00	150.48
Customer Name: C--Blue Grass Elem. 2403501					
Customer #: 321					
04160	Johnson Softcare Antiseptic Skin Soap	S.C. Johnson	Custodial	348.00	727.32
Line Items: 1				348.00	727.32
Customer Name: C--Brickey Elementary 2403501					
Customer #: 322					
04160	Johnson Softcare Antiseptic Skin Soap	S.C. Johnson	Custodial	204.00	426.36
Line Items: 1				204.00	426.36
Customer Name: C--Carter Elem. 2403501					
Customer #: 324					
04160	Johnson Softcare Antiseptic Skin Soap	S.C. Johnson	Custodial	180.00	376.20
Line Items: 1				180.00	376.20
Customer Name: C--Carter High School 2403501					
Customer #: 326					
04110	Rock Salt for Ice, 50 Pound Bag	Cargill Inc.	Custodial	2.00	8.56
04160	Johnson Softcare Antiseptic Skin Soap	S.C. Johnson	Custodial	108.00	225.72
Line Items: 2				110.00	234.28
Customer Name: C--Carter Middle 3403501					
Customer #: 328					
04160	Johnson Softcare Antiseptic Skin Soap	S.C. Johnson	Custodial	132.00	275.88
Line Items: 1				132.00	275.88
Customer Name: C--Cedar Bluff Middle 2403501					
Customer #: 331					
04160	Johnson Softcare Antiseptic Skin Soap	S.C. Johnson	Custodial	72.00	150.48

KNOX COUNTY SCHOOLS WAREHOUSE
 Customer Summary Purchase History
 Date between 01/01/2010 and 01/01/2011 And Stock Code between 04110 and
 04160

04/20/2011

Page 3 of 14

Stock Code	Description	Manufacturer	Category	Quantity	Extended
Customer Name: C--Cedar Bluff Middle 2403501					
Customer #: 331					
Line Items: 1				72.00	150.48
Customer Name: C--Cedar Bluff Elementary 2403501					
Customer #: 333					
04160	Johnson Softcare Antiseptic Skin Soap	S.C. Johnson	Custodial	312.00	652.08
Line Items: 1				312.00	652.08
Customer Name: C--Central High School, 2403501-0047-94350000					
Customer #: 338					
04160	Johnson Softcare Antiseptic Skin Soap	S.C. Johnson	Custodial	120.00	250.80
Line Items: 1				120.00	250.80
Customer Name: C--Chilhowee Inter. 2401043					
Customer #: 340					
04160	Johnson Softcare Antiseptic Skin Soap	S.C. Johnson	Custodial	96.00	200.64
Line Items: 1				96.00	200.64
Customer Name: C--Christenberry Elem., 2403501-0061-94350000					
Customer #: 342					
04160	Johnson Softcare Antiseptic Skin Soap	S.C. Johnson	Custodial	180.00	376.20
Line Items: 1				180.00	376.20
Customer Name: C--Copper Ridge Elementary 2403501					
Customer #: 344					
04160	Johnson Softcare Antiseptic Skin Soap	S.C. Johnson	Custodial	168.00	351.12
Line Items: 1				168.00	351.12
Customer Name: C--Corryton Elementary 2403501					
Customer #: 346					
04160	Johnson Softcare Antiseptic Skin Soap	S.C. Johnson	Custodial	36.00	75.24
Line Items: 1				36.00	75.24

KNOX COUNTY SCHOOLS WAREHOUSE
 Customer Summary Purchase History
 Date between 01/01/2010 and 01/01/2011 And Stock Code between 04110 and 04160

04/20/2011

Page 4 of 14

Stock Code	Description	Manufacturer	Category	Quantity	Extended
Customer Name: C--Dogwood Elementary, 2403501-0059-94350000					
Customer #: 348					
04160	Johnson Softcare Antiseptic Skin Soap	S.C. Johnson	Custodial	240.00	501.60
Line Items: 1				240.00	501.60
Customer Name: C--East Knox County Elem. 2403501					
Customer #: 350					
04160	Johnson Softcare Antiseptic Skin Soap	S.C. Johnson	Custodial	72.00	150.48
Line Items: 1				72.00	150.48
Customer Name: C--Farragut High 2403501					
Customer #: 355					
04110	Rock Salt for Ice, 50 Pound Bag	Cargill Inc.	Custodial	2.00	8.56
04160	Johnson Softcare Antiseptic Skin Soap	S.C. Johnson	Custodial	144.00	300.96
Line Items: 2				146.00	309.52
Customer Name: C--Farragut Inter. 2403501					
Customer #: 357					
04110	Rock Salt for Ice, 50 Pound Bag	Cargill Inc.	Custodial	3.00	12.84
04160	Johnson Softcare Antiseptic Skin Soap	S.C. Johnson	Custodial	336.00	702.24
Line Items: 2				339.00	715.08
Customer Name: C--Farragut Middle 2403501					
Customer #: 359					
04110	Rock Salt for Ice, 50 Pound Bag	Cargill Inc.	Custodial	2.00	8.56
04160	Johnson Softcare Antiseptic Skin Soap	S.C. Johnson	Custodial	228.00	476.52
Line Items: 2				230.00	485.08
Customer Name: C--Fountain City Elem. 2403501					
Customer #: 363					
04110	Rock Salt for Ice, 50 Pound Bag	Cargill Inc.	Custodial	11.00	47.08
04160	Johnson Softcare Antiseptic Skin Soap	S.C. Johnson	Custodial	168.00	351.12
Line Items: 2				179.00	398.20
Customer Name: C--Fulton High, 2403501-0090-94350000					
Customer #: 365					
04160	Johnson Softcare Antiseptic Skin Soap	S.C. Johnson	Custodial	36.00	75.24

KNOX COUNTY SCHOOLS WAREHOUSE
 Customer Summary Purchase History
 Date between 01/01/2010 and 01/01/2011 And Stock Code between 04110 and
 04160

04/20/2011

Page 5 of 14

Stock Code	Description	Manufacturer	Category	Quantity	Extended
Customer Name: C--Fulton High, 2403501-0090-94350000					
Customer #: 365					
Line Items: 1				36.00	75.24
Customer Name: C--Gap Creek Elem. 2403501					
Customer #: 367					
04110	Rock Salt for Ice, 50 Pound Bag	Cargill Inc.	Custodial	4.00	17.12
04160	Johnson Softcare Antiseptic Skin Soap	S.C. Johnson	Custodial	36.00	75.24
Line Items: 2				40.00	92.36
Customer Name: C--Gibbs Elementary 2403501					
Customer #: 369					
04160	Johnson Softcare Antiseptic Skin Soap	S.C. Johnson	Custodial	276.00	576.84
Line Items: 1				276.00	576.84
Customer Name: C--Gibbs High School 2403501					
Customer #: 371					
04110	Rock Salt for Ice, 50 Pound Bag	Cargill Inc.	Custodial	4.00	17.12
04160	Johnson Softcare Antiseptic Skin Soap	S.C. Johnson	Custodial	36.00	75.24
Line Items: 2				40.00	92.36
Customer Name: C--Green Elementary 2403501					
Customer #: 373					
04110	Rock Salt for Ice, 50 Pound Bag	Cargill Inc.	Custodial	4.00	17.12
04160	Johnson Softcare Antiseptic Skin Soap	S.C. Johnson	Custodial	132.00	275.88
Line Items: 2				136.00	293.00
Customer Name: C--Gresham Middle 2403501					
Customer #: 375					
04160	Johnson Softcare Antiseptic Skin Soap	S.C. Johnson	Custodial	48.00	100.32
Line Items: 1				48.00	100.32
Customer Name: C--Halls Elementary 2403501					
Customer #: 377					
04160	Johnson Softcare Antiseptic Skin Soap	S.C. Johnson	Custodial	192.00	401.28

KNOX COUNTY SCHOOLS WAREHOUSE
 Customer Summary Purchase History
 Date between 01/01/2010 and 01/01/2011 And Stock Code between 04110 and
 04160

04/20/2011

Page 6 of 14

Stock Code	Description	Manufacturer	Category	Quantity	Extended
Customer Name: C--Halls Elementary 2403501					
Customer #: 377					
Line Items: 1				192.00	401.28
Customer Name: C--Halls High School 2403501					
Customer #: 379					
04160	Johnson Softcare Antiseptic Skin Soap	S.C. Johnson	Custodial	144.00	300.96
Line Items: 1				144.00	300.96
Customer Name: C--Halls Middle School 2403501					
Customer #: 381					
04160	Johnson Softcare Antiseptic Skin Soap	S.C. Johnson	Custodial	120.00	250.80
Line Items: 1				120.00	250.80
Customer Name: C--Hardin Valley Elem. 2403501					
Customer #: 383					
04160	Johnson Softcare Antiseptic Skin Soap	S.C. Johnson	Custodial	240.00	501.60
Line Items: 1				240.00	501.60
Customer Name: C--Holston Middle 2403501					
Customer #: 385					
04160	Johnson Softcare Antiseptic Skin Soap	S.C. Johnson	Custodial	112.00	234.08
Line Items: 1				112.00	234.08
Customer Name: C--Inskip Elementary 2403501					
Customer #: 387					
04160	Johnson Softcare Antiseptic Skin Soap	S.C. Johnson	Custodial	60.00	125.40
Line Items: 1				60.00	125.40
Customer Name: C--Karns High School 2403501					
Customer #: 391					
04160	Johnson Softcare Antiseptic Skin Soap	S.C. Johnson	Custodial	192.00	401.28
Line Items: 1				192.00	401.28

KNOX COUNTY SCHOOLS WAREHOUSE
 Customer Summary Purchase History
 Date between 01/01/2010 and 01/01/2011 And Stock Code between 04110 and
 04160

04/20/2011

Page 7 of 14

Stock Code	Description	Manufacturer	Category	Quantity	Extended
Customer Name: C--Karns Middle 2403501					
Customer #: 395					
04110	Rock Salt for Ice, 50 Pound Bag	Cargill Inc.	Custodial	5.00	21.40
04160	Johnson Softcare Antiseptic Skin Soap	S.C. Johnson	Custodial	208.00	434.72
Line Items: 2				213.00	456.12
Customer Name: C--Lonsdale Elementary 2403501					
Customer #: 399					
04160	Johnson Softcare Antiseptic Skin Soap	S.C. Johnson	Custodial	96.00	200.64
Line Items: 1				96.00	200.64
Customer Name: C--Maynard Elem. 2403501					
Customer #: 401					
04160	Johnson Softcare Antiseptic Skin Soap	S.C. Johnson	Custodial	132.00	275.88
Line Items: 1				132.00	275.88
Customer Name: C--Mooreland Heights Elem. 2403501					
Customer #: 403					
04110	Rock Salt for Ice, 50 Pound Bag	Cargill Inc.	Custodial	6.00	25.68
04160	Johnson Softcare Antiseptic Skin Soap	S.C. Johnson	Custodial	74.00	154.66
Line Items: 2				80.00	180.34
Customer Name: C--Mount Olive Elem. 2403501					
Customer #: 405					
04160	Johnson Softcare Antiseptic Skin Soap	S.C. Johnson	Custodial	24.00	50.16
Line Items: 1				24.00	50.16
Customer Name: C--New Hopewell Elem. 2403501					
Customer #: 407					
04110	Rock Salt for Ice, 50 Pound Bag	Cargill Inc.	Custodial	2.00	8.56
04160	Johnson Softcare Antiseptic Skin Soap	S.C. Johnson	Custodial	72.00	150.48
Line Items: 2				74.00	159.04
Customer Name: C--Northwest Middle 2403501					
Customer #: 409					
04160	Johnson Softcare Antiseptic Skin Soap	S.C. Johnson	Custodial	60.00	125.40

KNOX COUNTY SCHOOLS WAREHOUSE
 Customer Summary Purchase History
 Date between 01/01/2010 and 01/01/2011 And Stock Code between 04110 and
 04160

04/20/2011

Page 8 of 14

Stock Code	Description	Manufacturer	Category	Quantity	Extended
Customer Name: C--Northwest Middle 2403501					
Customer #: 409					
	Line Items: 1			60.00	125.40
Customer Name: C--Norwood Elementary 2403501					
Customer #: 411					
04160	Johnson Softcare Antiseptic Skin Soap	S.C. Johnson	Custodial	168.00	351.12
	Line Items: 1			168.00	351.12
Customer Name: C--Pleasant Ridge Elem. 2403501					
Customer #: 413					
04160	Johnson Softcare Antiseptic Skin Soap	S.C. Johnson	Custodial	96.00	200.64
	Line Items: 1			96.00	200.64
Customer Name: C--Pond Gap Elem. 2403501					
Customer #: 415					
04110	Rock Salt for Ice, 50 Pound Bag	Cargill Inc.	Custodial	1.00	4.28
04160	Johnson Softcare Antiseptic Skin Soap	S.C. Johnson	Custodial	84.00	175.56
	Line Items: 2			85.00	179.84
Customer Name: C--Powell Elementary 2403501					
Customer #: 417					
04160	Johnson Softcare Antiseptic Skin Soap	S.C. Johnson	Custodial	144.00	300.96
	Line Items: 1			144.00	300.96
Customer Name: C--Powell High School 2403501					
Customer #: 419					
04160	Johnson Softcare Antiseptic Skin Soap	S.C. Johnson	Custodial	120.00	250.80
	Line Items: 1			120.00	250.80
Customer Name: C--Powell Middle 2403501					
Customer #: 421					
04160	Johnson Softcare Antiseptic Skin Soap	S.C. Johnson	Custodial	36.00	75.24

KNOX COUNTY SCHOOLS WAREHOUSE
 Customer Summary Purchase History
 Date between 01/01/2010 and 01/01/2011 And Stock Code between 04110 and
 04160

04/20/2011

Page 9 of 14

Stock Code	Description	Manufacturer	Category	Quantity	Extended
------------	-------------	--------------	----------	----------	----------

Customer Name: C--Powell Middle 2403501
Customer #: 421

Line Items: 1				36.00	75.24
---------------	--	--	--	-------	-------

Customer Name: C--Richard Yoakley 2403501
Customer #: 423

04160	Johnson Softcare Antiseptic Skin Soap	S.C. Johnson	Custodial	24.00	50.16
Line Items: 1				24.00	50.16

Customer Name: C--Ridgedale Elem. 2401035
Customer #: 425

04160	Johnson Softcare Antiseptic Skin Soap	S.C. Johnson	Custodial	48.00	100.32
Line Items: 1				48.00	100.32

Customer Name: C--Ritta Elementary 2403501
Customer #: 426

04160	Johnson Softcare Antiseptic Skin Soap	S.C. Johnson	Custodial	180.00	376.20
Line Items: 1				180.00	376.20

Customer Name: C--Rocky Hill Elem. 2403501
Customer #: 428

04160	Johnson Softcare Antiseptic Skin Soap	S.C. Johnson	Custodial	144.00	300.96
Line Items: 1				144.00	300.96

Customer Name: C--Sarah Mooore Greene 2403501
Customer #: 430

04160	Johnson Softcare Antiseptic Skin Soap	S.C. Johnson	Custodial	252.00	526.68
Line Items: 1				252.00	526.68

Customer Name: C--Shannondale Elementary 2403501
Customer #: 434

04160	Johnson Softcare Antiseptic Skin Soap	S.C. Johnson	Custodial	72.00	150.48
Line Items: 1				72.00	150.48

KNOX COUNTY SCHOOLS WAREHOUSE
 Customer Summary Purchase History
 Date between 01/01/2010 and 01/01/2011 And Stock Code between 04110 and
 04160

04/20/2011

Page 10 of 14

Stock Code	Description	Manufacturer	Category	Quantity	Extended
Customer Name: C--South Doyle High 2403501					
Customer #: 436					
04110	Rock Salt for Ice, 50 Pound Bag	Cargill Inc.	Custodial	3.00	12.84
04160	Johnson Softcare Antiseptic Skin Soap	S.C. Johnson	Custodial	192.00	401.28
Line Items: 2				195.00	414.12
Customer Name: C--South Doyle Mid. 2403501					
Customer #: 438					
04160	Johnson Softcare Antiseptic Skin Soap	S.C. Johnson	Custodial	144.00	300.96
Line Items: 1				144.00	300.96
Customer Name: C--South Knoxville Elem. 2403501					
Customer #: 440					
04160	Johnson Softcare Antiseptic Skin Soap	S.C. Johnson	Custodial	36.00	75.24
Line Items: 1				36.00	75.24
Customer Name: C--Spring Hill Elem. 2403501					
Customer #: 442					
04110	Rock Salt for Ice, 50 Pound Bag	Cargill Inc.	Custodial	3.00	12.84
04160	Johnson Softcare Antiseptic Skin Soap	S.C. Johnson	Custodial	72.00	150.48
Line Items: 2				75.00	163.32
Customer Name: C--Sterchi Elementary 2403501					
Customer #: 444					
04160	Johnson Softcare Antiseptic Skin Soap	S.C. Johnson	Custodial	108.00	225.72
Line Items: 1				108.00	225.72
Customer Name: C--Sunnyview Primary 2401043					
Customer #: 446					
04160	Johnson Softcare Antiseptic Skin Soap	S.C. Johnson	Custodial	156.00	326.04
Line Items: 1				156.00	326.04
Customer Name: C--Vine Middle School 2403501					
Customer #: 448					
04160	Johnson Softcare Antiseptic Skin Soap	S.C. Johnson	Custodial	108.00	225.72

KNOX COUNTY SCHOOLS WAREHOUSE
 Customer Summary Purchase History
 Date between 01/01/2010 and 01/01/2011 And Stock Code between 04110 and
 04160

04/20/2011

Page 11 of 14

Stock Code	Description	Manufacturer	Category	Quantity	Extended
Customer Name: C--Vine Middle School 2403501					
Customer #: 448					
Line Items: 1				108.00	225.72
Customer Name: C--West High School 2403501					
Customer #: 452					
04160	Johnson Softcare Antiseptic Skin Soap	S.C. Johnson	Custodial	120.00	250.80
Line Items: 1				120.00	250.80
Customer Name: C--West Hills Elem. 2403501					
Customer #: 454					
04110	Rock Salt for Ice, 50 Pound Bag	Cargill Inc.	Custodial	4.00	17.12
04160	Johnson Softcare Antiseptic Skin Soap	S.C. Johnson	Custodial	144.00	300.96
Line Items: 2				148.00	318.08
Customer Name: C--West Valley Middle 2403501					
Customer #: 456					
04160	Johnson Softcare Antiseptic Skin Soap	S.C. Johnson	Custodial	168.00	351.12
Line Items: 1				168.00	351.12
Customer Name: C--West View Elem. 2403501					
Customer #: 458					
04110	Rock Salt for Ice, 50 Pound Bag	Cargill Inc.	Custodial	1.00	4.28
04160	Johnson Softcare Antiseptic Skin Soap	S.C. Johnson	Custodial	180.00	376.20
Line Items: 2				181.00	380.48
Customer Name: C--Whittle Springs Mid. 2403501					
Customer #: 460					
04160	Johnson Softcare Antiseptic Skin Soap	S.C. Johnson	Custodial	48.00	100.32
Line Items: 1				48.00	100.32
Customer Name: C--Sam E Hill 2403501					
Customer #: 463					
04160	Johnson Softcare Antiseptic Skin Soap	S.C. Johnson	Custodial	112.00	234.08

KNOX COUNTY SCHOOLS WAREHOUSE
 Customer Summary Purchase History
 Date between 01/01/2010 and 01/01/2011 And Stock Code between 04110 and
 04160

04/20/2011

Page 12 of 14

Stock Code	Description	Manufacturer	Category	Quantity	Extended
Customer Name: C--Sam E Hill 2403501					
Customer #: 463					
Line Items: 1				112.00	234.08
Customer Name: C--Beaumont Elementary, 2403501-0022-94350000					
Customer #: 464					
04110	Rock Salt for Ice, 50 Pound Bag	Cargill Inc.	Custodial	9.00	38.52
04160	Johnson Softcare Antiseptic Skin Soap	S.C. Johnson	Custodial	138.00	288.42
Line Items: 2				147.00	326.94
Customer Name: C--Adrian Burnett Elem. 2403501					
Customer #: 466					
04110	Rock Salt for Ice, 50 Pound Bag	Cargill Inc.	Custodial	2.00	8.56
04160	Johnson Softcare Antiseptic Skin Soap	S.C. Johnson	Custodial	216.00	451.44
Line Items: 2				218.00	460.00
Customer Name: C--Fort Sanders Edu. 2403501					
Customer #: 477					
04160	Johnson Softcare Antiseptic Skin Soap	S.C. Johnson	Custodial	48.00	100.32
Line Items: 1				48.00	100.32
Customer Name: C--School Main. 5 th. Ave., 2403501-2100-94350000					
Customer #: 481					
04110	Rock Salt for Ice, 50 Pound Bag	Cargill Inc.	Custodial	22.00	94.16
04160	Johnson Softcare Antiseptic Skin Soap	S.C. Johnson	Custodial	12.00	25.08
Line Items: 2				34.00	119.24
Customer Name: C--Fair Garden 2403501					
Customer #: 498					
04110	Rock Salt for Ice, 50 Pound Bag	Cargill Inc.	Custodial	2.00	8.56
04160	Johnson Softcare Antiseptic Skin Soap	S.C. Johnson	Custodial	48.00	100.32
Line Items: 2				50.00	108.88
Customer Name: C--Bonny Kate Elem. 2403501					
Customer #: 499					
04160	Johnson Softcare Antiseptic Skin Soap	S.C. Johnson	Custodial	144.00	300.96

KNOX COUNTY SCHOOLS WAREHOUSE
 Customer Summary Purchase History
 Date between 01/01/2010 and 01/01/2011 And Stock Code between 04110 and
 04160

04/20/2011

Page 13 of 14

Stock Code	Description	Manufacturer	Category	Quantity	Extended
Customer Name: C--Bonny Kate Elem. 2403501					
Customer #: 499					
Line Items: 1				144.00	300.96
Customer Name: C--Farragut Primary 2403501					
Customer #: 535					
04110	Rock Salt for Ice, 50 Pound Bag	Cargill Inc.	Custodial	4.00	17.12
04160	Johnson Softcare Antiseptic Skin Soap	S.C. Johnson	Custodial	264.00	551.76
Line Items: 2				268.00	568.88
Customer Name: C--Karns Elementary 2403501					
Customer #: 575					
04110	Rock Salt for Ice, 50 Pound Bag	Cargill Inc.	Custodial	2.00	8.56
04160	Johnson Softcare Antiseptic Skin Soap	S.C. Johnson	Custodial	240.00	501.60
Line Items: 2				242.00	510.16
Customer Name: C--Historic Knoxville High 2403501					
Customer #: 593					
04160	Johnson Softcare Antiseptic Skin Soap	S.C. Johnson	Custodial	36.00	75.24
Line Items: 1				36.00	75.24
Customer Name: C--Sarah Simson PDTC 2403501					
Customer #: 600					
04160	Johnson Softcare Antiseptic Skin Soap	S.C. Johnson	Custodial	24.00	50.16
Line Items: 1				24.00	50.16
Customer Name: C--Amherst Elementary 2403501					
Customer #: 605					
04160	Johnson Softcare Antiseptic Skin Soap	S.C. Johnson	Custodial	156.00	326.04
Line Items: 1				156.00	326.04
Customer Name: C--Hardin Valley Academy 2403501					
Customer #: 688					
04160	Johnson Softcare Antiseptic Skin Soap	S.C. Johnson	Custodial	228.00	476.52

KNOX COUNTY SCHOOLS WAREHOUSE
Customer Summary Purchase History
Date between 01/01/2010 and 01/01/2011 And Stock Code between 04110 and
04160

04/20/2011

Page 14 of 14

Stock Code	Description	Manufacturer	Category	Quantity	Extended
------------	-------------	--------------	----------	----------	----------

Customer Name: C--Hardin Valley Academy 2403501

Customer #: 688

Line Items: 1

228.00	476.52
--------	--------

10,839.00	22,876.89
-----------	-----------

KNOX COUNTY SCHOOLS WAREHOUSE
 Customer Summary Purchase History
 Date between 01/01/2010 and 01/01/2011 And Stock Code between 04217 and
 04218

04/20/2011

Page 1 of 6

Stock Code	Description	Manufacturer	Category	Quantity	Extended
Customer Name: C--Bearden High 2403501					
Customer #: 307					
04217	Reflection II Floor Finish, 5 Gal. Bucket	S.C. Johnson	Custodial	15.00	522.75
04218	Annihilation Stripper, 5 Gal/Bucket	S.C. Johnson	Custodial	8.00	274.00
Line Items: 2				23.00	796.75
Customer Name: C--Bearden Middle School 2403501					
Customer #: 310					
04217	Reflection II Floor Finish, 5 Gal. Bucket	S.C. Johnson	Custodial	1.00	34.85
Line Items: 1				1.00	34.85
Customer Name: C--Carter High School 2403501					
Customer #: 326					
04217	Reflection II Floor Finish, 5 Gal. Bucket	S.C. Johnson	Custodial	6.00	209.10
Line Items: 1				6.00	209.10
Customer Name: C--Cedar Bluff Middle 2403501					
Customer #: 331					
04217	Reflection II Floor Finish, 5 Gal. Bucket	S.C. Johnson	Custodial	5.00	174.25
04218	Annihilation Stripper, 5 Gal/Bucket	S.C. Johnson	Custodial	5.00	171.25
Line Items: 2				10.00	345.50
Customer Name: C--Central High School, 2403501-0047-94350000					
Customer #: 338					
04217	Reflection II Floor Finish, 5 Gal. Bucket	S.C. Johnson	Custodial	4.00	139.40
Line Items: 1				4.00	139.40
Customer Name: C--Chilhowee Inter. 2401043					
Customer #: 340					
04217	Reflection II Floor Finish, 5 Gal. Bucket	S.C. Johnson	Custodial	7.00	243.95
Line Items: 1				7.00	243.95
Customer Name: C--Copper Ridge Elementary 2403501					
Customer #: 344					
04218	Annihilation Stripper, 5 Gal/Bucket	S.C. Johnson	Custodial	4.00	137.00

KNOX COUNTY SCHOOLS WAREHOUSE
 Customer Summary Purchase History
 Date between 01/01/2010 and 01/01/2011 And Stock Code between 04217 and
 04218

04/20/2011

Page 2 of 6

Stock Code	Description	Manufacturer	Category	Quantity	Extended
------------	-------------	--------------	----------	----------	----------

Customer Name: C--Copper Ridge Elementary 2403501
Customer #: 344

Line Items: 1				4.00	137.00
---------------	--	--	--	------	--------

Customer Name: C--Dogwood Elementary, 2403501-0059-94350000
Customer #: 348

04217	Reflection II Floor Finish, 5 Gal. Bucket	S.C. Johnson	Custodial	4.00	139.40
04218	Annihilation Stripper, 5 Gal/Bucket	S.C. Johnson	Custodial	5.00	171.25

Line Items: 2				9.00	310.65
---------------	--	--	--	------	--------

Customer Name: C--Farragut High 2403501
Customer #: 355

04217	Reflection II Floor Finish, 5 Gal. Bucket	S.C. Johnson	Custodial	9.00	313.65
-------	---	--------------	-----------	------	--------

Line Items: 1				9.00	313.65
---------------	--	--	--	------	--------

Customer Name: C--Farragut Middle 2403501
Customer #: 359

04218	Annihilation Stripper, 5 Gal/Bucket	S.C. Johnson	Custodial	4.00	137.00
-------	-------------------------------------	--------------	-----------	------	--------

Line Items: 1				4.00	137.00
---------------	--	--	--	------	--------

Customer Name: C--Fountain City Elem. 2403501
Customer #: 363

04217	Reflection II Floor Finish, 5 Gal. Bucket	S.C. Johnson	Custodial	2.00	69.70
-------	---	--------------	-----------	------	-------

Line Items: 1				2.00	69.70
---------------	--	--	--	------	-------

Customer Name: C--Fulton High, 2403501-0090-94350000
Customer #: 365

04217	Reflection II Floor Finish, 5 Gal. Bucket	S.C. Johnson	Custodial	7.00	243.95
04218	Annihilation Stripper, 5 Gal/Bucket	S.C. Johnson	Custodial	10.00	342.50

Line Items: 2				17.00	586.45
---------------	--	--	--	-------	--------

Customer Name: C--Gibbs High School 2403501
Customer #: 371

04217	Reflection II Floor Finish, 5 Gal. Bucket	S.C. Johnson	Custodial	8.00	278.80
-------	---	--------------	-----------	------	--------

KNOX COUNTY SCHOOLS WAREHOUSE

04/20/2011

Customer Summary Purchase History
 Date between 01/01/2010 and 01/01/2011 And Stock Code between 04217 and 04218

Page 3 of 6

Stock Code	Description	Manufacturer	Category	Quantity	Extended
Customer Name: C--Gibbs High School 2403501					
Customer #: 371					
Line Items: 1				8.00	278.80
Customer Name: C--Gresham Middle 2403501					
Customer #: 375					
04217	Reflection II Floor Finish, 5 Gal. Bucket	S.C. Johnson	Custodial	6.00	209.10
04218	Annihilation Stripper, 5 Gal/Bucket	S.C. Johnson	Custodial	2.00	68.50
Line Items: 2				8.00	277.60
Customer Name: C--Holston Middle 2403501					
Customer #: 385					
04217	Reflection II Floor Finish, 5 Gal. Bucket	S.C. Johnson	Custodial	6.00	209.10
04218	Annihilation Stripper, 5 Gal/Bucket	S.C. Johnson	Custodial	3.00	102.75
Line Items: 2				9.00	311.85
Customer Name: C--Karns High School 2403501					
Customer #: 391					
04217	Reflection II Floor Finish, 5 Gal. Bucket	S.C. Johnson	Custodial	6.00	209.10
04218	Annihilation Stripper, 5 Gal/Bucket	S.C. Johnson	Custodial	6.00	205.50
Line Items: 2				12.00	414.60
Customer Name: C--Karns Middle 2403501					
Customer #: 395					
04217	Reflection II Floor Finish, 5 Gal. Bucket	S.C. Johnson	Custodial	5.00	174.25
04218	Annihilation Stripper, 5 Gal/Bucket	S.C. Johnson	Custodial	1.00	34.25
Line Items: 2				6.00	208.50
Customer Name: C--Lonsdale Elementary 2403501					
Customer #: 399					
04217	Reflection II Floor Finish, 5 Gal. Bucket	S.C. Johnson	Custodial	2.00	69.70
Line Items: 1				2.00	69.70
Customer Name: C--Maynard Elem. 2403501					
Customer #: 401					
04217	Reflection II Floor Finish, 5 Gal. Bucket	S.C. Johnson	Custodial	1.00	34.85

KNOX COUNTY SCHOOLS WAREHOUSE
 Customer Summary Purchase History
 Date between 01/01/2010 and 01/01/2011 And Stock Code between 04217 and
 04218

04/20/2011

Page 4 of 6

Stock Code	Description	Manufacturer	Category	Quantity	Extended
Customer Name: C--Maynard Elem. 2403501					
Customer #: 401					
Line Items: 1				1.00	34.85
Customer Name: C--New Hopewell Elem. 2403501					
Customer #: 407					
04218	Annihilation Stripper, 5 Gal/Bucket	S.C. Johnson	Custodial	1.00	34.25
Line Items: 1				1.00	34.25
Customer Name: C--Northwest Middle 2403501					
Customer #: 409					
04217	Reflection II Floor Finish, 5 Gal. Bucket	S.C. Johnson	Custodial	14.00	487.90
04218	Annihilation Stripper, 5 Gal/Bucket	S.C. Johnson	Custodial	6.00	205.50
Line Items: 2				20.00	693.40
Customer Name: C--Norwood Elementary 2403501					
Customer #: 411					
04218	Annihilation Stripper, 5 Gal/Bucket	S.C. Johnson	Custodial	2.00	68.50
Line Items: 1				2.00	68.50
Customer Name: C--Pleasant Ridge Elem. 2403501					
Customer #: 413					
04217	Reflection II Floor Finish, 5 Gal. Bucket	S.C. Johnson	Custodial	2.00	69.70
Line Items: 1				2.00	69.70
Customer Name: C--Pond Gap Elem. 2403501					
Customer #: 415					
04217	Reflection II Floor Finish, 5 Gal. Bucket	S.C. Johnson	Custodial	2.00	69.70
04218	Annihilation Stripper, 5 Gal/Bucket	S.C. Johnson	Custodial	1.00	34.25
Line Items: 2				3.00	103.95
Customer Name: C--Powell High School 2403501					
Customer #: 419					
04217	Reflection II Floor Finish, 5 Gal. Bucket	S.C. Johnson	Custodial	4.00	139.40
04218	Annihilation Stripper, 5 Gal/Bucket	S.C. Johnson	Custodial	8.00	274.00

KNOX COUNTY SCHOOLS WAREHOUSE
 Customer Summary Purchase History
 Date between 01/01/2010 and 01/01/2011 And Stock Code between 04217 and
 04218

04/20/2011

Page 5 of 6

Stock Code	Description	Manufacturer	Category	Quantity	Extended
Customer Name: C--Powell High School 2403501					
Customer #: 419					
Line Items: 2				12.00	413.40
Customer Name: C--Ritta Elementary 2403501					
Customer #: 426					
04218	Annihilation Stripper, 5 Gal/Bucket	S.C. Johnson	Custodial	3.00	102.75
Line Items: 1				3.00	102.75
Customer Name: C--Sequoyah Elementary 2403501					
Customer #: 432					
04217	Reflection II Floor Finish, 5 Gal. Bucket	S.C. Johnson	Custodial	4.00	139.40
Line Items: 1				4.00	139.40
Customer Name: C--Shannondale Elementary 2403501					
Customer #: 434					
04218	Annihilation Stripper, 5 Gal/Bucket	S.C. Johnson	Custodial	3.00	102.75
Line Items: 1				3.00	102.75
Customer Name: C--South Doyle Mid. 2403501					
Customer #: 438					
04218	Annihilation Stripper, 5 Gal/Bucket	S.C. Johnson	Custodial	4.00	137.00
Line Items: 1				4.00	137.00
Customer Name: C--South Knoxville Elem. 2403501					
Customer #: 440					
04217	Reflection II Floor Finish, 5 Gal. Bucket	S.C. Johnson	Custodial	2.00	69.70
Line Items: 1				2.00	69.70
Customer Name: C--West High School 2403501					
Customer #: 452					
04217	Reflection II Floor Finish, 5 Gal. Bucket	S.C. Johnson	Custodial	8.00	278.80
04218	Annihilation Stripper, 5 Gal/Bucket	S.C. Johnson	Custodial	12.00	411.00

KNOX COUNTY SCHOOLS WAREHOUSE
 Customer Summary Purchase History
 Date between 01/01/2010 and 01/01/2011 And Stock Code between 04217 and
 04218

04/20/2011

Page 6 of 6

Stock Code	Description	Manufacturer	Category	Quantity	Extended
------------	-------------	--------------	----------	----------	----------

Customer Name: C--West High School 2403501
Customer #: 452

Line Items: 2		20.00		689.80
---------------	--	-------	--	--------

Customer Name: C--West Valley Middle 2403501
Customer #: 456

04217	Reflection II Floor Finish, 5 Gal. Bucket	S.C. Johnson	Custodial	4.00	139.40
04218	Annihilation Stripper, 5 Gal/Bucket	S.C. Johnson	Custodial	4.00	137.00

Line Items: 2		8.00		276.40
---------------	--	------	--	--------

Customer Name: C--Beaumont Elementary, 2403501-0022-94350000
Customer #: 464

04217	Reflection II Floor Finish, 5 Gal. Bucket	S.C. Johnson	Custodial	3.00	104.55
04218	Annihilation Stripper, 5 Gal/Bucket	S.C. Johnson	Custodial	6.00	205.50

Line Items: 2		9.00		310.05
---------------	--	------	--	--------

Customer Name: C--School Main. 5 th. Ave., 2403501-2100-94350000
Customer #: 481

04217	Reflection II Floor Finish, 5 Gal. Bucket	S.C. Johnson	Custodial	37.00	1,289.45
04218	Annihilation Stripper, 5 Gal/Bucket	S.C. Johnson	Custodial	29.00	993.25

Line Items: 2		66.00		2,282.70
---------------	--	-------	--	----------

		301.00		10,413.65
--	--	--------	--	-----------

KNOX COUNTY SCHOOLS WAREHOUSE
 Customer Summary Purchase History
 Date between 01/01/2010 and 01/01/2011 And Stock Code between 04320 and 04324

04/20/2011

Page 1 of 16

Stock Code	Description	Manufacturer	Category	Quantity	Extended
Customer Name: C--A.L. Lotts Elementary 2403501, 0066694350					
Customer #: 298					
04320	Soil Release/ Bonnet Buff, 2/case, JWX04973, sold by the case	S.C. Johnson	Custodial	2.00	123.32
04321	Glance, Glass and Multi Surface cleaner, 2/Case, sold by the case	S.C. Johnson	Custodial	3.00	161.49
04322	GP Foward, General purpose cleaner, 2/ Case, sold by the case	S.C. Johnson	Custodial	5.00	313.10
04323	Crew, Germicidal Detergent and deodorant, Restroom and Floor surface cleaner, 2/Case, sold by the case	S.C. Johnson	Custodial	6.00	788.08
04324	Spitfire, Grease and Stain remover, 2/Case, sold by the case	S.C. Johnson	Custodial	1.00	67.19
Line Items: 5				17.00	1,453.18

Customer Name: C--Austin-East High 2403501, 000994350000
Customer #: 301

04321	Glance, Glass and Multi Surface cleaner, 2/Case, sold by the case	S.C. Johnson	Custodial	1.00	53.83
04322	GP Foward, General purpose cleaner, 2/ Case, sold by the case	S.C. Johnson	Custodial	5.00	314.75
04323	Crew, Germicidal Detergent and deodorant, Restroom and Floor surface cleaner, 2/Case, sold by the case	S.C. Johnson	Custodial	5.00	658.04
04324	Spitfire, Grease and Stain remover, 2/Case, sold by the case	S.C. Johnson	Custodial	5.00	341.80
Line Items: 4				16.00	1,368.42

Customer Name: C--Bearden High 2403501
Customer #: 307

04322	GP Foward, General purpose cleaner, 2/ Case, sold by the case	S.C. Johnson	Custodial	14.00	879.98
04323	Crew, Germicidal Detergent and deodorant, Restroom and Floor surface cleaner, 2/Case, sold by the case	S.C. Johnson	Custodial	4.00	524.08
04324	Spitfire, Grease and Stain remover, 2/Case, sold by the case	S.C. Johnson	Custodial	1.00	67.19
Line Items: 3				19.00	1,471.25

Customer Name: C--Bearden Middle School 2403501
Customer #: 310

04321	Glance, Glass and Multi Surface cleaner, 2/Case, sold by the case	S.C. Johnson	Custodial	1.00	53.83
04322	GP Foward, General purpose cleaner, 2/ Case, sold by the case	S.C. Johnson	Custodial	5.00	313.10
04323	Crew, Germicidal Detergent and deodorant, Restroom and Floor surface cleaner, 2/Case, sold by the case	S.C. Johnson	Custodial	4.00	524.08
04324	Spitfire, Grease and Stain remover, 2/Case, sold by the case	S.C. Johnson	Custodial	4.00	269.93

KNOX COUNTY SCHOOLS WAREHOUSE
 Customer Summary Purchase History
 Date between 01/01/2010 and 01/01/2011 And Stock Code between 04320 and 04324

04/20/2011

Page 2 of 16

Stock Code	Description	Manufacturer	Category	Quantity	Extended
------------	-------------	--------------	----------	----------	----------

Customer Name: C--Bearden Middle School 2403501
Customer #: 310

Line Items: 4 14.00 1,160.94

Customer Name: C--Belle Morris Elem. 2403501
Customer #: 314

04322	GP Foward, General purpose cleaner, 2/ Case, sold by the case	S.C. Johnson	Custodial	2.00	125.24
-------	---	--------------	-----------	------	--------

Line Items: 1 2.00 125.24

Customer Name: C--Blue Grass Elem. 2403501
Customer #: 321

04322	GP Foward, General purpose cleaner, 2/ Case, sold by the case	S.C. Johnson	Custodial	4.00	250.48
-------	---	--------------	-----------	------	--------

04323	Crew, Germicidal Detergent and deodorant, Restroom and Floor surface cleaner, 2/Case, sold by the case	S.C. Johnson	Custodial	1.00	131.02
-------	--	--------------	-----------	------	--------

Line Items: 2 5.00 381.50

Customer Name: C--Brickey Elementary 2403501
Customer #: 322

04320	Soil Release/ Bonnet Buff, 2/case, JWX04973, sold by the case	S.C. Johnson	Custodial	6.00	369.96
-------	---	--------------	-----------	------	--------

04322	GP Foward, General purpose cleaner, 2/ Case, sold by the case	S.C. Johnson	Custodial	2.00	125.24
-------	---	--------------	-----------	------	--------

04323	Crew, Germicidal Detergent and deodorant, Restroom and Floor surface cleaner, 2/Case, sold by the case	S.C. Johnson	Custodial	2.00	262.04
-------	--	--------------	-----------	------	--------

04324	Spitfire, Grease and Stain remover, 2/Case, sold by the case	S.C. Johnson	Custodial	2.00	134.38
-------	--	--------------	-----------	------	--------

Line Items: 4 12.00 891.62

Customer Name: C--Carter Elem. 2403501
Customer #: 324

04322	GP Foward, General purpose cleaner, 2/ Case, sold by the case	S.C. Johnson	Custodial	4.00	251.03
-------	---	--------------	-----------	------	--------

04323	Crew, Germicidal Detergent and deodorant, Restroom and Floor surface cleaner, 2/Case, sold by the case	S.C. Johnson	Custodial	1.00	132.00
-------	--	--------------	-----------	------	--------

04324	Spitfire, Grease and Stain remover, 2/Case, sold by the case	S.C. Johnson	Custodial	5.00	340.63
-------	--	--------------	-----------	------	--------

Line Items: 3 10.00 723.66

KNOX COUNTY SCHOOLS WAREHOUSE
 Customer Summary Purchase History
 Date between 01/01/2010 and 01/01/2011 And Stock Code between 04320 and
 04324

04/20/2011

Page 3 of 16

Stock Code	Description	Manufacturer	Category	Quantity	Extended
Customer Name: C--Carter High School 2403501					
Customer #: 326					
04320	Soil Release/ Bonnet Buff, 2/case, JWX04973, sold by the case	S.C. Johnson	Custodial	1.00	61.66
04321	Glance, Glass and Multi Surface cleaner, 2/Case, sold by the case	S.C. Johnson	Custodial	12.00	645.96
04322	GP Foward, General purpose cleaner, 2/ Case, sold by the case	S.C. Johnson	Custodial	1.00	62.62
04324	Spitfire, Grease and Stain remover, 2/Case, sold by the case	S.C. Johnson	Custodial	6.00	407.82
Line Items: 4				20.00	1,178.06
Customer Name: C--Carter Middle 3403501					
Customer #: 328					
04321	Glance, Glass and Multi Surface cleaner, 2/Case, sold by the case	S.C. Johnson	Custodial	2.00	107.66
04322	GP Foward, General purpose cleaner, 2/ Case, sold by the case	S.C. Johnson	Custodial	1.00	62.62
04323	Crew, Germicidal Detergent and deodorant, Restroom and Floor surface cleaner, 2/Case, sold by the case	S.C. Johnson	Custodial	1.00	131.02
Line Items: 3				4.00	301.30
Customer Name: C--Cedar Bluff Middle 2403501					
Customer #: 331					
04321	Glance, Glass and Multi Surface cleaner, 2/Case, sold by the case	S.C. Johnson	Custodial	1.00	53.83
04322	GP Foward, General purpose cleaner, 2/ Case, sold by the case	S.C. Johnson	Custodial	5.00	313.10
04323	Crew, Germicidal Detergent and deodorant, Restroom and Floor surface cleaner, 2/Case, sold by the case	S.C. Johnson	Custodial	1.00	131.02
04324	Spitfire, Grease and Stain remover, 2/Case, sold by the case	S.C. Johnson	Custodial	1.00	67.19
Line Items: 4				8.00	565.14
Customer Name: C--Cedar Bluff Elementary 2403501					
Customer #: 333					
04322	GP Foward, General purpose cleaner, 2/ Case, sold by the case	S.C. Johnson	Custodial	10.00	628.40
04323	Crew, Germicidal Detergent and deodorant, Restroom and Floor surface cleaner, 2/Case, sold by the case	S.C. Johnson	Custodial	6.00	788.08
04324	Spitfire, Grease and Stain remover, 2/Case, sold by the case	S.C. Johnson	Custodial	11.00	747.28
Line Items: 3				27.00	2,163.76
Customer Name: C--Central High School, 2403501-0047-94350000					
Customer #: 338					

KNOX COUNTY SCHOOLS WAREHOUSE
 Customer Summary Purchase History
 Date between 01/01/2010 and 01/01/2011 And Stock Code between 04320 and
 04324

04/20/2011

Page 4 of 16

Stock Code	Description	Manufacturer	Category	Quantity	Extended
Customer Name: C--Central High School, 2403501-0047-94350000					
Customer #: 338					
04324	Spitfire, Grease and Stain remover, 2/Case, sold by the case	S.C. Johnson	Custodial	4.00	268.76
Line Items: 1				4.00	268.76
Customer Name: C--Christenberry Elem., 2403501-0061-94350000					
Customer #: 342					
04320	Soil Release/ Bonnet Buff, 2/case, JWX04973, sold by the case	S.C. Johnson	Custodial	1.00	61.66
04322	GP Foward, General purpose cleaner, 2/ Case, sold by the case	S.C. Johnson	Custodial	2.00	125.79
04323	Crew, Germicidal Detergent and deodorant, Restroom and Floor surface cleaner, 2/Case, sold by the case	S.C. Johnson	Custodial	4.00	525.06
04324	Spitfire, Grease and Stain remover, 2/Case, sold by the case	S.C. Johnson	Custodial	3.00	203.91
Line Items: 4				10.00	916.42
Customer Name: C--Copper Ridge Elementary 2403501					
Customer #: 344					
04321	Glance, Glass and Multi Surface cleaner, 2/Case, sold by the case	S.C. Johnson	Custodial	1.00	53.83
04322	GP Foward, General purpose cleaner, 2/ Case, sold by the case	S.C. Johnson	Custodial	3.00	188.41
04324	Spitfire, Grease and Stain remover, 2/Case, sold by the case	S.C. Johnson	Custodial	1.00	68.36
Line Items: 3				5.00	310.60
Customer Name: C--Dogwood Elementary, 2403501-0059-94350000					
Customer #: 348					
04322	GP Foward, General purpose cleaner, 2/ Case, sold by the case	S.C. Johnson	Custodial	6.00	377.92
04323	Crew, Germicidal Detergent and deodorant, Restroom and Floor surface cleaner, 2/Case, sold by the case	S.C. Johnson	Custodial	4.00	526.04
Line Items: 2				10.00	903.96
Customer Name: C--East Knox County Elem. 2403501					
Customer #: 350					
04322	GP Foward, General purpose cleaner, 2/ Case, sold by the case	S.C. Johnson	Custodial	2.00	125.79
04323	Crew, Germicidal Detergent and deodorant, Restroom and Floor surface cleaner, 2/Case, sold by the case	S.C. Johnson	Custodial	1.00	132.00
04324	Spitfire, Grease and Stain remover, 2/Case, sold by the case	S.C. Johnson	Custodial	3.00	203.91

KNOX COUNTY SCHOOLS WAREHOUSE
 Customer Summary Purchase History
 Date between 01/01/2010 and 01/01/2011 And Stock Code between 04320 and
 04324

04/20/2011

Page 5 of 16

Stock Code	Description	Manufacturer	Category	Quantity	Extended
Customer Name: C--East Knox County Elem. 2403501					
Customer #: 350					
Line Items: 3				6.00	461.70
Customer Name: C--Farragut High 2403501					
Customer #: 355					
04321	Glance, Glass and Multi Surface cleaner, 2/Case, sold by the case	S.C. Johnson	Custodial	3.00	161.49
04322	GP Foward, General purpose cleaner, 2/ Case, sold by the case	S.C. Johnson	Custodial	3.00	187.86
04323	Crew, Germicidal Detergent and deodorant, Restroom and Floor surface cleaner, 2/Case, sold by the case	S.C. Johnson	Custodial	5.00	655.10
04324	Spitfire, Grease and Stain remover, 2/Case, sold by the case	S.C. Johnson	Custodial	2.00	135.55
Line Items: 4				13.00	1,140.00
Customer Name: C--Farragut Inter. 2403501					
Customer #: 357					
04322	GP Foward, General purpose cleaner, 2/ Case, sold by the case	S.C. Johnson	Custodial	2.00	125.24
04323	Crew, Germicidal Detergent and deodorant, Restroom and Floor surface cleaner, 2/Case, sold by the case	S.C. Johnson	Custodial	5.00	656.08
Line Items: 2				7.00	781.32
Customer Name: C--Farragut Middle 2403501					
Customer #: 359					
04321	Glance, Glass and Multi Surface cleaner, 2/Case, sold by the case	S.C. Johnson	Custodial	2.00	107.66
04322	GP Foward, General purpose cleaner, 2/ Case, sold by the case	S.C. Johnson	Custodial	4.00	251.03
04323	Crew, Germicidal Detergent and deodorant, Restroom and Floor surface cleaner, 2/Case, sold by the case	S.C. Johnson	Custodial	4.00	525.06
04324	Spitfire, Grease and Stain remover, 2/Case, sold by the case	S.C. Johnson	Custodial	2.00	135.55
Line Items: 4				12.00	1,019.30
Customer Name: C--Fountain City Elem. 2403501					
Customer #: 363					
04321	Glance, Glass and Multi Surface cleaner, 2/Case, sold by the case	S.C. Johnson	Custodial	1.00	53.83
04322	GP Foward, General purpose cleaner, 2/ Case, sold by the case	S.C. Johnson	Custodial	2.00	125.79
04323	Crew, Germicidal Detergent and deodorant, Restroom and Floor surface cleaner, 2/Case, sold by the case	S.C. Johnson	Custodial	4.00	527.02

CST9001*

KNOX COUNTY SCHOOLS WAREHOUSE
 Customer Summary Purchase History
 Date between 01/01/2010 and 01/01/2011 And Stock Code between 04320 and
 04324

04/20/2011

Page 6 of 16

Stock Code	Description	Manufacturer	Category	Quantity	Extended
Customer Name: C--Fountain City Elem. 2403501					
Customer #: 363					
04324	Spitfire, Grease and Stain remover, 2/Case, sold by the case	S.C. Johnson	Custodial	6.00	408.99
Line Items: 4				13.00	1,115.63
Customer Name: C--Fulton High, 2403501-0090-94350000					
Customer #: 365					
04321	Glance, Glass and Multi Surface cleaner, 2/Case, sold by the case	S.C. Johnson	Custodial	1.00	53.83
04322	GP Foward, General purpose cleaner, 2/Case, sold by the case	S.C. Johnson	Custodial	4.00	251.03
04323	Crew, Germicidal Detergent and deodorant, Restroom and Floor surface cleaner, 2/Case, sold by the case	S.C. Johnson	Custodial	4.00	525.06
04324	Spitfire, Grease and Stain remover, 2/Case, sold by the case	S.C. Johnson	Custodial	2.00	135.55
Line Items: 4				11.00	965.47
Customer Name: C--Gibbs Elementary 2403501					
Customer #: 369					
04322	GP Foward, General purpose cleaner, 2/Case, sold by the case	S.C. Johnson	Custodial	5.00	313.65
04323	Crew, Germicidal Detergent and deodorant, Restroom and Floor surface cleaner, 2/Case, sold by the case	S.C. Johnson	Custodial	3.00	394.04
Line Items: 2				8.00	707.69
Customer Name: C--Gibbs High School 2403501					
Customer #: 371					
04322	GP Foward, General purpose cleaner, 2/Case, sold by the case	S.C. Johnson	Custodial	2.00	125.24
04323	Crew, Germicidal Detergent and deodorant, Restroom and Floor surface cleaner, 2/Case, sold by the case	S.C. Johnson	Custodial	2.00	262.04
Line Items: 2				4.00	387.28
Customer Name: C--Gresham Middle 2403501					
Customer #: 375					
04322	GP Foward, General purpose cleaner, 2/Case, sold by the case	S.C. Johnson	Custodial	4.00	250.48
04323	Crew, Germicidal Detergent and deodorant, Restroom and Floor surface cleaner, 2/Case, sold by the case	S.C. Johnson	Custodial	8.00	1,048.16

KNOX COUNTY SCHOOLS WAREHOUSE
 Customer Summary Purchase History
 Date between 01/01/2010 and 01/01/2011 And Stock Code between 04320 and 04324

04/20/2011

Page 7 of 16

Stock Code	Description	Manufacturer	Category	Quantity	Extended
------------	-------------	--------------	----------	----------	----------

Customer Name: C--Gresham Middle 2403501
Customer #: 375

Line Items: 2 12.00 1,298.64

Customer Name: C--Halls Elementary 2403501
Customer #: 377

04322	GP Foward, General purpose cleaner, 2/ Case, sold by the case	S.C. Johnson	Custodial	1.00	62.82
04323	Crew, Germicidal Detergent and deodorant, Restroom and Floor surface cleaner, 2/Case, sold by the case	S.C. Johnson	Custodial	2.00	262.04

Line Items: 2 3.00 324.66

Customer Name: C--Halls High School 2403501
Customer #: 379

04322	GP Foward, General purpose cleaner, 2/ Case, sold by the case	S.C. Johnson	Custodial	6.00	376.82
04323	Crew, Germicidal Detergent and deodorant, Restroom and Floor surface cleaner, 2/Case, sold by the case	S.C. Johnson	Custodial	2.00	262.04
04324	Spitfire, Grease and Stain remover, 2/Case, sold by the case	S.C. Johnson	Custodial	4.00	268.76

Line Items: 3 12.00 907.62

Customer Name: C--Hardin Valley Elem. 2403501
Customer #: 383

04322	GP Foward, General purpose cleaner, 2/ Case, sold by the case	S.C. Johnson	Custodial	4.00	251.03
04323	Crew, Germicidal Detergent and deodorant, Restroom and Floor surface cleaner, 2/Case, sold by the case	S.C. Johnson	Custodial	3.00	393.06

Line Items: 2 7.00 644.09

Customer Name: C--Inskip Elementary 2403501
Customer #: 387

04322	GP Foward, General purpose cleaner, 2/ Case, sold by the case	S.C. Johnson	Custodial	2.00	125.79
04323	Crew, Germicidal Detergent and deodorant, Restroom and Floor surface cleaner, 2/Case, sold by the case	S.C. Johnson	Custodial	1.00	132.00
04324	Spitfire, Grease and Stain remover, 2/Case, sold by the case	S.C. Johnson	Custodial	4.00	268.76

Line Items: 3 7.00 526.55

KNOX COUNTY SCHOOLS WAREHOUSE
 Customer Summary Purchase History
 Date between 01/01/2010 and 01/01/2011 And Stock Code between 04320 and 04324

04/20/2011

Page 8 of 16

Stock Code	Description	Manufacturer	Category	Quantity	Extended
Customer Name: C--Karns High School 2403501					
Customer #: 391					
04321	Glance, Glass and Multi Surface cleaner, 2/Case, sold by the case	S.C. Johnson	Custodial	2.00	107.66
04322	GP Foward, General purpose cleaner, 2/Case, sold by the case	S.C. Johnson	Custodial	3.00	188.41
04323	Crew, Germicidal Detergent and deodorant, Restroom and Floor surface cleaner, 2/Case, sold by the case	S.C. Johnson	Custodial	10.00	1,314.12
04324	Spitfire, Grease and Stain remover, 2/Case, sold by the case	S.C. Johnson	Custodial	3.00	203.91
Line Items: 4				18.00	1,814.10

Customer Name: C--Karns Middle 2403501
Customer #: 395

04321	Glance, Glass and Multi Surface cleaner, 2/Case, sold by the case	S.C. Johnson	Custodial	5.00	269.15
04322	GP Foward, General purpose cleaner, 2/Case, sold by the case	S.C. Johnson	Custodial	7.00	439.44
04323	Crew, Germicidal Detergent and deodorant, Restroom and Floor surface cleaner, 2/Case, sold by the case	S.C. Johnson	Custodial	8.00	1,050.12
04324	Spitfire, Grease and Stain remover, 2/Case, sold by the case	S.C. Johnson	Custodial	3.00	202.74
Line Items: 4				23.00	1,961.45

Customer Name: C--Maynard Elem. 2403501
Customer #: 401

04323	Crew, Germicidal Detergent and deodorant, Restroom and Floor surface cleaner, 2/Case, sold by the case	S.C. Johnson	Custodial	4.00	524.08
04324	Spitfire, Grease and Stain remover, 2/Case, sold by the case	S.C. Johnson	Custodial	2.00	134.38
Line Items: 2				6.00	658.46

Customer Name: C--Northwest Middle 2403501
Customer #: 409

04322	GP Foward, General purpose cleaner, 2/Case, sold by the case	S.C. Johnson	Custodial	2.00	125.24
04323	Crew, Germicidal Detergent and deodorant, Restroom and Floor surface cleaner, 2/Case, sold by the case	S.C. Johnson	Custodial	2.00	262.04
Line Items: 2				4.00	387.28

Customer Name: C--Norwood Elementary 2403501
Customer #: 411

04322	GP Foward, General purpose cleaner, 2/Case, sold by the case	S.C. Johnson	Custodial	3.00	187.86
-------	--	--------------	-----------	------	--------

CST9001*

KNOX COUNTY SCHOOLS WAREHOUSE
 Customer Summary Purchase History
 Date between 01/01/2010 and 01/01/2011 And Stock Code between 04320 and
 04324

04/20/2011

Page 9 of 16

Stock Code	Description	Manufacturer	Category	Quantity	Extended
Customer Name: C--Norwood Elementary 2403501					
Customer #: 411					
04323	Crew, Germicidal Detergent and deodorant, Restroom and Floor surface cleaner, 2/Case, sold by the case	S.C. Johnson	Custodial	6.00	790.04
Line Items: 2				9.00	977.90
Customer Name: C--Pleasant Ridge Elem. 2403501					
Customer #: 413					
04322	GP Foward, General purpose cleaner, 2/ Case, sold by the case	S.C. Johnson	Custodial	1.00	62.62
04323	Crew, Germicidal Detergent and deodorant, Restroom and Floor surface cleaner, 2/Case, sold by the case	S.C. Johnson	Custodial	3.00	394.04
04324	Spitfire, Grease and Stain remover, 2/Case, sold by the case	S.C. Johnson	Custodial	5.00	340.63
Line Items: 3				9.00	797.29
Customer Name: C--Powell Elementary 2403501					
Customer #: 417					
04321	Glance, Glass and Multi Surface cleaner, 2/Case, sold by the case	S.C. Johnson	Custodial	1.00	53.83
04322	GP Foward, General purpose cleaner, 2/ Case, sold by the case	S.C. Johnson	Custodial	3.00	188.41
04323	Crew, Germicidal Detergent and deodorant, Restroom and Floor surface cleaner, 2/Case, sold by the case	S.C. Johnson	Custodial	4.00	526.04
04324	Spitfire, Grease and Stain remover, 2/Case, sold by the case	S.C. Johnson	Custodial	3.00	202.74
Line Items: 4				11.00	971.02
Customer Name: C--Powell High School 2403501					
Customer #: 419					
04321	Glance, Glass and Multi Surface cleaner, 2/Case, sold by the case	S.C. Johnson	Custodial	4.00	215.32
04322	GP Foward, General purpose cleaner, 2/ Case, sold by the case	S.C. Johnson	Custodial	4.00	251.03
04323	Crew, Germicidal Detergent and deodorant, Restroom and Floor surface cleaner, 2/Case, sold by the case	S.C. Johnson	Custodial	8.00	1,049.14
04324	Spitfire, Grease and Stain remover, 2/Case, sold by the case	S.C. Johnson	Custodial	1.00	67.19
Line Items: 4				17.00	1,582.68
Customer Name: C--Richard Yoakley 2403501					
Customer #: 423					
04322	GP Foward, General purpose cleaner, 2/ Case, sold by the case	S.C. Johnson	Custodial	1.00	62.62

KNOX COUNTY SCHOOLS WAREHOUSE
 Customer Summary Purchase History
 Date between 01/01/2010 and 01/01/2011 And Stock Code between 04320 and
 04324

04/20/2011

Page 10 of 16

Stock Code	Description	Manufacturer	Category	Quantity	Extended
------------	-------------	--------------	----------	----------	----------

Customer Name: C--Richard Yoakley 2403501
Customer #: 423

Line Items: 1				1.00	62.62
---------------	--	--	--	------	-------

Customer Name: C--Ridgedale Elem. 2401035
Customer #: 425

04321	Glance, Glass and Multi Surface cleaner, 2/Case, sold by the case	S.C. Johnson	Custodial	2.00	107.66
04322	GP Foward, General purpose cleaner, 2/Case, sold by the case	S.C. Johnson	Custodial	2.00	125.24
04324	Spitfire, Grease and Stain remover, 2/Case, sold by the case	S.C. Johnson	Custodial	2.00	134.38

Line Items: 3				6.00	367.28
---------------	--	--	--	------	--------

Customer Name: C--Ritta Elementary 2403501
Customer #: 426

04321	Glance, Glass and Multi Surface cleaner, 2/Case, sold by the case	S.C. Johnson	Custodial	2.00	107.66
04322	GP Foward, General purpose cleaner, 2/Case, sold by the case	S.C. Johnson	Custodial	3.00	188.41
04323	Crew, Germicidal Detergent and deodorant, Restroom and Floor surface cleaner, 2/Case, sold by the case	S.C. Johnson	Custodial	4.00	526.04
04324	Spitfire, Grease and Stain remover, 2/Case, sold by the case	S.C. Johnson	Custodial	2.00	134.38

Line Items: 4				11.00	956.49
---------------	--	--	--	-------	--------

Customer Name: C--Sequoyah Elementary 2403501
Customer #: 432

04322	GP Foward, General purpose cleaner, 2/Case, sold by the case	S.C. Johnson	Custodial	7.00	439.44
04323	Crew, Germicidal Detergent and deodorant, Restroom and Floor surface cleaner, 2/Case, sold by the case	S.C. Johnson	Custodial	3.00	393.06
04324	Spitfire, Grease and Stain remover, 2/Case, sold by the case	S.C. Johnson	Custodial	3.00	205.08

Line Items: 3				13.00	1,037.58
---------------	--	--	--	-------	----------

Customer Name: C--Shannondale Elementary 2403501
Customer #: 434

04321	Glance, Glass and Multi Surface cleaner, 2/Case, sold by the case	S.C. Johnson	Custodial	2.00	107.66
04322	GP Foward, General purpose cleaner, 2/Case, sold by the case	S.C. Johnson	Custodial	4.00	250.48
04323	Crew, Germicidal Detergent and deodorant, Restroom and Floor surface cleaner, 2/Case, sold by the case	S.C. Johnson	Custodial	2.00	262.04

KNOX COUNTY SCHOOLS WAREHOUSE
 Customer Summary Purchase History
 Date between 01/01/2010 and 01/01/2011 And Stock Code between 04320 and
 04324

04/20/2011

Page 11 of 16

Stock Code	Description	Manufacturer	Category	Quantity	Extended
Customer Name: C--Shannondale Elementary 2403501					
Customer #: 434					
Line Items: 3				8.00	620.18
Customer Name: C--South Doyle High 2403501					
Customer #: 436					
04321	Glance, Glass and Multi Surface cleaner, 2/Case, sold by the case	S.C. Johnson	Custodial	3.00	161.49
04322	GP Foward, General purpose cleaner, 2/ Case, sold by the case	S.C. Johnson	Custodial	1.00	62.62
04323	Crew, Germicidal Detergent and deodorant, Restroom and Floor surface cleaner, 2/Case, sold by the case	S.C. Johnson	Custodial	4.00	524.08
Line Items: 3				8.00	748.19
Customer Name: C--Spring Hill Elem. 2403501					
Customer #: 442					
04322	GP Foward, General purpose cleaner, 2/ Case, sold by the case	S.C. Johnson	Custodial	6.00	376.82
04323	Crew, Germicidal Detergent and deodorant, Restroom and Floor surface cleaner, 2/Case, sold by the case	S.C. Johnson	Custodial	4.00	526.04
04324	Spitfire, Grease and Stain remover, 2/Case, sold by the case	S.C. Johnson	Custodial	1.00	67.19
Line Items: 3				11.00	970.05
Customer Name: C--Sterchi Elementary 2403501					
Customer #: 444					
04321	Glance, Glass and Multi Surface cleaner, 2/Case, sold by the case	S.C. Johnson	Custodial	1.00	53.83
04322	GP Foward, General purpose cleaner, 2/ Case, sold by the case	S.C. Johnson	Custodial	1.00	62.62
04323	Crew, Germicidal Detergent and deodorant, Restroom and Floor surface cleaner, 2/Case, sold by the case	S.C. Johnson	Custodial	1.00	131.02
04324	Spitfire, Grease and Stain remover, 2/Case, sold by the case	S.C. Johnson	Custodial	2.00	135.55
Line Items: 4				5.00	383.02
Customer Name: C--Sunnyview Primary 2401043					
Customer #: 446					
04322	GP Foward, General purpose cleaner, 2/ Case, sold by the case	S.C. Johnson	Custodial	1.00	62.62
04323	Crew, Germicidal Detergent and deodorant, Restroom and Floor surface cleaner, 2/Case, sold by the case	S.C. Johnson	Custodial	5.00	655.10

KNOX COUNTY SCHOOLS WAREHOUSE
 Customer Summary Purchase History
 Date between 01/01/2010 and 01/01/2011 And Stock Code between 04320 and
 04324

04/20/2011

Page 12 of 16

Stock Code	Description	Manufacturer	Category	Quantity	Extended
------------	-------------	--------------	----------	----------	----------

Customer Name: C--Sunnyview Primary 2401043
Customer #: 446

Line Items: 2	6.00	717.72
---------------	------	--------

Customer Name: C--Vine Middle School 2403501
Customer #: 448

04322	GP Foward, General purpose cleaner, 2/ Case, sold by the case	S.C. Johnson	Custodial	8.00	503.16
04323	Crew, Germicidal Detergent and deodorant, Restroom and Floor surface cleaner, 2/Case, sold by the case	S.C. Johnson	Custodial	6.00	786.12
04324	Spitfire, Grease and Stain remover, 2/Case, sold by the case	S.C. Johnson	Custodial	2.00	136.72

Line Items: 3	16.00	1,426.00
---------------	-------	----------

Customer Name: C--West Haven Elem. 2403501
Customer #: 450

04321	Glance, Glass and Multi Surface cleaner, 2/Case, sold by the case	S.C. Johnson	Custodial	1.00	53.83
04322	GP Foward, General purpose cleaner, 2/ Case, sold by the case	S.C. Johnson	Custodial	2.00	125.24
04323	Crew, Germicidal Detergent and deodorant, Restroom and Floor surface cleaner, 2/Case, sold by the case	S.C. Johnson	Custodial	3.00	394.04
04324	Spitfire, Grease and Stain remover, 2/Case, sold by the case	S.C. Johnson	Custodial	2.00	135.55

Line Items: 4	8.00	708.66
---------------	------	--------

Customer Name: C--West High School 2403501
Customer #: 452

04321	Glance, Glass and Multi Surface cleaner, 2/Case, sold by the case	S.C. Johnson	Custodial	1.00	53.83
04322	GP Foward, General purpose cleaner, 2/ Case, sold by the case	S.C. Johnson	Custodial	3.00	187.86
04323	Crew, Germicidal Detergent and deodorant, Restroom and Floor surface cleaner, 2/Case, sold by the case	S.C. Johnson	Custodial	4.00	524.08
04324	Spitfire, Grease and Stain remover, 2/Case, sold by the case	S.C. Johnson	Custodial	2.00	136.72

Line Items: 4	10.00	902.49
---------------	-------	--------

Customer Name: C--West Valley Middle 2403501
Customer #: 456

04321	Glance, Glass and Multi Surface cleaner, 2/Case, sold by the case	S.C. Johnson	Custodial	2.00	107.66
04322	GP Foward, General purpose cleaner, 2/ Case, sold by the case	S.C. Johnson	Custodial	4.00	250.18

KNOX COUNTY SCHOOLS WAREHOUSE
 Customer Summary Purchase History
 Date between 01/01/2010 and 01/01/2011 And Stock Code between 04320 and 04324

04/20/2011

Page 13 of 16

Stock Code	Description	Manufacturer	Category	Quantity	Extended
Customer Name: C--West Valley Middle 2403501					
Customer #: 456					
04323	Crew, Germicidal Detergent and deodorant, Restroom and Floor surface cleaner, 2/Case, sold by the case	S.C. Johnson	Custodial	4.00	523.84
04324	Spitfire, Grease and Stain remover, 2/Case, sold by the case	S.C. Johnson	Custodial	5.00	337.12
Line Items: 4				15.00	1,218.80

Customer Name: C--West View Elem. 2403501
Customer #: 458

04320	Soil Release/ Bonnet Buff, 2/case, JWX04973, sold by the case	S.C. Johnson	Custodial	1.00	61.66
04321	Glance, Glass and Multi Surface cleaner, 2/Case, sold by the case	S.C. Johnson	Custodial	1.00	53.83
04322	GP Foward, General purpose cleaner, 2/ Case, sold by the case	S.C. Johnson	Custodial	2.00	125.24
04323	Crew, Germicidal Detergent and deodorant, Restroom and Floor surface cleaner, 2/Case, sold by the case	S.C. Johnson	Custodial	2.00	262.04
04324	Spitfire, Grease and Stain remover, 2/Case, sold by the case	S.C. Johnson	Custodial	1.00	68.36
Line Items: 5				7.00	571.13

Customer Name: C--Whittle Springs Mid. 2403501
Customer #: 460

04320	Soil Release/ Bonnet Buff, 2/case, JWX04973, sold by the case	S.C. Johnson	Custodial	1.00	61.66
04322	GP Foward, General purpose cleaner, 2/ Case, sold by the case	S.C. Johnson	Custodial	2.00	125.24
04323	Crew, Germicidal Detergent and deodorant, Restroom and Floor surface cleaner, 2/Case, sold by the case	S.C. Johnson	Custodial	2.00	262.04
04324	Spitfire, Grease and Stain remover, 2/Case, sold by the case	S.C. Johnson	Custodial	3.00	202.74
Line Items: 4				8.00	651.68

Customer Name: C--Sam E Hill 2403501
Customer #: 463

04321	Glance, Glass and Multi Surface cleaner, 2/Case, sold by the case	S.C. Johnson	Custodial	1.00	53.83
04322	GP Foward, General purpose cleaner, 2/ Case, sold by the case	S.C. Johnson	Custodial	2.00	125.24
04324	Spitfire, Grease and Stain remover, 2/Case, sold by the case	S.C. Johnson	Custodial	1.00	68.36
Line Items: 3				4.00	247.43

Customer Name: C--Beaumont Elementary, 2403501-0022-94350000
Customer #: 464

CST9001*

KNOX COUNTY SCHOOLS WAREHOUSE

04/20/2011

Customer Summary Purchase History

Date between 01/01/2010 and 01/01/2011 And Stock Code between 04320 and 04324

Page 14 of 16

Stock Code	Description	Manufacturer	Category	Quantity	Extended
Customer Name: C--Beaumont Elementary, 2403501-0022-94350000					
Customer #: 464					
04321	Glance, Glass and Multi Surface cleaner, 2/Case, sold by the case	S.C. Johnson	Custodial	3.00	161.49
04322	GP Foward, General purpose cleaner, 2/ Case, sold by the case	S.C. Johnson	Custodial	4.00	250.48
04323	Crew, Germicidal Detergent and deodorant, Restroom and Floor surface cleaner, 2/Case, sold by the case	S.C. Johnson	Custodial	4.00	524.08
04324	Spilfire, Grease and Stain remover, 2/Case, sold by the case	S.C. Johnson	Custodial	2.00	135.55
Line Items: 4				13.00	1,071.60
Customer Name: C--Adrian Burnett Elem. 2403501					
Customer #: 466					
04321	Glance, Glass and Multi Surface cleaner, 2/Case, sold by the case	S.C. Johnson	Custodial	2.00	107.66
04322	GP Foward, General purpose cleaner, 2/ Case, sold by the case	S.C. Johnson	Custodial	6.00	376.27
04323	Crew, Germicidal Detergent and deodorant, Restroom and Floor surface cleaner, 2/Case, sold by the case	S.C. Johnson	Custodial	3.00	393.06
04324	Spilfire, Grease and Stain remover, 2/Case, sold by the case	S.C. Johnson	Custodial	2.00	135.55
Line Items: 4				13.00	1,012.54
Customer Name: C--Fort Sanders Edu. 2403501					
Customer #: 477					
04322	GP Foward, General purpose cleaner, 2/ Case, sold by the case	S.C. Johnson	Custodial	2.00	125.24
04323	Crew, Germicidal Detergent and deodorant, Restroom and Floor surface cleaner, 2/Case, sold by the case	S.C. Johnson	Custodial	2.00	262.04
04324	Spilfire, Grease and Stain remover, 2/Case, sold by the case	S.C. Johnson	Custodial	1.00	67.19
Line Items: 3				5.00	454.47
Customer Name: C--Knoxville Adaptive Edu. Center2403501					
Customer #: 496					
04323	Crew, Germicidal Detergent and deodorant, Restroom and Floor surface cleaner, 2/Case, sold by the case	S.C. Johnson	Custodial	1.00	132.00
Line Items: 1				1.00	132.00
Customer Name: C--Farragut Primary 2403501					
Customer #: 535					
04322	GP Foward, General purpose cleaner, 2/ Case, sold by the case	S.C. Johnson	Custodial	2.00	125.24

CST9001*

KNOX COUNTY SCHOOLS WAREHOUSE
 Customer Summary Purchase History
 Date between 01/01/2010 and 01/01/2011 And Stock Code between 04320 and
 04324

04/20/2011

Page 15 of 16

Stock Code	Description	Manufacturer	Category	Quantity	Extended
Customer Name: C--Farragut Primary 2403501					
Customer #: 535					
04323	Crew, Germicidal Detergent and deodorant, Restroom and Floor surface cleaner, 2/Case, sold by the case	S.C. Johnson	Custodial	4.00	526.04
04324	Spitfire, Grease and Stain remover, 2/Case, sold by the case	S.C. Johnson	Custodial	1.00	67.19
Line Items: 3				7.00	718.47
Customer Name: C--Karns Elementary 2403501					
Customer #: 575					
04322	GP Foward, General purpose cleaner, 2/ Case, sold by the case	S.C. Johnson	Custodial	4.00	251.58
04323	Crew, Germicidal Detergent and deodorant, Restroom and Floor surface cleaner, 2/Case, sold by the case	S.C. Johnson	Custodial	2.00	262.04
04324	Spitfire, Grease and Stain remover, 2/Case, sold by the case	S.C. Johnson	Custodial	7.00	478.52
Line Items: 3				13.00	992.14
Customer Name: C--Historic Knoxville High 2403501					
Customer #: 593					
04322	GP Foward, General purpose cleaner, 2/ Case, sold by the case	S.C. Johnson	Custodial	1.00	63.17
04323	Crew, Germicidal Detergent and deodorant, Restroom and Floor surface cleaner, 2/Case, sold by the case	S.C. Johnson	Custodial	1.00	131.02
04324	Spitfire, Grease and Stain remover, 2/Case, sold by the case	S.C. Johnson	Custodial	1.00	68.36
Line Items: 3				3.00	262.55
Customer Name: C--Amherst Elementary 2403501					
Customer #: 605					
04320	Soil Release/ Bonnet Buff, 2/case, JWX04973, sold by the case	S.C. Johnson	Custodial	1.00	61.66
04321	Glance, Glass and Multi Surface cleaner, 2/Case, sold by the case	S.C. Johnson	Custodial	2.00	107.66
04322	GP Foward, General purpose cleaner, 2/ Case, sold by the case	S.C. Johnson	Custodial	4.00	251.03
04323	Crew, Germicidal Detergent and deodorant, Restroom and Floor surface cleaner, 2/Case, sold by the case	S.C. Johnson	Custodial	10.00	1,314.12
04324	Spitfire, Grease and Stain remover, 2/Case, sold by the case	S.C. Johnson	Custodial	3.00	203.91
Line Items: 5				20.00	1,938.38

Customer Name: C--Hardin Valley Academy 2403501
Customer #: 688

KNOX COUNTY SCHOOLS WAREHOUSE

04/20/2011

Customer Summary Purchase History
 Date between 01/01/2010 and 01/01/2011 And Stock Code between 04320 and
 04324

Page 16 of 16

Stock Code	Description	Manufacturer	Category	Quantity	Extended
Customer Name: C--Hardin Valley Academy 2403501					
Customer #: 688					
04322	GP Foward, General purpose cleaner, 2/ Case, sold by the case	S.C. Johnson	Custodial	7.00	439.44
04323	Crew, Germicidal Detergent and deodorant, Restroom and Floor surface cleaner, 2/Case, sold by the case	S.C. Johnson	Custodial	7.00	919.10
Line Items: 2				14.00	1,358.54
				621.00	53,143.95

KNOX COUNTY SCHOOLS WAREHOUSE
 Customer Summary Purchase History
 Date between 01/01/2010 and 01/01/2011 And Stock Code between 03770 and
 03772

04/20/2011

Page 1 of 17

Stock Code	Description	Manufacturer	Category	Quantity	Extended
Customer Name: C--A.L. Lotts Elementary 2403501, 0066694350					
Customer #: 298					
03770	New Toilet Tissue,white bath tissue to replace the old tissue		Custodial	23.00	824.55
03771	Towels, Rolled	Georgia Pacific	Custodial	75.00	2,536.92
Line Items: 2				98.00	3,361.47

Customer Name: C--Austin-East High 2403501, 000994350000					
Customer #: 301					
03771	Towels, Rolled	Georgia Pacific	Custodial	42.00	1,420.32
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	23.00	958.41
Line Items: 2				65.00	2,378.73

Customer Name: C--Ball Camp Elem. 2403501					
Customer #: 303					
03770	New Toilet Tissue,white bath tissue to replace the old tissue		Custodial	12.00	430.20
03771	Towels, Rolled	Georgia Pacific	Custodial	29.00	980.30
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	2.00	83.34
Line Items: 3				43.00	1,493.84

Customer Name: C--Bearden Elementary 2403501					
Customer #: 305					
03770	New Toilet Tissue,white bath tissue to replace the old tissue		Custodial	2.00	71.70
03771	Towels, Rolled	Georgia Pacific	Custodial	21.00	710.40
Line Items: 2				23.00	782.10

Customer Name: C--Bearden High 2403501					
Customer #: 307					
03771	Towels, Rolled	Georgia Pacific	Custodial	103.00	3,483.13
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	55.00	2,291.85
Line Items: 2				158.00	5,774.98

Customer Name: C--Bearden Middle School 2403501					
Customer #: 310					
03771	Towels, Rolled	Georgia Pacific	Custodial	62.00	2,095.35
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	50.00	2,083.50

KNOX COUNTY SCHOOLS WAREHOUSE
 Customer Summary Purchase History
 Date between 01/01/2010 and 01/01/2011 And Stock Code between 03770 and
 03772

04/20/2011

Page 2 of 17

Stock Code	Description	Manufacturer	Category	Quantity	Extended
------------	-------------	--------------	----------	----------	----------

Customer Name: C--Bearden Middle School 2403501
Customer #: 310

Line Items: 2	112.00	4,178.85
---------------	--------	----------

Customer Name: C--Belle Morris Elem. 2403501
Customer #: 314

03770	New Toilet Tissue,white bath tissue to replace the old tissue		Custodial	10.00	358.50
03771	Towels, Rolled	Georgia Pacific	Custodial	29.00	979.92
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	3.00	125.01

Line Items: 3	42.00	1,463.43
---------------	-------	----------

Customer Name: C--Blue Grass Elem. 2403501
Customer #: 321

03770	New Toilet Tissue,white bath tissue to replace the old tissue		Custodial	12.00	430.20
03771	Towels, Rolled	Georgia Pacific	Custodial	68.00	2,299.46
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	6.00	250.02

Line Items: 3	86.00	2,979.68
---------------	-------	----------

Customer Name: C--Brickey Elementary 2403501
Customer #: 322

03770	New Toilet Tissue,white bath tissue to replace the old tissue		Custodial	16.00	573.60
03771	Towels, Rolled	Georgia Pacific	Custodial	57.00	1,926.59
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	3.00	125.01

Line Items: 3	76.00	2,625.20
---------------	-------	----------

Customer Name: C--Carter Elem. 2403501
Customer #: 324

03770	New Toilet Tissue,white bath tissue to replace the old tissue		Custodial	10.00	358.50
03771	Towels, Rolled	Georgia Pacific	Custodial	44.00	1,487.14
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	6.00	250.02

Line Items: 3	60.00	2,095.66
---------------	-------	----------

Customer Name: C--Carter High School 2403501
Customer #: 326

03771	Towels, Rolled	Georgia Pacific	Custodial	62.00	2,095.62
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	14.00	583.38

KNOX COUNTY SCHOOLS WAREHOUSE
 Customer Summary Purchase History
 Date between 01/01/2010 and 01/01/2011 And Stock Code between 03770 and
 03772

04/20/2011

Page 3 of 17

Stock Code	Description	Manufacturer	Category	Quantity	Extended
Customer Name: C--Carter High School 2403501					
Customer #: 326					
Line Items: 2				76.00	2,679.00
Customer Name: C--Carter Middle 3403501					
Customer #: 328					
03771	Towels, Rolled	Georgia Pacific	Custodial	53.00	1,791.21
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	26.00	1,083.42
Line Items: 2				79.00	2,874.63
Customer Name: C--Cedar Bluff Middle 2403501					
Customer #: 331					
03771	Towels, Rolled	Georgia Pacific	Custodial	38.00	1,284.86
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	13.00	541.71
Line Items: 2				51.00	1,826.57
Customer Name: C--Cedar Bluff Elementary 2403501					
Customer #: 333					
03770	New Toilet Tissue,white bath tissue to replace the old tissue		Custodial	27.00	967.95
03771	Towels, Rolled	Georgia Pacific	Custodial	97.00	3,278.66
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	0.00	0.00
Line Items: 3				124.00	4,246.61
Customer Name: C--Central High School, 2403501-0047-94350000					
Customer #: 338					
03771	Towels, Rolled	Georgia Pacific	Custodial	61.00	2,061.98
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	34.00	1,416.78
Line Items: 2				95.00	3,478.76
Customer Name: C--Chilhowee Inter. 2401043					
Customer #: 340					
03770	New Toilet Tissue,white bath tissue to replace the old tissue		Custodial	19.00	681.15
03771	Towels, Rolled	Georgia Pacific	Custodial	28.00	946.99
Line Items: 2				47.00	1,628.14

KNOX COUNTY SCHOOLS WAREHOUSE
Customer Summary Purchase History
Date between 01/01/2010 and 01/01/2011 And Stock Code between 03770 and
03772

04/20/2011

Page 4 of 17

Stock Code	Description	Manufacturer	Category	Quantity	Extended
Customer Name: C--Christenberry Elem., 2403501-0061-94350000					
Customer #: 342					
03770	New Toilet Tissue,white bath tissue to replace the old tissue		Custodial	5.00	179.25
03771	Towels, Rolled	Georgia Pacific	Custodial	46.00	1,555.57
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	5.00	208.35
Line Items: 3				56.00	1,943.17
Customer Name: C--Copper Ridge Elementary 2403501					
Customer #: 344					
03770	New Toilet Tissue,white bath tissue to replace the old tissue		Custodial	5.00	179.25
03771	Towels, Rolled	Georgia Pacific	Custodial	46.00	1,555.24
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	5.00	208.35
Line Items: 3				56.00	1,942.84
Customer Name: C--Corryton Elementary 2403501					
Customer #: 346					
03770	New Toilet Tissue,white bath tissue to replace the old tissue		Custodial	5.00	179.25
03771	Towels, Rolled	Georgia Pacific	Custodial	18.00	608.44
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	1.00	41.67
Line Items: 3				24.00	829.36
Customer Name: C--Dogwood Elementary, 2403501-0059-94350000					
Customer #: 348					
03770	New Toilet Tissue,white bath tissue to replace the old tissue		Custodial	17.00	609.45
03771	Towels, Rolled	Georgia Pacific	Custodial	54.00	1,826.28
Line Items: 2				71.00	2,435.73
Customer Name: C--East Knox County Elem. 2403501					
Customer #: 350					
03770	New Toilet Tissue,white bath tissue to replace the old tissue		Custodial	14.00	501.90
03771	Towels, Rolled	Georgia Pacific	Custodial	36.00	1,216.64
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	3.00	125.01
Line Items: 3				53.00	1,843.55
Customer Name: C--Eastport Elementary 2403501					
Customer #: 353					
03770	New Toilet Tissue,white bath tissue to replace the old tissue		Custodial	2.00	71.70

CST9001*

KNOX COUNTY SCHOOLS WAREHOUSE

04/20/2011

Customer Summary Purchase History
 Date between 01/01/2010 and 01/01/2011 And Stock Code between 03770 and
 03772

Page 5 of 17

Stock Code	Description	Manufacturer	Category	Quantity	Extended
Customer Name: C--Eastport Elementary 2403501					
Customer #: 353					
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	2.00	83.34
Line Items: 2				4.00	155.04
Customer Name: C--Farragut High 2403501					
Customer #: 355					
03771	Towels, Rolled	Georgia Pacific	Custodial	91.00	3,077.23
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	58.00	2,416.86
Line Items: 2				149.00	5,494.09
Customer Name: C--Farragut Inter. 2403501					
Customer #: 357					
03770	New Toilet Tissue,white bath tissue to replace the old tissue		Custodial	6.00	215.10
03771	Towels, Rolled	Georgia Pacific	Custodial	67.00	2,265.79
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	34.00	1,416.78
Line Items: 3				107.00	3,897.67
Customer Name: C--Farragut Middle 2403501					
Customer #: 359					
03771	Towels, Rolled	Georgia Pacific	Custodial	94.00	3,178.75
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	69.00	2,875.23
Line Items: 2				163.00	6,053.98
Customer Name: C--Fountain City Elem. 2403501					
Customer #: 363					
03770	New Toilet Tissue,white bath tissue to replace the old tissue		Custodial	6.00	215.10
03771	Towels, Rolled	Georgia Pacific	Custodial	48.00	1,623.57
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	4.00	166.68
Line Items: 3				58.00	2,005.35
Customer Name: C--Fulton High, 2403501-0090-94350000					
Customer #: 365					
03771	Towels, Rolled	Georgia Pacific	Custodial	56.00	1,892.49
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	42.00	1,750.14

CST9001*

KNOX COUNTY SCHOOLS WAREHOUSE
 Customer Summary Purchase History
 Date between 01/01/2010 and 01/01/2011 And Stock Code between 03770 and
 03772

04/20/2011

Page 6 of 17

Stock Code	Description	Manufacturer	Category	Quantity	Extended
------------	-------------	--------------	----------	----------	----------

Customer Name: C--Fulton High, 2403501-0090-94350000
Customer #: 365

Line Items: 2		98.00		3,642.63
---------------	--	-------	--	----------

Customer Name: C--Gap Creek Elem. 2403501
Customer #: 367

03770	New Toilet Tissue,white bath tissue to replace the old tissue		Custodial	7.00	250.95
03771	Towels, Rolled	Georgia Pacific	Custodial	15.00	507.18

Line Items: 2		22.00		758.13
---------------	--	-------	--	--------

Customer Name: C--Gibbs Elementary 2403501
Customer #: 369

03770	New Toilet Tissue,white bath tissue to replace the old tissue		Custodial	32.00	1,147.20
03771	Towels, Rolled	Georgia Pacific	Custodial	82.00	2,771.80
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	8.00	333.36

Line Items: 3		122.00		4,252.36
---------------	--	--------	--	----------

Customer Name: C--Gibbs High School 2403501
Customer #: 371

03771	Towels, Rolled	Georgia Pacific	Custodial	54.00	1,825.92
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	22.00	916.74

Line Items: 2		76.00		2,742.66
---------------	--	-------	--	----------

Customer Name: C--Green Elementary 2403501
Customer #: 373

03770	New Toilet Tissue,white bath tissue to replace the old tissue		Custodial	18.00	645.30
03771	Towels, Rolled	Georgia Pacific	Custodial	34.00	1,149.08
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	5.00	208.35

Line Items: 3		57.00		2,002.73
---------------	--	-------	--	----------

Customer Name: C--Gresham Middle 2403501
Customer #: 375

03771	Towels, Rolled	Georgia Pacific	Custodial	27.00	912.45
-------	----------------	-----------------	-----------	-------	--------

Line Items: 1		27.00		912.45
---------------	--	-------	--	--------

KNOX COUNTY SCHOOLS WAREHOUSE
 Customer Summary Purchase History
 Date between 01/01/2010 and 01/01/2011 And Stock Code between 03770 and
 03772

04/20/2011

Page 7 of 17

Stock Code	Description	Manufacturer	Category	Quantity	Extended
Customer Name: C--Halls Elementary 2403501					
Customer #: 377					
03770	New Toilet Tissue,white bath tissue to replace the old tissue		Custodial	17.00	609.45
03771	Towels, Rolled	Georgia Pacific	Custodial	51.00	1,725.01
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	5.00	208.35
Line Items: 3				73.00	2,542.81
Customer Name: C--Halls High School 2403501					
Customer #: 379					
03771	Towels, Rolled	Georgia Pacific	Custodial	53.00	1,791.54
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	23.00	958.41
Line Items: 2				76.00	2,749.95
Customer Name: C--Halls Middle School 2403501					
Customer #: 381					
03771	Towels, Rolled	Georgia Pacific	Custodial	50.00	1,689.60
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	23.00	958.41
Line Items: 2				73.00	2,648.01
Customer Name: C--Hardin Valley Elem. 2403501					
Customer #: 383					
03770	New Toilet Tissue,white bath tissue to replace the old tissue		Custodial	18.00	645.30
03771	Towels, Rolled	Georgia Pacific	Custodial	78.00	2,637.72
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	5.00	208.35
Line Items: 3				101.00	3,491.37
Customer Name: C--Holston Middle 2403501					
Customer #: 385					
03771	Towels, Rolled	Georgia Pacific	Custodial	47.00	1,589.54
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	26.00	1,083.42
Line Items: 2				73.00	2,672.96
Customer Name: C--Inskip Elementary 2403501					
Customer #: 387					
03770	New Toilet Tissue,white bath tissue to replace the old tissue		Custodial	12.00	430.20
03771	Towels, Rolled	Georgia Pacific	Custodial	20.00	675.52
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	4.00	166.68

KNOX COUNTY SCHOOLS WAREHOUSE
 Customer Summary Purchase History
 Date between 01/01/2010 and 01/01/2011 And Stock Code between 03770 and
 03772

04/20/2011

Page 8 of 17

Stock Code	Description	Manufacturer	Category	Quantity	Extended
------------	-------------	--------------	----------	----------	----------

Customer Name: C--Inskip Elementary 2403501
Customer #: 387

Line Items: 3		36.00		1,272.40
---------------	--	-------	--	----------

Customer Name: C--Karns High School 2403501
Customer #: 391

03771	Towels, Rolled	Georgia Pacific	Custodial	67.00	2,265.85
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	34.00	1,416.78

Line Items: 2		101.00		3,682.63
---------------	--	--------	--	----------

Customer Name: C--Karns Middle 2403501
Customer #: 395

03771	Towels, Rolled	Georgia Pacific	Custodial	56.00	1,893.62
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	36.00	1,500.12

Line Items: 2		92.00		3,393.74
---------------	--	-------	--	----------

Customer Name: C--Lonsdale Elementary 2403501
Customer #: 399

03770	New Toilet Tissue,white bath tissue to replace the old tissue		Custodial	10.00	358.50
03771	Towels, Rolled	Georgia Pacific	Custodial	20.00	676.40

Line Items: 2		30.00		1,034.90
---------------	--	-------	--	----------

Customer Name: C--Maynard Elem. 2403501
Customer #: 401

03770	New Toilet Tissue,white bath tissue to replace the old tissue		Custodial	12.00	430.20
03771	Towels, Rolled	Georgia Pacific	Custodial	20.00	675.84
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	3.00	125.01

Line Items: 3		35.00		1,231.05
---------------	--	-------	--	----------

Customer Name: C--Mooreland Heights Elem. 2403501
Customer #: 403

03770	New Toilet Tissue,white bath tissue to replace the old tissue		Custodial	9.00	322.65
03771	Towels, Rolled	Georgia Pacific	Custodial	29.00	980.84

Line Items: 2		38.00		1,303.49
---------------	--	-------	--	----------

KNOX COUNTY SCHOOLS WAREHOUSE
 Customer Summary Purchase History
 Date between 01/01/2010 and 01/01/2011 And Stock Code between 03770 and
 03772

04/20/2011

Page 9 of 17

Stock Code	Description	Manufacturer	Category	Quantity	Extended
Customer Name: C--Mount Olive Elem. 2403501					
Customer #: 405					
03770	New Toilet Tissue,white bath tissue to replace the old tissue		Custodial	10.00	358.50
03771	Towels, Rolled	Georgia Pacific	Custodial	18.00	608.76
Line Items: 2				28.00	967.26
Customer Name: C--New Hopewell Elem. 2403501					
Customer #: 407					
03770	New Toilet Tissue,white bath tissue to replace the old tissue		Custodial	2.00	71.70
03771	Towels, Rolled	Georgia Pacific	Custodial	29.00	980.46
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	4.00	166.68
Line Items: 3				35.00	1,218.84
Customer Name: C--Northwest Middle 2403501					
Customer #: 409					
03771	Towels, Rolled	Georgia Pacific	Custodial	41.00	1,386.62
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	24.00	1,000.08
Line Items: 2				65.00	2,386.70
Customer Name: C--Norwood Elementary 2403501					
Customer #: 411					
03770	New Toilet Tissue,white bath tissue to replace the old tissue		Custodial	13.00	466.05
03771	Towels, Rolled	Georgia Pacific	Custodial	43.00	1,454.50
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	2.00	83.34
Line Items: 3				58.00	2,003.89
Customer Name: C--Pleasant Ridge Elem. 2403501					
Customer #: 413					
03770	New Toilet Tissue,white bath tissue to replace the old tissue		Custodial	5.00	179.25
03771	Towels, Rolled	Georgia Pacific	Custodial	32.00	1,082.36
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	9.00	375.03
Line Items: 3				46.00	1,636.64
Customer Name: C--Pond Gap Elem. 2403501					
Customer #: 415					
03770	New Toilet Tissue,white bath tissue to replace the old tissue		Custodial	8.00	286.80
03771	Towels, Rolled	Georgia Pacific	Custodial	19.00	642.43

CST9001*

KNOX COUNTY SCHOOLS WAREHOUSE
 Customer Summary Purchase History
 Date between 01/01/2010 and 01/01/2011 And Stock Code between 03770 and
 03772

04/20/2011

Page 10 of 17

Stock Code	Description	Manufacturer	Category	Quantity	Extended
------------	-------------	--------------	----------	----------	----------

Customer Name: C--Pond Gap Elem. 2403501
Customer #: 415

Line Items: 2	27.00	929.23
---------------	-------	--------

Customer Name: C--Powell Elementary 2403501
Customer #: 417

03770	New Toilet Tissue,white bath tissue to replace the old tissue		Custodial	12.00	430.20
03771	Towels, Rolled	Georgia Pacific	Custodial	75.00	2,536.05
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	14.00	583.38

Line Items: 3	101.00	3,549.63
---------------	--------	----------

Customer Name: C--Powell High School 2403501
Customer #: 419

03771	Towels, Rolled	Georgia Pacific	Custodial	56.00	1,893.13
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	28.00	1,166.76

Line Items: 2	84.00	3,059.89
---------------	-------	----------

Customer Name: C--Powell Middle 2403501
Customer #: 421

03771	Towels, Rolled	Georgia Pacific	Custodial	26.00	879.32
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	10.00	416.70

Line Items: 2	36.00	1,296.02
---------------	-------	----------

Customer Name: C--Richard Yoakley 2403501
Customer #: 423

03770	New Toilet Tissue,white bath tissue to replace the old tissue		Custodial	3.00	107.55
03771	Towels, Rolled	Georgia Pacific	Custodial	6.00	202.86

Line Items: 2	9.00	310.41
---------------	------	--------

Customer Name: C--Ridgedale Elem. 2401035
Customer #: 425

03770	New Toilet Tissue,white bath tissue to replace the old tissue		Custodial	6.00	215.10
03771	Towels, Rolled	Georgia Pacific	Custodial	19.00	642.34

Line Items: 2	25.00	857.44
---------------	-------	--------

KNOX COUNTY SCHOOLS WAREHOUSE
 Customer Summary Purchase History
 Date between 01/01/2010 and 01/01/2011 And Stock Code between 03770 and
 03772

04/20/2011

Page 11 of 17

Stock Code	Description	Manufacturer	Category	Quantity	Extended
Customer Name: C--Ritta Elementary 2403501					
Customer #: 426					
03770	New Toilet Tissue,white bath tissue to replace the old tissue		Custodial	12.00	430.20
03771	Towels, Rolled	Georgia Pacific	Custodial	41.00	1,385.89
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	3.00	125.01
Line Items: 3				56.00	1,941.10
Customer Name: C--Rocky Hill Elem. 2403501					
Customer #: 428					
03770	New Toilet Tissue,white bath tissue to replace the old tissue		Custodial	14.00	501.90
03771	Towels, Rolled	Georgia Pacific	Custodial	42.00	1,419.56
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	5.00	208.35
Line Items: 3				61.00	2,129.81
Customer Name: C--Sarah Mooore Greene 2403501					
Customer #: 430					
03770	New Toilet Tissue,white bath tissue to replace the old tissue		Custodial	16.00	573.60
03771	Towels, Rolled	Georgia Pacific	Custodial	67.00	2,264.81
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	21.00	875.07
Line Items: 3				104.00	3,713.48
Customer Name: C--Sequoyah Elementary 2403501					
Customer #: 432					
03770	New Toilet Tissue,white bath tissue to replace the old tissue		Custodial	2.00	71.70
03771	Towels, Rolled	Georgia Pacific	Custodial	27.00	913.14
Line Items: 2				29.00	984.84
Customer Name: C--Shannondale Elementary 2403501					
Customer #: 434					
03770	New Toilet Tissue,white bath tissue to replace the old tissue		Custodial	13.00	466.05
03771	Towels, Rolled	Georgia Pacific	Custodial	24.00	811.50
Line Items: 2				37.00	1,277.55
Customer Name: C--South Doyle High 2403501					
Customer #: 436					
03771	Towels, Rolled	Georgia Pacific	Custodial	80.00	2,705.87
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	27.00	1,125.09

CST9001*

KNOX COUNTY SCHOOLS WAREHOUSE
 Customer Summary Purchase History
 Date between 01/01/2010 and 01/01/2011 And Stock Code between 03770 and
 03772

04/20/2011

Page 12 of 17

Stock Code	Description	Manufacturer	Category	Quantity	Extended
Customer Name: C--South Doyle High 2403501					
Customer #: 436					
Line Items: 2				107.00	3,830.96
Customer Name: C--South Doyle Mid. 2403501					
Customer #: 438					
03771	Towels, Rolled	Georgia Pacific	Custodial	46.00	1,554.84
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	21.00	875.07
Line Items: 2				67.00	2,429.91
Customer Name: C--South Knoxville Elem. 2403501					
Customer #: 440					
03770	New Toilet Tissue,white bath tissue to replace the old tissue		Custodial	2.00	71.70
03771	Towels, Rolled	Georgia Pacific	Custodial	12.00	405.81
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	2.00	83.34
Line Items: 3				16.00	560.85
Customer Name: C--Spring Hill Elem. 2403501					
Customer #: 442					
03770	New Toilet Tissue,white bath tissue to replace the old tissue		Custodial	16.00	573.60
03771	Towels, Rolled	Georgia Pacific	Custodial	36.00	1,216.71
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	3.00	125.01
Line Items: 3				55.00	1,915.32
Customer Name: C--Sterchl Elementary 2403501					
Customer #: 444					
03770	New Toilet Tissue,white bath tissue to replace the old tissue		Custodial	11.00	394.35
03771	Towels, Rolled	Georgia Pacific	Custodial	31.00	1,048.24
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	1.00	41.67
Line Items: 3				43.00	1,484.26
Customer Name: C--Sunnyview Primary 2401043					
Customer #: 446					
03770	New Toilet Tissue,white bath tissue to replace the old tissue		Custodial	8.00	286.80
03771	Towels, Rolled	Georgia Pacific	Custodial	30.00	1,014.28
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	3.00	125.01

KNOX COUNTY SCHOOLS WAREHOUSE
 Customer Summary Purchase History
 Date between 01/01/2010 and 01/01/2011 And Stock Code between 03770 and
 03772

04/20/2011

Page 13 of 17

Stock Code	Description	Manufacturer	Category	Quantity	Extended
Customer Name: C--Sunnyview Primary 2401043					
Customer #: 446					
Line Items: 3				41.00	1,426.09
Customer Name: C--Vine Middle School 2403501					
Customer #: 448					
03771	Towels, Rolled	Georgia Pacific	Custodial	30.00	1,014.30
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	18.00	750.06
Line Items: 2				48.00	1,764.36
Customer Name: C--West Haven Elem. 2403501					
Customer #: 450					
03770	New Toilet Tissue,white bath tissue to replace the old tissue		Custodial	2.00	71.70
03771	Towels, Rolled	Georgia Pacific	Custodial	22.00	743.98
Line Items: 2				24.00	815.68
Customer Name: C--West High School 2403501					
Customer #: 452					
03771	Towels, Rolled	Georgia Pacific	Custodial	55.00	1,860.61
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	23.00	958.41
Line Items: 2				78.00	2,819.02
Customer Name: C--West Hills Elem. 2403501					
Customer #: 454					
03770	New Toilet Tissue,white bath tissue to replace the old tissue		Custodial	9.00	322.65
03771	Towels, Rolled	Georgia Pacific	Custodial	64.00	2,164.30
Line Items: 2				73.00	2,486.95
Customer Name: C--West Valley Middle 2403501					
Customer #: 456					
03771	Towels, Rolled	Georgia Pacific	Custodial	54.00	1,824.43
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	16.00	666.72
Line Items: 2				70.00	2,491.15
Customer Name: C--West View Elem. 2403501					
Customer #: 458					

KNOX COUNTY SCHOOLS WAREHOUSE
 Customer Summary Purchase History
 Date between 01/01/2010 and 01/01/2011 And Stock Code between 03770 and
 03772

04/20/2011

Page 14 of 17

Stock Code	Description	Manufacturer	Category	Quantity	Extended
Customer Name: C--West View Elem. 2403501					
Customer #: 458					
03770	New Toilet Tissue,white bath tissue to replace the old tissue		Custodial	20.00	717.00
03771	Towels, Rolled	Georgia Pacific	Custodial	20.00	675.92
Line Items: 2				40.00	1,392.92
Customer Name: C--Whittle Springs Mid. 2403501					
Customer #: 460					
03771	Towels, Rolled	Georgia Pacific	Custodial	18.00	608.76
Line Items: 1				18.00	608.76
Customer Name: C--Sam E Hill 2403501					
Customer #: 463					
03770	New Toilet Tissue,white bath tissue to replace the old tissue		Custodial	5.00	179.25
03771	Towels, Rolled	Georgia Pacific	Custodial	22.00	743.63
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	4.00	166.68
Line Items: 3				31.00	1,089.56
Customer Name: C--Beaumont Elementary, 2403501-0022-94350000					
Customer #: 464					
03770	New Toilet Tissue,white bath tissue to replace the old tissue		Custodial	28.00	1,003.80
03771	Towels, Rolled	Georgia Pacific	Custodial	35.00	1,183.79
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	6.00	250.02
Line Items: 3				69.00	2,437.61
Customer Name: C--Adrian Burnett Elem. 2403501					
Customer #: 466					
03770	New Toilet Tissue,white bath tissue to replace the old tissue		Custodial	9.00	322.65
03771	Towels, Rolled	Georgia Pacific	Custodial	45.00	1,520.88
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	4.00	166.68
Line Items: 3				58.00	2,010.21
Customer Name: C--Fort Sanders Edu. 2403501					
Customer #: 477					
03771	Towels, Rolled	Georgia Pacific	Custodial	16.00	540.74

KNOX COUNTY SCHOOLS WAREHOUSE
 Customer Summary Purchase History
 Date between 01/01/2010 and 01/01/2011 And Stock Code between 03770 and
 03772

04/20/2011

Page 15 of 17

Stock Code	Description	Manufacturer	Category	Quantity	Extended
Customer Name: C--Fort Sanders Edu. 2403501					
Customer #: 477					
Line Items: 1				16.00	540.74
Customer Name: C--School Main. 5 th. Ave., 2403501-2100-94350000					
Customer #: 481					
03771	Towels, Rolled	Georgia Pacific	Custodial	12.00	405.40
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	6.00	250.02
Line Items: 2				18.00	655.42
Customer Name: C--LINCOLN PARK EVENING 2403501					
Customer #: 489					
03770	New Toilet Tissue,white bath tissue to replace the old tissue		Custodial	3.00	107.55
Line Items: 1				3.00	107.55
Customer Name: C--Knoxville Adaptive Edu. Center2403501					
Customer #: 496					
03770	New Toilet Tissue,white bath tissue to replace the old tissue		Custodial	8.00	286.80
Line Items: 1				8.00	286.80
Customer Name: C--Fair Garden 2403501					
Customer #: 498					
03770	New Toilet Tissue,white bath tissue to replace the old tissue		Custodial	10.00	358.50
03771	Towels, Rolled	Georgia Pacific	Custodial	20.00	676.40
Line Items: 2				30.00	1,034.90
Customer Name: C--Bonny Kate Elem. 2403501					
Customer #: 499					
03770	New Toilet Tissue,white bath tissue to replace the old tissue		Custodial	10.00	358.50
03771	Towels, Rolled	Georgia Pacific	Custodial	41.00	1,385.71
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	2.00	83.34
Line Items: 3				53.00	1,827.55

KNOX COUNTY SCHOOLS WAREHOUSE
 Customer Summary Purchase History
 Date between 01/01/2010 and 01/01/2011 And Stock Code between 03770 and
 03772

04/20/2011

Page 16 of 17

Stock Code	Description	Manufacturer	Category	Quantity	Extended
Customer Name: C--Farragut Primary 2403501					
Customer #: 535					
03770	New Toilet Tissue,white bath tissue to replace the old tissue		Custodial	24.00	860.40
03771	Towels, Rolled	Georgia Pacific	Custodial	68.00	2,298.77
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	8.00	333.36
Line Items: 3				100.00	3,492.53
Customer Name: C--Karns Elementary 2403501					
Customer #: 575					
03770	New Toilet Tissue,white bath tissue to replace the old tissue		Custodial	27.00	967.95
03771	Towels, Rolled	Georgia Pacific	Custodial	77.00	2,603.90
Line Items: 2				104.00	3,571.85
Customer Name: C--Historic Knoxville High 2403501					
Customer #: 593					
03771	Towels, Rolled	Georgia Pacific	Custodial	12.00	405.81
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	6.00	250.02
Line Items: 2				18.00	655.83
Customer Name: C--Sarah Simson PDTC 2403501					
Customer #: 600					
03770	New Toilet Tissue,white bath tissue to replace the old tissue		Custodial	6.00	215.10
03771	Towels, Rolled	Georgia Pacific	Custodial	11.00	371.90
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	3.00	125.01
Line Items: 3				20.00	712.01
Customer Name: C--Amherst Elementary 2403501					
Customer #: 605					
03770	New Toilet Tissue,white bath tissue to replace the old tissue		Custodial	21.00	752.85
03771	Towels, Rolled	Georgia Pacific	Custodial	34.00	1,149.82
Line Items: 2				55.00	1,902.67
Customer Name: C--Hardin Valley Academy 2403501					
Customer #: 688					
03771	Towels, Rolled	Georgia Pacific	Custodial	101.00	3,416.00
03772	Toilet Tissue , 48 rolls/cs.,		Custodial	50.00	2,083.50

KNOX COUNTY SCHOOLS WAREHOUSE

04/20/2011

Customer Summary Purchase History

Date between 01/01/2010 and 01/01/2011 And Stock Code between 03770 and 03772

Page 17 of 17

Stock Code	Description	Manufacturer	Category	Quantity	Extended
------------	-------------	--------------	----------	----------	----------

Customer Name: C--Hardin Valley Academy 2403501

Customer #: 688

Line Items: 2

				151.00	5,499.50
--	--	--	--	--------	----------

				5,321.00	188,916.39
--	--	--	--	----------	------------



OFFICE OF COUNTY MAYOR TIM BURCHETT

Purchasing Division • Department of Finance • 1000 North Central St., Suite 100 • Knoxville, TN 37917

**Knox County Purchasing Division
Addendum II to Invitation for Bid 956
Custodial Services for Knox County Schools**

Addendum Date: May 11, 2011

Buyer: Matt Myers, CPPO, CPPB

Opening Date: May 18, 2011 @ 4:00 pm

**Total Page(s): 29 Total Pages
(not including .pdf file of floor plans)**

Questions/Answers from Prebid Conference and submissions to date;

Question #1. Are potential contractors required to match current wages and benefits of the custodial staff?

Answer #1. No, however every attempt should be made to at least match, if not exceed current levels.

Question #2. Are the current employees bonded?

Answer #2. No. These are Knox County School Maintenance and Operations (KCSMO) employees.

Question #3. Who is responsible for the walk-off mats, trash receptacles, etc.

Answer #3. Individual schools provide these mats at their discretion. Contractor shall be required to keep them in a clean and presentable condition.

Question #4. What is the current number of custodial staff, including Central Office personnel directly associated to this function?

Answer #4. There are currently 340 full time custodial staff, 4 support staff and 21 substitutes associated to this function.

Question #5. Please provide us with the student and staff population for each school.

Answer #5. See Attachment C (10 pages).

- Question #6.** Please provide us with a list of all current employees and Day porters.
- Answer #6.** This list will be given to successful contractor.
- Question #7.** Please provide us with current budget for janitorial cleaning.
- Answer #7.** Current FY11 budget for janitorial cleaning is \$11,494,156.00.
- Question #8.** Who provides walk off mats? 5.17
- Answer #8.** See Answer #3.
- Question #9.** Can we use propane?
- Answer #9.** Yes.
- Question #10.** Do we need to provide background checks/drug testing on current employees, if hired by our company?
- Answer #10.** Yes, the successful contractor will be required to provide Employee Background Checks on anyone hired.
- Question #11.** Are increases in cost of background checks, etc. reimbursed?
- Answer #11.** These charges are not reimbursed by Knox County Schools.
- Question #12.** What is your current equipment surplus, status, and age? Can you please provide us with a lists of current equipment?
- Answer #12.** This will be discussed with the successful contractor.
- Question #13.** What wages, benefits, etc. are required of employees for Knox Co. Schools?
- Answer #13.** See Answer #1. A Custodial Salary Schedule for Fiscal Year 2011 is attached (Attachment E).
- Question #14.** Please provide us with a list of all school events.
- Answer #14.** Events will include, but not be limited to, choral concerts, band concerts, dances, ball games etc. Other events are school specific and may not be known by Knox County School Maintenance and Operations.
- Question #15.** Please explain 5.11 for head custodian to fill in until contractor has employees on site.
- Answer #15.** If used, the Knox County School Head Custodian will be responsible for opening the school and checking all building systems and assuring the school is ready for children. Once this is completed, they will be at the discretion of the building level principal for further duties during their shift.

Successful contractor shall be responsible for having employees on site prior to lunch activities and continuing through any after school activities until building lockup. See Section 5.10 and 5.11.

Question #16. In the Pre-Bid conference you mentioned a Performance Bond possibly being required by the winning bidder! What will be the term of the Performance Bond, (90 days, Annual or a percentage)?

Answer #16. Performance and Payment Bond will be in the amount of 100% of the total annual contract amount.

Question #17. Will there be a separate line item for the cost of the Performance Bond?

Answer #17. Yes. See attached Section 6.18 Pricing - Revised (3 pages).

Question #18. The square footages issued in RFP do not give the amount for the Vocational buildings. Is this number included with the neighboring High School? If so, could you please provide the approximate amount that should be applied to the vocational buildings?

Answer #18. See Attachment A - Revised (6 pages).

Question #19. No square footage was given for Dr. Paul Kelley Volunteer Academy. Please provide.

Answer #19. Please remove this listing.

Question #20. General Services Building was listed on the square foot listing but not on Price page. Please confirm this should or should not be included.

Answer #20. See attached Section 6.18 Pricing - Revised (3 pages). Was previously listed as Maintenance Building.

Question #21. Oakwood Teacher Supply was listed on the square foot listing but not on Price page. Please confirm this should or should not be included.

Answer #21. Please remove this listing.

Question #22. There is no square footage listed for the L&N Academy. Please provide.

Answer #22. See Attachment A - Revised (6 pages).

Question #23. There is no square footage for the Rule Building Security. Please provide.

Answer #23. See Attachment A - Revised (6 pages).

Question #24. There is no square footage for the Vine Middle School Langley Bldg. Please provide.

Answer #24. See Attachment A - Revised (6 pages).

- Question #25.** South-Doyle High has only one square footage listed, but request pricing be broken out by location. Could you please provide the amount that should be applied to Main campus and Young campus?
- Answer #25.** Combine the Main and Young campus. See attached Section 6.18 Pricing - Revised (3 pages).
- Question #26.** In regard to RFP section 5.11; will this KCS employee only apply to each school or all buildings? For pricing page purposes, would a KCS employee be at Eastport for example? The pricing page implies that every location may be affected with this option.
- Answer #26.** This would apply to all buildings.
- Question #27.** In regard to RFP section 6.15; can the district set a limit for this rather all K-12 districts?
- Answer #27.** No.
- Question #28.** Expendable Supplies – What is District's current budget per site on paper/plastics and hand soaps?
- Answer #28.** See Addendum I.
- Question #29.** Equipment – Please provide an equipment list by location and the age of all equipment?
- Answer #29.** See answer #12.
- Question #30.** Head Custodian – What is their job description? Will they have any custodial duties during the day?
- Answer #30.** See Section 5.10.
- Question #31.** Employees - What is the total number of KCS full time and part time employees?
- Answer #31.** See Answer #4.
- Question #32.** Employee Pay – What is the average pay rate and what is their current benefit package?
- Answer #32.** See Attachment E Pay Scale and Leave policies.
- Question #33.** Please provide floor plans for each school.
- Answer #33.** Floor plans will be provided via email no later than May 11, 2011.
- Question #34.** What is the number of students per location?
- Answer #34.** See Attachment C.

- Question #35.** Could you please explain what the "other sites" are used for and their building occupancy?
- Answer #35.** See Attachment D.
- Question #36.** There is no square footage for the maintenance buildings. Please provide.
- Answer #36.** See Attachment A - Revised (6 pages).
- Question #37.** Farragut Intermediate and Middle schools are listed separately on the square footage sheet but pricing sheet has them both together. Is this correct?
- Answer #37.** See Attachment A - Revised (6 pages).
- Question #38.** In the RFP regard to section 1.2, many of the cleaning frequencies seem to be ambiguous; specifically those listed "as needed" which require much expense. Please provide clarification on the frequency, scope and limitations of these requirements to allow proper costing.
- Answer #38.** These cleaning frequencies are on an as needed basis. There is no way to predict an outbreak of sickness in any particular location nor the need for any of the services listed in the "as needed" categories. Bidders shall price accordingly.
- Question #39.** Will Knox County provide office and warehouse space for the successful bidder? If yes, will there be any charge for the office space provided?
- Answer #39.** This option could be discussed with successful bidder.
- Question #40.** Page 13 of the RFP under classroom standards indicates that classroom floors are to be burnished weekly, however, the requirement for floor finish is only four coats to be applied during the summer. Weekly burnishing will result in very little floor finish remaining by the December break. Is the number of coats of finish correct or is the frequency of burnishing correct? Is this the current practice?
- Answer #40.** Vinyl and Terrazzo floors will be burnished as needed (was listed as weekly).
- Question #41.** Is the successful bidder responsible for cleaning exterior windows above the first floor?
- Answer #41.** Yes.
- Question #42.** The RFP requires cleaning window coverings during the summer. Can you provide a summary of the types of window coverings in place and the approximate number or percentages of each type utilized in the district?
- Answer #42.** The successful bidder will be responsible for the cleaning of the blinds in each school. They will not be responsible for curtains. At this time we do not have a total of the number of blinds in the district.

Question #43. On page 18, section 5.22, item 10 indicates the cafeteria floors to be burnished every day. This is an aggressive program. Is this practice currently in place?

Answer #43. Vinyl and Terrazzo floors will be burnished as needed (was listed as weekly).

Question #44. Page 19, section 5.23, item 3 requests snow and ice removal. Who is responsible for supplying the ice melt, shovels, snow blowers, etc?

Answer #44. The successful vendor will be responsible for supplying the ice melt, shovels, snow blowers, etc. The chemical used must not harm the concrete surfaces and is to be approved by KCSMO.

Question #45. Please provide the current staffing with their current rate of pay and benefit rate, the number hours per day worked per day, week or year.

Answer #45. Current staffing will be provided to the successful bidder. Please see Answer #32 Attachment E Pay Scale and Leave policies. Typically a full time custodian will work 8 hours per day for 40 hours per week. These are on a 260 day contract.

Question #46. Will Head Custodians be available to participate in summer project work?

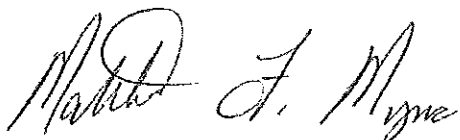
Answer #46. Head Custodians will be available for summer project work between 7:00 am and 3:30 pm local time.

Attachment F – KCS Facility Inventory (2 pages) list to date.

Attachment G – pdf file of school floor plans (212 pages). This file represents the best efforts to maintain all floor plans for the Knox County School District. Slight variations may exist.

End of Addendum II.

Addendum must be acknowledged in Section 6.8.



Matthew F. Myers, CPPO, CPPB
Deputy Director of Purchasing
Knox County Government

Section 6.18 Pricing - Revised

School	Monthly Cost	Monthly Cost with KCS Employee per 5.11
A. L. Lotts Elementary		
Adrian Burnett Elementary		
Amherst Elementary		
Austin-East High		
Ball Camp Elementary		
Bearden Elementary		
Bearden High & Vocational		
Bearden Middle		
Beaumont Elementary		
Belle Morris Elementary		
Blue Grass Elementary		
Bonny Kate Elementary		
Brickey McCloud Elementary		
Carter Elementary		
Carter High		
Carter Middle		
Cedar Bluff Elementary		
Cedar Bluff Middle		
Cedar Bluff Preschool		
Central High		
Chilhowee Elementary		
Christenberry Elementary		
Copper Ridge Elementary		
Corryton Elementary		
Dogwood Elementary		
East Knox County Elementary		
Eastport Ot/Pt		
Fair Garden		
Farragut High & Vocational		
Farragut Intermediate		
Farragut Middle School		
Farragut Primary		
Fort Sanders		
Fountain City Elementary		
Fulton High		
Gap Creek Elementary		
Gibbs Elementary		
Gibbs High & Vocational		
General Services Building with annex etc.		
Green Elementary		
Gresham Middle		
Halls Elementary		

School	Monthly Cost	Monthly Cost with KCS Employee per 5.11
Halls High & North Knox Vocational		
Halls Middle		
Hardin Valley Academy		
Hardin Valley Elementary		
Historic Knoxville High School		
Holston Middle		
Inskip Elementary		
KAEC		
Karns Elementary & Annex		
Karns High & Byington Solway		
Karns Middle		
L & N Stem Academy		
Lincoln Park		
Lonsdale Elementary		
Maynard Elementary		
Mooreland Heights. Elementary		
Mount Olive Elementary		
New Hopewell Elementary		
Northwest Middle		
Norwood Elementary		
Pleasant Ridge Elementary		
Pond Gap Elementary		
Powell Elementary		
Powell High		
Powell Middle		
Richard Yoakley		
Ridgedale Alternative Program		
Ritta Elementary		
Rocky Hill Elementary		
Rule Building/ Security		
Sam E. Hill		
Sarah Moore Greene Elementary		
Sarah Simpson Center Prof Develop Center		
Sequoyah Elementary		
Shannondale Elementary		
South Knox Elementary		
South-Doyle High		
South-Doyle Middle		
Spring Hill Elementary		
Sterchi Elementary		
Sunnyview Elementary		
Vine Middle		
West Haven Elementary		
West High		

School	Monthly Cost	Monthly Cost with KCS Employee per 5.11
West Hills Elementary		
West Valley Middle		
West View Elementary		
Whittle Springs Middle		
Total Cost for School Locations		
Additional Charges		
	Per Hour Charge	
Cost per hour for extra work pursuant to Section 5.2		
Cost per hour for extra work pursuant to Section 5.3		
	Per Square Foot Cost	
Cost per square foot for additional carpet cleaning.		
	Total Price	
Total Cost of Performance and Payment Bond equal to 100 percent of annual contract price less per hour charges.		

ELEMENTARY SCHOOLS

School	Main Building Sq. Ft.	Number of Portables	Number of Portable Classrooms	Sq. Ft. of Portable	Total Square Footage
A.L. Lots Elementary	106,852	5	10	6,500	113,352
Adrian Burnett Elementary	60,565	5	11	8,455	69,020
Amherst Elementary	147,122	0	0	0	147,122
Ballcamp Elementary	32,851	0	0	0	32,851
Bearden Elementary	43,510	2	2	1,560	45,070
Beaumont Elementary	72,036	1	2	1,560	73,596
Belle Morris Elementary	51,616	2	5	3,770	55,386
Bluegrass Elementary	77,115	2	5	3,500	80,615
Bonny Kate Elementary	38,300	3	6	4,418	42,718
Brickey-McCloud	131,806	0	0	0	131,806
Carter Elementary	34,968	4	8	6,360	41,328
Cedar Bluff Pre-K	47,800	0	0	0	47,800
Cedar Bluff Elementary	137,000	0	0	1,456	138,456
Chilhowee Elementary	64,301	1	1	800	65,101
Christenberry Elementary	94,940	0	0	0	94,940
Copper Ridge Elementary	63,800	6	11	7,503	71,303
Corryton Elementary	15,296	5	10	7,167	22,463
Dogwood Elementary	125,080	0	0	0	125,080
East Knox County Elementary	78,000	1	2	1,560	79,560
Farragut Intermediate	95,000	6	11	9,663	104,663
Farragut Primary	107,000	4	8	5,548	112,548
Fountain City Elementary	47,405	2	4	3,780	51,185
Gap Creek Elementary	18,725	1	2	1,680	20,405
Gibbs Elementary	123,391	0	0	0	123,391
Green Elementary	64,909	0	0	0	64,909

Knox County Schools
Maintenance Operations

School	Main Building Sq. Ft.	Number of Portables	Number of Portable Classrooms	Sq. Ft. of Portable	Total Square Footage
Halls Elementary	85,487	2	3	2,375	87,862
Hardin Valley Elementary	136,521	1	2	1,560	138,081
Inskip Elementary	64,256	6	13	10,176	74,432
Karns Elementary & Annex	242,900	0	0	0	242,900
Lonsdale Elementary	57,681	2	3	2,340	60,021
Maynard Elementary	36,340	0	0	0	36,340
Mooreland Heights	34,130	1	2	1,560	35,690
Mt. Olive Elementary	36,294	0	0	0	36,294
New Hopewell	30,409	1	4	3,190	33,599
Norwood Elementary	45,010	3	6	4,368	49,378
Pleasant Ridge Elementary	38,754	2	4	3,075	41,829
Pond Gap Elementary	30,379	4	8	4,480	34,859
Powell Elementary	89,768	7	12	9,100	98,868
Ritta Elementary	70,000	0	0	0	70,000
Rocky Hill Elementary	72,547	3	6	4,680	77,227
Sarah Moore Greene Element	125,000	1	2	1,430	126,430
Sequoyah Elementary	63,212	0	0	0	63,212
Shannondale Elementary	32,108	4	10	7,730	39,838
South Knox Elementary	36,932	0	0	0	36,932
Springhill Elementary	41,800	3	6	4,164	45,964
Sterchi Elementary	38,800	1	2	1,500	40,300
Sunnyview Elementary	40,739	2	9	8,325	49,064
West Haven Elementary	31,791	0	0	0	31,791
West Hills Elementary	85,473	2	4	3,540	89,013
West View Elementary	33,522	3	7	4,822	38,344
Total Elementary School					3,632,936

Knox County Schools
Maintenance Operations

School	Main Building Sq. Ft.	Number of Portables	Number of Portable Classrooms	Sq. Ft. of Portable	Total Square Footage
--------	-----------------------	---------------------	-------------------------------	---------------------	----------------------

MIDDLE SCHOOLS

School	Main Building Sq. Ft.	Number of Portables	Number of Portable Classrooms	Sq. Ft. of Portable	Total Square Footage
Bearden Middle	163,647	0	0	0	163,647
Carter Middle	95,000	2	4	3240	98,240
Cedar Bluff Middle	82,400	1	2	1500	83,900
Farragut Middle	165,000	0	0	0	165,000
Gresham Middle	112,967	0	0	0	112,967
Halls Middle	140,000	2	4	3060	143,060
Holston Middle	194,363	0	0	0	194,363
Karns Middle	165,675	0	0	0	165,675
Northwest Middle	150,000	0	0	0	150,000
Powell Middle	151,898	0	0	0	151,898
South Doyle Middle	205,000	0	0	0	205,000
Vine Middle	112,000	0	0	0	112,000
West Valley Middle	187,920	0	0	0	187,920
Whittle Springs Middle	73,550	3	3	2280	75,830

Total Middle School

2,009,500

HIGH SCHOOLS

School	Main Building Sq. Ft.	Number of Portables	Number of Portable Classrooms	Sq. Ft. of Portable	Total Square Footage
Austin East High	267,394	1	1	1,575	268,969
Bearden High	251,576	7	8	5,882	257,458
Carter High	188,780	1	2	1,620	190,400
Central High	257,687	2	4	3,150	260,837
Farragut High	216,864	4	8	5,504	222,368
Fulton High	236,000	0	0	0	236,000
Gibbs High & Vocational	189,427	1	2	1,056	190,483
Hardin Valley Academy	257,581	0	0	0	257,581
Halls High (Including North Knox Vocational)	200,177	2	4	2,710	202,887
Karns High & Byington Solway	255,780	1	2	1,440	257,220
Powell High	225,300	4	7	5,920	231,220
South Doyle High	270,000	2	4	2,750	272,750
West High	276,770	0	0	0	276,770
Total High School					3,124,943

OTHER SITES

School	Main Building Sq. Ft.	Number of Portables	Number of Portable Classrooms	Sq. Ft. of Portable	Total Square Footage
Eastport	32,495	0	0	0	32,495
Fair Garden	47,047	0	0	0	47,047
Fort Sanders	48,351	0	0	0	48,351
General Services Building w/ annex ect.	74,592	0	0	0	74,592
Historic Knoxville High	116,292	0	0	0	116,292
KAEC	71,000	0	0	0	71,000
Lincoln Park	36,900	0	0	0	36,900
Oakwood Teacher Supply Depot	54,637	0	0	0	54,637
Richard Yoakley	31,844	1	2	1,560	33,404
Ridgedale Alternative Program	53,284	0	0	0	53,284
Sam E. Hill	39,326	0	0	0	39,326
Sarah Simpson Professional Develop Center	107,767	0	0	0	107,767
Total Other					715,095

ELEMENTARY STAFFING - SUMMARY OF TEACHING POSITIONS

BUDGET 2011-2012

	as of 12/9/10			K-3 Total			4-5 Total			Related Arts Total			Total		
	Free/Reduced	Teachers Needed	Gain (Loss)	Teachers Needed	Current Teachers	Gain (Loss)	Teachers Needed	Current Teachers	Gain (Loss)	Teachers Needed	Current Teachers	Gain (Loss)	Teachers Needed	Current Teachers	Gain (Loss)
A. L. Lots	12.9%	36	37 (1)	15	15	0	7.6	7.6	0.0	58.6	59.6	(1.0)	A. L. Lots		
Adrian Burnett	66.2%	25	25	10	9	1	4.6	4.6	0.0	39.6	38.6	1.0	Adrian Burnett		
Amherst	41.8%	25	25	10	10	0	5.0	5.0	0.0	40.0	40.0	0.0	Amherst		
Ball Camp	35.0%	16	16	6	6	0	3.0	3.0	0.0	25.0	25.0	0.0	Ball Camp		
Beardon	33.0%	12	12	5	5	0	2.2	2.2	0.0	19.2	19.2	0.0	Beardon		
Beaumont	78.6%	21	21	7	6	1	5.8	5.8	0.0	33.8	32.8	1.0	Beaumont		
Blue Grass	16.8%	25	25	10	7	3	3.0	3.0	0.0	25.0	25.0	0.0	Blue Grass		
Bonny Kate	43.8%	12	12	6	10	0	5.0	5.0	0.0	40.0	40.0	0.0	Bonny Kate		
Brekeby-McCloud	26.1%	33	33	13	13	0	3.0	3.0	0.0	21.0	21.0	0.0	Brekeby-McCloud		
Carter	58.5%	17	18	8	8	0	6.4	6.4	0.0	52.4	52.4	0.0	Carter		
Cedar Bluff	42.6%	44	44	18	17	1	3.8	3.8	0.0	28.8	29.8	(1.0)	Cedar Bluff		
Chilhowee	59.3%	5	5	8	8	0	7.4	7.4	0.0	69.4	68.4	1.0	Chilhowee		
Christenberry	92.2%	20	20	8	8	0	2.0	2.0	0.0	15.0	15.0	0.0	Christenberry		
Copper Ridge	51.9%	20	20	8	8	0	3.4	3.4	0.0	32.4	31.4	1.0	Copper Ridge		
Corryton	49.8%	8	8	4	4	0	4.0	4.0	0.0	32.0	32.0	0.0	Corryton		
Dogwood	87.0%	27	26	10	10	0	1.6	1.6	0.0	13.6	13.6	0.0	Dogwood		
East Knox County	67.5%	18	18	8	8	0	4.0	4.0	0.0	41.0	40.0	1.0	East Knox County		
Farragut Primary	12.7%	47	48	0	0	0	4.0	4.0	0.0	30.0	30.0	0.0	Farragut Primary		
Farragut Internm.	14.8%	17	16	28	31	(3)	6.2	6.2	0.0	53.2	54.2	(1.0)	Farragut Internm.		
Fountain City	56.1%	15	15	5	5	0	7.0	7.0	0.0	52.0	54.0	(2.0)	Fountain City		
Gap Creek	62.6%	4	4	2	2	0	3.0	3.0	0.0	23.0	23.0	0.0	Gap Creek		
Gibbs	38.6%	27	27	10	10	0	1.0	1.0	0.0	7.0	7.0	0.0	Gibbs		
Green	95.1%	15	14	5	6	(1)	5.4	5.4	0.0	42.4	42.4	0.0	Green		
Halls	34.1%	25	25	12	12	0	5.0	5.0	0.0	25.0	25.0	0.0	Halls		
Hardin Valley	31.3%	34	34	14	15	(1)	5.2	5.2	0.0	42.2	42.2	0.0	Hardin Valley		
Inskip	86.7%	17	17	7	9	(2)	2.8	2.8	0.0	26.8	28.8	(2.0)	Inskip		
Karns	38.6%	37	37	14	15	(1)	6.8	6.8	0.0	57.8	58.8	(1.0)	Karns		
Lonsdale	92.4%	13	11	5	5	0	2.2	2.2	0.0	18.2	18.2	0.0	Lonsdale		
Maynard	95.4%	8	8	4	4	0	1.6	1.6	0.0	13.6	13.6	0.0	Maynard		
Moreland Heights	70.0%	11	11	4	4	0	3.0	3.0	0.0	18.0	18.0	0.0	Moreland Heights		
Mount Olive	58.3%	11	11	4	4	0	3.0	3.0	0.0	18.0	18.0	0.0	Mount Olive		
New Hopewell	51.6%	10	10	5	5	0	3.0	3.0	0.0	18.0	18.0	0.0	New Hopewell		
Norwood	84.8%	22	20	7	6	1	3.4	3.4	0.0	32.4	29.4	3.0	Norwood		
Pleasant Ridge	58.2%	13	13	6	6	0	3.0	3.0	0.0	22.0	22.0	0.0	Pleasant Ridge		
Pond Gap	90.6%	15	14	6	7	(1)	2.6	2.6	0.0	23.6	23.6	0.0	Pond Gap		
Powell	45.8%	30	30	14	14	0	6.0	6.0	0.0	50.0	50.0	0.0	Powell		
Rita	48.3%	18	19	8	7	1	3.4	3.4	0.0	29.4	29.4	0.0	Rita		
Rocky Hill	27.9%	23	23	8	9	(1)	4.2	4.2	0.0	35.2	36.2	(1.0)	Rocky Hill		
S.M. Greene	91.9%	25	26	9	10	(1)	6.0	6.0	0.0	40.0	42.0	(2.0)	S.M. Greene		
Sequoyah	9.1%	15	15	6	6	0	2.8	2.8	0.0	23.8	23.8	0.0	Sequoyah		
Shannondale	31.8%	15	14	6	6	0	2.8	2.8	0.0	23.8	23.8	0.0	Shannondale		
South Knoxville	93.8%	6	6	2	2	0	1.6	1.6	0.0	9.6	9.6	0.0	South Knoxville		
Spring Hill	82.4%	16	17	8	7	1	3.2	3.2	0.0	27.2	27.2	0.0	Spring Hill		
Sterchi	43.4%	14	14	6	6	0	3.0	3.0	0.0	23.0	23.0	0.0	Sterchi		
Sunnyview Primary	58.6%	14	14	0	0	0	2.0	2.0	0.0	16.0	16.0	0.0	Sunnyview Primary		
West Haven	68.5%	9	8	5	6	(1)	2.0	2.0	0.0	16.0	16.0	0.0	West Haven		
West Hills	51.8%	28	27	9	10	(1)	5.0	5.0	0.0	42.0	42.0	0.0	West Hills		
West View	95.4%	9	9	4	3	1	1.6	1.6	0.0	14.6	13.6	1.0	West View		
Total Elementary		942	937	385	390	(5)	190.4	190.4	0.0	1,517.4	1,517.4	0.0	Total Elementary		

Title I
Choice (Magnet)
High Priority
Project GRAD

Note: Teacher counts include only those paid from the operating budget.
Note: Teacher counts do not include Title I, guidance, librarians, ELL, or special ed.

ELEMENTARY (K-5) STAFFING - ASSISTANT PRINCIPALS

BUDGET 2011-2012

3/5/2011

(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)
	as of 12/9/10 Free/ Reduced	Estimated ADM FY 1-1-12	as of 10/31/10 Pre-K	Adjusted Students	Current No. of Asst/Princ	Target Number	(g) - (f) Gain (Loss)
A. L. Lotts	12.9%	1,101	11	1,112	2	2	0
Adrian Burnett	66.2%	714	10	724	1	1	0
Amherst	41.8%	731	8	739	1	1	0
Ball Camp	35.0%	474	12	485	0	0	0
Bearden	33.0%	343	6	349	0	0	0
Beaumont	78.6%	520	19	539	1	1	0
Belle Moris	88.7%	423	25	448	1	1	0
Blue Grass	16.8%	765	20	785	1	1	0
Bonny Kale	43.8%	374	22	396	0	0	0
Bricker-McCloud	26.1%	987	35	1,022	1	1	0
Carter	58.5%	512	8	520	1	1	0
Cedar Bluff	42.6%	1,343	137	1,480	2	2	0
Chilhowee	59.3%	267	0	267	0	0	0
Christenberry	51.1%	542	31	572	1	1	0
Copper Ridge	51.9%	589	13	602	1	1	0
Corlyon	49.8%	203	2	205	0	0	0
Dogwood	87.0%	696	30	726	2	2	0
East Knox County	67.5%	495	44	539	1	1	0
Farragut Primary	12.7%	964	42	1,006	1	1	0
Farragut Intern.	14.6%	1,058	0	1,058	2	2	0
Fountain City	56.1%	418	17	435	0	0	0
Gap Creek	62.6%	117	2	119	0	0	0
Gibbs	38.6%	791	53	844	1	1	0
Green	95.1%	353	21	374	1	1	0
Halls	34.1%	800	7	807	1	1	0
Hardin Valley	31.3%	1,044	13	1,057	1	2	1
Inskip	86.7%	424	11	435	1	1	0
Kams	38.6%	1,111	74	1,185	2	2	0
Lonsdale	92.4%	317	35	352	0	0	0
Maynard	95.4%	209	1	210	0	0	0
Mooreland Heights	70.0%	261	1	262	0	0	0
Mount Olive	58.3%	283	7	290	0	0	0
New Hopewell	51.5%	279	6	285	0	0	0
Norwood	84.8%	551	7	558	1	1	0
Pleasant Ridge	56.2%	377	27	404	0	0	0
Pond Gap	90.6%	348	10	358	1	1	0
Powell	45.8%	949	14	963	1	1	0
Ritta	48.3%	522	19	541	1	1	0
Rocky Hill	27.9%	653	12	665	1	1	0
S.M. Greene	91.9%	617	35	652	1	1	0
Sequoyah	9.1%	449	8	457	0	0	0
Shannondale	31.3%	437	5	442	0	0	0
South Knoxville	93.8%	135	35	170	0	0	0
Spring Hill	82.4%	453	9	462	1	1	0
Sterchi	43.4%	401	23	424	0	0	0
Sunnyview Primary	58.6%	264	37	301	0	0	0
West Haven	68.5%	265	27	292	0	0	0
West Hills	51.8%	798	37	835	1	1	0
West View	95.4%	210	21	231	0	0	0
Total Elementary		26,906	1,049	27,955	34	35	1

Pupil / Assistant Principal Ratios	Free/Reduced 50% or less
Enrollment:	
500-1049	1
1050 or more	2
Free/Reduced greater than 50%	
Enrollment:	
355-799	1
800 or more	2

Schools with 3 or more full-time Special Education classes	Pupil / Assistant Principal Ratios
Free/Reduced 50% or less	
Enrollment:	
400-799	1
800 or more	2
Free/Reduced greater than 50%	
Enrollment:	
300-699	1
700 or more	2

Applicable to:
Amherst
Christenberry
Dogwood
East Knox
Kams
S.M. Greene
Spring Hill

Title I
Choice (Magnnet)
High Priority
Project GRAD

ELEMENTARY - EDUCATIONAL ASSISTANTS

BUDGET 2011-2012

see table

ADMI FY11-12	Estimate	12/2/10 Foot	Reduced	Total	Current		Earned				Gain (Loss)	Adjusted Gain (Loss)
					Ratio Level	Subtotal Earned	Enrollment Factor < 275	Primary School Factor	Magnet/ Arts 300 Factor	Total		
A.L. Little	1,101	12,913%	6.0	175	6.0	5.0	3.0	1.0	0.0	0.0	0.0	0.0
Adrian Burnett	714	66,083%	4.0	150	5.0	3.0	1.0	0.0	0.0	0.0	0.0	0.0
Archer	731	41,333%	5.0	150	3.0	3.0	0.0	0.0	0.0	0.0	0.0	0.0
Bell Camp	472	34,313%	3.0	175	3.0	2.0	0.0	0.0	0.0	0.0	0.0	0.0
Berdeen	343	33,553%	2.5	175	2.0	2.0	0.0	0.0	0.0	0.0	0.0	0.0
Birmingham	520	77,823%	7.0	125	4.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Belle Morris	423	85,623%	3.0	125	3.0	3.0	0.0	0.0	0.0	0.0	0.0	0.0
Blue Grass	755	16,983%	4.5	175	4.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Bonny Kate	374	43,673%	3.0	150	2.0	2.0	0.0	0.0	0.0	0.0	0.0	0.0
Brickley-McCloud	987	26,883%	6.0	175	6.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Center	512	57,363%	4.0	150	3.0	3.0	0.0	0.0	0.0	0.0	0.0	0.0
Cedar Bluff	1,343	42,143%	7.0	150	8.0	2.0	0.0	0.0	0.0	0.0	0.0	0.0
Chilhowee	267	59,303%	2.0	150	2.0	2.0	0.0	0.0	0.0	0.0	0.0	0.0
Chatham	511	80,773%	4.0	175	3.0	2.0	0.0	0.0	0.0	0.0	0.0	0.0
Copper Ridge	598	51,323%	4.0	150	4.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Corryton	203	49,703%	1.5	150	1.0	0.5	0.0	0.0	0.0	0.0	0.0	0.0
Daywood	696	83,893%	4.0	175	4.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
East Knox County	495	69,083%	4.0	150	3.0	3.0	0.0	0.0	0.0	0.0	0.0	0.0
Fairquail Primary	984	12,493%	7.0	175	6.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Fairquail Interm.	1,058	14,553%	4.0	175	6.0	6.0	0.0	0.0	0.0	0.0	0.0	0.0
Foundain City	418	55,103%	3.0	150	3.0	3.0	0.0	0.0	0.0	0.0	0.0	0.0
Gap Creek	117	61,013%	1.5	150	1.0	0.5	0.0	0.0	0.0	0.0	0.0	0.0
Gibbs	781	39,983%	5.0	175	5.0	5.0	0.0	0.0	0.0	0.0	0.0	0.0
Green	353	94,813%	6.0	125	3.0	3.0	0.0	0.0	0.0	0.0	0.0	0.0
Halls	800	33,793%	6.0	175	6.0	6.0	0.0	0.0	0.0	0.0	0.0	0.0
Hardin Valley	1,044	30,563%	6.0	175	6.0	6.0	0.0	0.0	0.0	0.0	0.0	0.0
Harpis	424	83,643%	3.0	125	3.0	3.0	0.0	0.0	0.0	0.0	0.0	0.0
Harbin Valley	1,111	99,503%	6.0	125	6.0	6.0	0.0	0.0	0.0	0.0	0.0	0.0
Karna	317	89,513%	2.0	125	3.0	3.0	0.0	0.0	0.0	0.0	0.0	0.0
Lonsdale	299	64,973%	2.0	125	2.0	0.5	0.0	0.0	0.0	0.0	0.0	0.0
Maynard	283	57,853%	3.0	150	2.0	0.5	0.0	0.0	0.0	0.0	0.0	0.0
Mount Olive	211	69,593%	3.0	150	2.0	2.0	0.0	0.0	0.0	0.0	0.0	0.0
New Hopewell	279	51,483%	2.5	150	2.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Nonwood	551	83,493%	4.0	125	4.0	4.0	0.0	0.0	0.0	0.0	0.0	0.0
Pleasant Ridge	377	56,603%	3.0	150	3.0	3.0	0.0	0.0	0.0	0.0	0.0	0.0
Pond Gap	348	90,443%	3.0	125	3.0	3.0	0.0	0.0	0.0	0.0	0.0	0.0
Powell	846	45,433%	6.0	150	6.0	6.0	0.0	0.0	0.0	0.0	0.0	0.0
Rita	522	49,263%	4.0	150	3.0	3.0	0.0	0.0	0.0	0.0	0.0	0.0
Rocky Hill	635	27,393%	4.0	175	4.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
S.W. Greene	617	91,553%	8.0	125	5.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Sequoyah	448	9,033%	2.0	175	3.0	3.0	0.0	0.0	0.0	0.0	0.0	0.0
Shannonville	437	30,993%	3.0	175	2.0	2.0	0.0	0.0	0.0	0.0	0.0	0.0
South Knoxville	135	88,353%	1.5	125	1.0	0.5	0.0	0.0	0.0	0.0	0.0	0.0
Spring Hill	453	81,973%	3.0	125	4.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Sturch	401	42,203%	3.0	150	3.0	0.5	0.0	0.0	0.0	0.0	0.0	0.0
Summerville Primary	284	58,673%	3.0	150	2.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
West Haven	255	68,863%	3.0	150	2.0	0.5	0.0	0.0	0.0	0.0	0.0	0.0
West Hills	728	51,713%	5.0	150	5.0	5.0	0.0	0.0	0.0	0.0	0.0	0.0
West View	210	94,633%	2.0	125	2.0	0.5	0.0	0.0	0.0	0.0	0.0	0.0
Total Elementary	26,936		191.0	176.0	4.5	1.0	9.5	191.0	0.0	0.0	0.0	0.0

Note 1: Educational Assistants listed above include CERVA, PAC, and Magnet only (ie does not include CDC, Kindergarten Intervention, LRE, Pre-school, Pre-K, Resource, Title I, etc.)

Note 2: The staffing formula does not generate any additional positions system-wide. Since the formula reflects only modest changes, it was determined that FY12 positions cannot remain static based on FY11 positions to avoid disruptions of the school level.

Ratios	
40% or Lower	175:1
> 40% to 70%	150:1
> 70%	125:1
(minimum of 1.0)	

ELEMENTARY (K-5) STAFFING - CLERICAL

BUDGET 2011-2012

	Clerical									
	Estimated ADM FY 11-12	as of 10/31/10 Pre-K	Adjusted Students	Current Staff	Current Rate	(rounded) Target	Gain (Loss)	Adjusted Gain (Loss)		
A.L. Lotts	1,101	11	1,112	4.0	278.0	3.5	(0.5)	0.0		
Adden Burnett	714	10	724	2.5	289.6	2.5	0.0	0.0		
Athens	731	8	739	2.5	295.6	2.5	0.0	0.0		
Ball Camp	474	12	486	1.5	324.0	1.5	0.0	0.0		
Bearden	343	6	349	1.5	232.7	1.5	0.0	0.0		
Beaumont	520	19	539	2.0	269.5	2.0	(0.5)	0.0		
Belle Morris	423	25	448	1.5	298.7	1.5	0.0	0.0		
Blue Grass	785	20	785	2.5	314.0	2.5	0.0	0.0		
Bonny Kate	374	22	396	1.5	264.0	1.5	0.0	0.0		
Brickey-McCloud	987	35	1,022	3.5	282.0	3.5	0.0	0.0		
Carter	512	8	520	2.0	260.0	1.5	(0.5)	0.0		
Cedar Bluff	1,343	137	1,480	4.0	370.0	4.5	0.5	0.0		
Chilhowee	267	0	267	1.5	178.0	1.5	0.0	0.0		
Christenberry	511	31	542	2.0	271.0	2.0	0.0	0.0		
Copper Ridge	589	13	602	2.0	301.0	2.0	0.0	0.0		
Corryton	203	2	205	1.5	136.7	1.5	0.0	0.0		
Dogwood	896	30	726	2.5	280.4	2.5	0.0	0.0		
East Knox County	495	44	539	2.0	269.5	2.0	0.0	0.0		
Farragut Primary	964	42	1,006	3.5	287.4	3.5	0.0	0.0		
Farragut Intern.	1,058	0	1,058	3.5	302.3	3.5	0.0	0.0		
Fountain City	418	17	435	1.5	290.0	1.5	0.0	0.0		
Gap Creek	117	2	119	1.5	79.3	1.5	0.0	0.0		
Green	791	53	844	2.5	337.6	2.5	0.0	0.0		
Halls	800	7	807	2.5	322.8	2.5	0.0	0.0		
Hardin Valley	1,044	13	1,057	3.5	302.0	3.5	0.0	0.0		
Inskip	424	11	435	1.5	290.0	1.5	0.0	0.0		
Karns	1,111	74	1,185	4.5	263.3	4.5	0.0	0.0		
Lonsdale	317	35	352	1.5	234.7	1.5	0.0	0.0		
Maynard	209	1	210	1.5	140.0	1.5	0.0	0.0		
Mooreland Heights	261	1	262	1.5	174.7	1.5	0.0	0.0		
Mount Olive	283	7	280	1.5	193.3	1.5	0.0	0.0		
New Hopewell	279	6	285	1.5	190.0	1.5	0.0	0.0		
Norwood	551	7	558	1.5	372.0	2.0	0.5	0.0		
Pleasant Ridge	377	27	404	1.5	269.3	1.5	0.0	0.0		
Pond Gap	348	10	358	1.5	238.7	1.5	0.0	0.0		
Powell	949	14	963	3.0	321.0	3.0	0.0	0.0		
Rita	522	19	541	1.5	360.7	2.0	0.5	0.0		
Rocky Hill	653	12	665	2.0	332.5	2.0	0.0	0.0		
S.M. Greene	617	35	652	2.0	326.0	2.0	0.0	0.0		
Sequoyah	449	8	457	1.5	304.7	1.5	0.0	0.0		
Shannonale	437	5	442	1.5	294.7	1.5	0.0	0.0		
South Knoxville	135	35	170	1.5	113.3	1.5	0.0	0.0		
Spring Hill	453	9	462	2.0	231.0	2.0	0.0	0.0		
Storch	401	23	424	1.5	282.7	1.5	0.0	0.0		
Sunnyview Primary	264	37	301	1.5	200.7	1.5	0.0	0.0		
West Haven	265	27	292	1.5	194.7	1.5	0.0	0.0		
West Hills	798	37	835	2.5	334.0	2.5	0.0	0.0		
West View	210	21	231	1.5	154.0	1.5	0.0	0.0		
Total Elementary	26,906	1,049	27,955	102.0	263.8	102.0	0.0	0.0		

300 : 1 (minimum of 1.5 per school); minimum of 2.0 per school with 3 or more Sp-Ed classes, which is applicable to: Athens, Christenberry, Dogwood, East Knox, Karns, S.M. Greene, and Spring Hill); Karns earns an additional 0.5 due to 2 office locations.
Maximum of 4.5 clerical positions per school.

Note: Clerical includes secretarial, bookkeepers, library assistants.

Title I
 Choice (Magnet)
 High Priority
 Project GRAD

Note: The staffing formula does not generate any additional positions system-wide, nor will any individual school gain or lose a position since all fluctuations are less than a full position.

MIDDLE SCHOOLS - STAFFING RATIO ANALYSIS

Sections Model

FY11-12 Budget

Main staffing ratio analysis table with columns for sections, individual students, total positions, and ratios. Includes summary rows for Total Middle Schools and Total Teaching Positions.

Note: Student counts (ADM) do not include CDC, CDC-A, or selective students (gross N). Note: Clinical counts exclude positions from the operating budget, cover LEA, include guidance, librarians, ELL, Title I, Special Education, instructional coaches, or any positions (e.g. TAP, AYUD) not paid within the General Purpose Budget.

Teaching Positions Academic Core Staffing Ratios table showing reduced vs. total positions for various ratios.

Adjustment Factors table showing student/teacher ratios for categories like < 600, 600-1, etc.

Guidance and Assistant Principals table detailing student per school requirements and ratios.

HIGH SCHOOLS - STAFFING RATIO ANALYSIS

BLOCK MODEL FY11-12 Budget

3/23/2011

Title	g	h	i	TEACHING POSITIONS										GUIDANCE				ASSISTANT PRINCIPALS				CLERICAL		
				Individual Student Sections	Total Student Sections	Total Teaching Sections	Individual Teaching Sections	Positions Earned	Adjmnt Fecors	Teachers Needed	(rounded) Teachers	FY11 Teachers	Gain (Loss)	Fed Jobs	Net Gain (Loss)	z	aa	bb	z-aa	bb				
Austin-East	88.0%	675	688	4	2,670	23.00	116,098	3	38,70	11	50	51	(1)	2	0	5	5	0	5	0				
Bearden	21.0%	1,922	1,905	4	7,619	26.75	204,82	3	94,94	4	95	98	(3)	0	4	4	0	4	0	4	0			
Canon	47.7%	904	906	4	3,583	24.25	147,75	3	49,25	3	53	54	(1)	2	0	3	3	0	3	0				
Central	52.8%	1,085	1,075	4	4,298	24.25	177,24	3	59,08	3	62	65	(3)	0	4	4	0	4	0	4	0			
Farrington	16.5%	1,716	1,705	4	6,810	28.75	254,58	3	84,88	3	85	82	(7)	6	0	4	4	0	4	0				
Fulton	78.4%	837	828	4	3,715	23.00	151,52	3	53,84	7	61	61	0	0	4	4	0	4	0	4	0			
Griggs	38.1%	1,052	1,042	4	4,166	28.75	155,74	3	51,81	0	52	52	0	0	3	3	0	3	0	3	0			
Hills	31.5%	1,358	1,346	4	5,384	28.75	201,27	3	87,09	0	87	86	1	1	0	3	3	0	3	0				
Herdin Valley	24.5%	1,918	1,902	4	7,605	28.75	284,34	3	94,78	0	95	100	(5)	4	0	4	4	0	4	0				
Karns	37.9%	1,374	1,358	4	5,403	28.75	203,10	3	87,70	0	88	89	(1)	0	4	4	0	4	0	4	0			
South-Doyle	53.4%	1,125	1,362	4	5,448	28.75	203,86	3	87,88	3	68	68	0	4	0	3	3	0	3	0				
STEM Academy	45.2%	1,246	1,115	4	4,458	24.25	183,84	3	61,28	3	64	67	(3)	2	0	4	4	0	4	0				
West	45.9%	1,236	1,236	4	4,842	24.25	203,78	3	67,83	3	68	73	(5)	4	0	4	4	0	4	0				
Total High Schools		16,683	16,683						897,49	31	899	921	(22)	24	2	51	50	1	52	50	2	89	86	2

Note: Education jobs is used so that no school loses more than a single position.

Rate	Ratio
<40%	26.75:1
40% - 60%	24.25:1
> 60%	23.00:1

Adjustment Factors	Enrollment	Positional	Recruitment	Misc	High Priority	STEM
Students	+1	+2	+3	+3	+3	+1
Teachers	+3	+3	+3	+3	+3	+1

Note: Student counts do not include CDC, CDC-A, or satellite students (grade VI).
 Note: Current counts consist of secretaries (includes guidance and library) and bookkeepers.
 Note: Current Assistant Principal positions also includes a curriculum principal position at A-E and Fulton.
 Note: South-Doyle has 5 guidance counselor positions, but 1 is paid from Title I funds; thus, 4 positions are included in staffing analysis.
 Note: Teacher counts do not include guidance, librarians, ELL, special education, ROTC, instructional coaches, teacher aides, Title I, North Knox Vocational locations, included in Hills count; Byington-Schuyler counts based on agreement between Karns, Powell, and HVA administrators as to allocated seats per school, per class from FY10. (i.e. teacher counts in the above model are exclusive of Byington-Schuyler).
 Note: STEM Academy assumed a head/teacher ratio consistent with the system-wide average. Allocations to the STEM Academy are based on the proportional share of zoned students.
 Note: Current teacher counts include only those paid from the operating budget and include Math, Social Studies, Science, English, Art, Band, Business, Drama, Drivers Ed, Foreign Language, Health, Music, PE, Vocational, Language, Reading, and Dance.

Knox County Schools ADM/ADA
Period Z: March 9, 2011 to April 12, 2011

ELEMENTARY SCHOOLS	K	1					2					3					4					5					N	ADM	ADA	% Attend
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25				
A. L. Lotts Elementary	0066	172.45	157.85	209.30	181.65	186.00	186.80	16.00	1110.05	1072.70	96.64%																			
Adrian Burnett Elementary	0003	129.55	100.00	106.80	120.60	107.60	87.55	8.40	660.50	624.75	94.59%																			
Amherst Elementary	0002	118.70	116.05	134.00	125.00	114.00	105.00	25.30	738.05	708.50	96.00%																			
Ball Camp Elementary	0010	78.90	61.05	88.00	77.65	62.15	77.00	0.00	444.75	427.45	96.14%																			
Bearden Elementary	0012	42.95	55.10	55.25	58.00	64.10	56.00	0.00	331.40	318.30	96.05%																			
Beaumont Magnet	0022	100.60	85.15	90.15	78.55	71.30	67.25	20.35	513.35	486.45	94.76%																			
Belle Morris Elementary	0024	75.70	57.00	59.15	72.60	64.10	52.25	3.00	383.80	366.90	95.34%																			
Blue Grass Elementary	0015	120.30	116.40	144.85	119.30	128.75	122.05	3.00	754.65	731.90	96.99%																			
Bonny Kate Elementary	0020	71.00	44.15	54.40	82.15	53.00	71.00	8.00	383.70	366.05	95.14%																			
Brikey-McCloud Elementary	0025	172.00	145.50	168.50	173.80	149.00	166.00	14.00	988.80	952.25	96.30%																			
Carter Elementary	0030	68.20	84.55	85.80	84.90	96.00	86.20	0.35	508.00	484.60	95.39%																			
Cedar Bluff Elementary	0040	219.90	232.05	216.60	241.45	225.15	220.00	0.00	1355.15	1294.20	95.50%																			
Chilhowee Intermediate	0053	0.00	0.00	0.00	85.65	84.85	88.00	0.00	258.50	248.60	96.17%																			
Christensbery Elementary	0051	85.05	95.75	77.45	78.75	87.65	65.30	24.00	513.95	475.20	92.46%																			
Copper Ridge Elementary	0051	87.70	82.15	113.40	86.00	84.40	107.50	9.50	570.65	542.70	95.10%																			
Corryton Elementary	0055	34.70	31.00	37.00	32.80	29.00	38.00	0.00	202.50	195.30	96.44%																			
Dogwood Elementary	0059	116.15	125.75	105.30	112.35	94.55	105.80	22.80	682.70	642.15	94.06%																			
East Knox Elementary	0068	74.40	73.55	84.20	90.90	87.05	77.00	20.00	507.10	480.80	94.81%																			
Farragut Intermediate	0072	0.00	0.00	0.00	305.55	378.45	382.40	9.00	1075.40	1042.85	96.97%																			
Farragut Primary	0083	302.25	324.50	335.00	0.00	0.00	0.00	9.00	970.75	939.15	96.74%																			
Fountain City Elementary	0087	67.10	84.00	72.20	51.80	67.00	54.00	0.00	396.10	374.40	94.52%																			
Gap Creek Elementary	0085	19.00	11.00	27.00	18.00	18.00	18.00	0.00	111.00	106.20	95.68%																			
Gibbs Elementary	0095	123.00	133.35	141.90	122.10	124.00	118.00	15.30	777.65	739.00	95.03%																			
Green Academy	0112	58.50	72.45	63.00	41.35	49.90	49.00	8.80	343.00	321.60	93.76%																			
Halls Elementary	0110	112.85	140.90	129.50	130.20	147.45	145.20	2.00	808.10	775.20	95.93%																			
Hardin Valley Elementary	0124	149.20	184.25	165.80	180.40	170.10	178.80	8.80	1037.35	997.15	96.12%																			
Inskip Elementary	0138	75.10	83.50	58.75	58.60	70.90	65.30	0.00	412.15	388.55	94.27%																			

Grade N indicates students in Special Ed. options 7, 8, 9

Knox County Schools ADM/ADA
 Period 7: March 9, 2011 to April 12, 2011

ELEMENTARY SCHOOLS		K						N	ADM	ADA	% Attend
			1	2	3	4	5				
Karns Elementary	0145	188.05	195.80	176.35	174.95	155.00	180.10	45.00	1115.25	1066.70	95.65%
Lonsdale Elementary	0165	57.70	45.20	53.30	43.95	50.15	36.20	0.00	286.50	270.80	94.52%
Maynard Elementary	0168	40.95	29.50	29.80	25.00	29.40	30.00	1.00	185.65	175.45	94.51%
Mooreland Hts Elementary	0172	42.00	52.15	42.80	36.10	40.00	45.00	12.00	270.05	256.90	95.13%
Mount Olive Elementary	0170	45.55	45.25	49.65	37.00	46.85	35.00	8.00	267.30	253.15	94.71%
New Hopewell Elementary	0175	41.00	45.90	41.02	47.86	41.02	50.79	8.79	276.39	262.10	94.83%
Norwood Elementary	0177	110.40	94.55	88.65	82.70	70.30	74.55	6.00	527.15	497.25	94.33%
Pleasant Ridge Elementary	0202	53.75	64.85	62.35	61.00	67.00	53.00	7.95	369.90	353.70	95.62%
Pond Gap Elementary	0207	68.15	64.35	42.00	49.80	46.50	49.00	6.10	325.90	307.00	94.20%
Powell Elementary	0180	147.80	138.00	143.40	156.95	172.95	156.55	9.00	924.65	877.00	94.85%
Rita Elementary	0195	70.45	102.85	85.10	88.35	82.15	66.40	10.00	505.30	484.90	95.96%
Rocky Hill Elementary	0235	110.00	121.80	131.95	95.00	98.00	118.00	9.60	684.35	653.80	95.54%
Sarah Moore Greene Magnet	0250	109.00	122.20	89.00	95.55	94.20	88.20	24.00	622.15	590.15	94.86%
Sequoyah Elementary	0255	70.90	71.00	78.00	63.00	73.00	70.00	2.00	427.90	413.00	96.52%
Shannondale Elementary	0260	76.85	69.00	67.95	63.00	72.00	63.00	0.00	411.80	399.25	96.95%
South Knox Elementary	0265	24.55	24.70	23.20	17.70	19.10	20.30	0.00	129.55	123.70	95.48%
Spring Hill Elementary	0280	73.20	56.25	58.00	98.85	83.25	76.00	27.85	473.40	447.80	94.59%
Sterchl Elementary	0285	62.00	76.60	57.35	76.75	53.95	65.00	6.00	397.65	382.55	96.20%
Sunny View Primary	0210	87.40	86.40	95.70	0.00	0.00	0.00	0.00	269.50	255.65	94.86%
West Haven Elementary	0300	37.85	42.25	45.00	41.10	56.55	48.55	0.00	271.30	259.40	95.61%
West Hills Elementary	0310	145.45	140.85	121.45	122.05	108.95	122.00	10.00	770.75	737.05	95.63%
West View Elementary	0315	39.65	36.00	32.00	30.95	28.65	26.00	0.00	193.25	183.05	94.72%
ELEMENTARY TOTALS		4377.90	4422.45	4437.32	4317.71	4305.42	4263.04	420.89	26544.74	25351.25	95.50%

Grade N indicates students in Special Ed. options 7, 8, 9

Knox County Schools ADM/ADA
Period 7: March 9, 2011 to April 12, 2011

MIDDLE SCHOOLS		6	7	8	9	10	11	12	N	ADM	ADA	% Attend
Bearden Middle	0014	362.94	285.15	299.14					38.65	985.88	926.04	93.93%
Carter Middle	0037	277.59	260.19	252.40					32.45	822.62	773.76	94.06%
Cedar Bluff Middle	0045	187.80	214.13	192.85					2.00	596.78	567.20	95.04%
Farragut Middle	0075	414.49	424.89	479.49					4.95	1323.82	1275.52	96.35%
Gresham Middle	0117	295.06	270.59	240.92					27.57	834.14	791.14	94.84%
Halls Middle	0120	372.15	364.46	378.20					19.51	1134.33	1076.07	94.86%
Holston Middle	0122	268.47	278.50	279.76					20.88	847.60	801.77	94.59%
Karrs Middle	0147	420.55	393.98	374.75					32.51	1221.79	1170.39	95.79%
Northwest Middle	0187	284.32	274.94	253.88					2.35	815.49	765.79	93.91%
Powell Middle	0182	310.55	307.64	316.40					1.82	936.61	886.01	94.60%
South-Doyle Middle	0067	337.24	350.24	312.35					45.76	1045.59	985.94	94.30%
Vine Middle/Magnet	0295	112.45	96.08	107.47					7.77	323.78	300.54	92.82%
West Valley Middle	0313	344.82	386.87	396.25					16.32	1144.25	1102.11	96.32%
Whittle Springs Middle	0320	166.93	156.15	154.35					16.09	493.52	467.05	94.64%
MIDDLE SCHOOL TOTALS		4155.35	4064.03	4038.21					268.62	12526.21	11889.33	94.92%

HIGH SCHOOLS		6	7	8	9	10	11	12	N	ADM	ADA	% Attend
Austin East High	0009				136.80	147.90	157.28	140.22	6.00	588.20	506.80	86.16%
Bearden High	0017				485.20	468.97	499.29	411.04	29.86	1894.36	1794.46	94.73%
Carter High	0035				231.20	210.82	214.85	174.98	32.00	863.85	795.33	92.07%
Central High	0047				253.72	274.65	237.09	219.50	20.83	1005.79	898.81	89.35%
Farragut High	0080				433.43	462.42	389.59	403.82	29.98	1719.25	1638.58	95.31%
Fulton High	0090				234.82	236.24	191.70	188.35	31.13	882.24	739.54	83.83%
Gibbs High	0100				270.30	227.45	242.50	189.07	9.78	939.10	856.11	91.16%
Halls High	0115				342.00	333.00	312.94	222.24	20.75	1230.93	1149.90	93.42%
Hardin Valley Academy	0126				443.25	496.78	532.57	368.92	19.70	1861.22	1736.45	93.30%
Karrs High	0150				317.28	335.08	318.16	223.62	24.00	1218.14	1124.14	92.28%
Powell High	0185				338.37	348.99	367.19	286.79	0.00	1341.34	1222.77	91.16%
South-Doyle High	0065				247.51	263.56	293.63	227.12	34.24	1066.05	970.73	91.06%
West High	0305				272.34	305.98	289.45	239.95	19.95	1187.67	1081.76	91.08%
Paul L Kelley Volunteer Academy	0332				0.00	0.00	21.35	54.75	0.00	76.10	55.55	73.00%
HIGH SCHOOL TOTALS					4006.23	4111.85	4067.59	3410.35	278.21	15874.23	14570.91	91.75%

Grade N indicates students in Special Ed. options 7, 8, 9

Knox County Schools ADM/ADA
 Period 7: March 9, 2011 to April 12, 2011

NON-TRADITIONAL SCHOOLS		K - 6	7	8	9	10	11	12	N	ADM	ADA	% Attend
Fort Sanders Ed. Dev. Ctr.	0225				0.79				8.82	9.61	7.46	77.65%
Ridgedale Alternative	0212	16.01	23.20	29.05	0.00	1.00	0.23	0.00	49.55	119.04	102.22	85.87%
Richard Yoakley Alt	0008	2.00	5.65	6.80	20.63	9.17	11.70	5.38	33.88	95.22	72.48	76.12%
NON-TRADITIONAL SCHOOL TOTALS		18.01	28.85	35.85	21.42	10.17	11.93	5.38	92.25	223.87	182.16	81.37%

SUMMARY		ADM	ADA	% Attend
Elementary Schools (Grades K-5)		26544.74	25351.25	95.50%
Middle Schools (Grades 6-8)		12526.21	11889.33	94.92%
High Schools (Grades 9-12)		15874.23	14570.91	91.79%
Non-traditional Schools		223.87	182.16	81.37%
District Totals		55169.05	51993.65	94.24%

Grade N indicates students in Special Ed. options 7, 8, 9

Attachment D

Question/Answer #35- Could you please explain what the "other sites" are used for and their building occupancy?

The table below explains what the "other sites" are used for and who occupies each building:

Building Name	Use	Occupancy
Eastport	Offices for speech, OT, PT,	Staff only
Fair Garden	Pre-K Program	Staff and Pre-K students
Fort Sanders	Special Education classes	Teachers and Students
General Services Building/W Annex (Maintenance Office)	Maintenance Office, All crafts (Plumbing, HVAC, Electrical, Carpentry, etc)	Staff
Historic Knoxville High	Adult Education- mostly evening classes	Teachers and Students
KAEC	Student Intervention	Teachers and Students
Lincoln Park	Technical Education Offices, Evening Trade School	Teachers and Students
Richard Yoakley	High School Alternative Program	Teachers and Students
Ridgedale	Middle School Alternative and Special Education	Teachers and Students
Sam E. Hill	Pre-K / Family Learning Center	Staff and Pre-K Students
Sarah Simpson Professional Development Center	Offices, Staff Development Training	Staff

CUSTODIAL SALARY SCHEDULE**2010-2011**

Effective January 2009

A Hourly Step	B Hourly Rate	C Hourly Rate	Rate
Substitute	\$ 7.35		
0	\$ 8.20	\$ 8.51	\$ 9.30
1	\$ 8.50	\$ 8.80	\$ 9.60
2	\$ 8.71	\$ 9.05	\$ 9.87
3	\$ 8.96	\$ 9.30	\$10.15
4	\$ 9.21	\$ 9.55	\$10.45
5	\$ 9.50	\$ 9.85	\$10.75
6	\$ 9.75	\$10.10	\$11.05
7	\$10.02	\$10.40	\$11.35
8	\$10.30	\$10.70	\$11.67
9	\$10.60	\$11.00	\$12.00
10	\$11.00	\$11.40	\$12.45
11	\$11.40	\$11.85	\$12.90
12	\$11.81	\$12.30	\$13.40
13	\$12.25	\$12.70	\$13.90
14	\$12.71	\$13.20	\$14.40
94			\$15.00

Step 94 is leader of dream team.

Category A	Custodian, Domestic Assistants
Category B	Head custodian supervising 3 or less
Category C	Head custodian supervising 4 or more

Sick leave is earned at the rate of one day for each month worked; accumulation is unlimited. At the termination of the employment of any employee, all unused sick leave accumulated by the employee shall be terminated. However, Knox

County Schools shall upon re-employment grant a former employee the accumulated sick leave earned while he/she

was a Knox County Schools' employee and lost by previous termination. If a Knox County Schools' employee terminates

his/her employment with Knox County Schools providing notice 90 contract days prior to his/her intended retirement date, he/she will be paid \$100 per day for each unused sick leave day up to a maximum of his/her annual salary. In the event that notice of intention to retire is provided by fewer than 90 contract days, he/she will be paid \$60 per day for each unused sick leave day (not to exceed his/her annual contract amount).

Personal leave is earned at the rate of two days per year; personal leave does not accumulate. The balance of personal

leave on June 30 of each year is transferred to sick leave.

Step raises are provided at the beginning of the school year. To be eligible for a step raise, the employee must have worked at least 100 days of the prior year's contract. If an employee has worked less than a full contract in more than one previous year, those portions of years will be added together to determine if the employee is eligible to receive a step raise. Employees do not become eligible to receive step raises during the contract year.

Vacation shall be accrued at the rate of one day for each month worked during the first year of employment. An additional day of vacation shall be accrued for each year thereafter, up to a maximum of eight additional days, for a total of twenty days. No more than ten days of vacation may be taken consecutively without the permission of the supervisor and the Superintendent.

Classified positions did not receive a step increase for SY 2010-11.

Approved by the Knox County Board of Education December 3, 2008

KNOX COUNTY SCHOOLS

SCHOOL	Toilets		Paper Towel Disp In Motion)	Paper Towel Disp		Toilet Disp (Double)	Toilet Disp (Single)	Soap Disp	Sanitary Napkin Disp		Sanitary Napkin Cont	Solution Centers	Water Fountains	Mop Sink	Hand Sink	Science Countertop Sink
	Tollets	Urinals		Paper Towel Disp	Paper Towel Disp				Sanitary Napkin Disp	Sanitary Napkin Disp						
A. L. LOTT'S ELEMENTARY	70	19	0	100	67	0	100	0	0	11	2	7	7	2	101	0
ADRIAN BURNETT ELEMENTARY	34	14	0	39	34	0	29	0	0	8	3	5	5	3	46	0
AMHERST ELEMENTARY	76	20	0	16	67	0	115	0	0	20	7	55	55	8	80	38
AUSTIN-EAST HIGH	128	46	0	113	124	1	95	9	44	44	5	28	28	5	162	53
BALL CAMP ELEMENTARY	26	10	0	42	26	0	27	0	7	7	2	23	23	3	25	20
BEARDEN ELEMENTARY	42	8	0	49	42	0	45	0	6	6	3	7	7	2	49	0
BEARDEN HIGH AND VOCATIONAL	170	49	0	177	153	0	150	0	81	12	27	27	13	200	25	25
BEARDEN MIDDLE	74	32	0	72	74	0	59	6	40	5	18	18	18	5	137	0
BEAUMONT MAGNET ELEMENTARY	89	9	0	46	85	0	52	0	17	3	36	36	36	0	86	0
BELLE MORRIS ELEMENTARY	49	9	0	45	47	0	37	0	12	4	12	12	12	0	59	0
BLUE GRASS ELEMENTARY	42	18	0	75	41	0	82	0	10	3	3	13	13	3	83	0
BONNY KATE ELEMENTARY	26	9	0	40	26	0	36	5	0	1	1	12	12	2	36	0
BRICKEY ELEMENTARY	72	8	0	150	70	0	154	0	36	4	68	4	68	4	154	0
CARTER ELEMENTARY	25	9	0	22	22	0	16	0	10	2	2	14	14	3	30	0
CARTER HIGH	92	38	0	83	88	0	65	1	39	8	8	16	16	1	13	24
CARTER MIDDLE	56	22	0	44	46	4	31	0	23	4	4	12	12	4	54	6
CEDAR BLUFF ELEMENTARY/PRIMARY	51	11	0	101	51	0	44	26	0	5	5	81	81	5	108	0
CEDAR BLUFF MIDDLE	31	12	0	25	36	0	27	0	20	3	3	9	9	5	33	0
CEDAR BLUFF PRESCHOOL	32	10	0	43	31	0	36	2	2	2	4	19	19	4	56	0
CENTRAL HIGH	130	59	0	106	128	0	87	44	9	10	5	31	31	8	35	70
CHILHOWEE ELEMENTARY	20	8	0	24	20	0	16	0	10	3	7	7	7	2	24	0
CHRISTENBERY ELEMENTARY	63	22	0	79	62	0	40	1	18	3	20	20	20	3	44	27
COPPER RIDGE ELEMENTARY	53	18	0	62	53	0	43	0	17	2	14	14	14	4	38	27
CORRYTON ELEMENTARY	12	3	0	10	12	0	9	0	0	1	1	6	6	1	11	0
DOGWOOD ELEMENTARY	48	13	0	102	48	0	102	15	0	0	4	65	65	4	116	0
EAST KNOX ELEMENTARY	54	10	0	70	50	0	56	0	17	2	14	14	14	5	75	4
EASTPORT OT/PT	21	0	0	19	15	4	10	0	0	1	1	12	12	1	16	0
FAIR GARDEN	42	3	0	37	42	0	28	1	10	2	20	20	20	2	38	0
FARRAGUT HIGH AND VOCATIONAL	145	44	0	140	141	4	101	0	62	8	28	28	28	9	161	25
FARRAGUT MIDDLE	77	28	8	57	90	0	53	3	41	7	30	30	30	17	26	27
FARRAGUT INTERMEDIATE	58	16	0	79	59	0	72	1	18	4	19	19	19	5	73	0
FARRAGUT PRIMARY	77	18	36	110	76	0	70	2	20	6	6	19	19	7	110	0
FORT SANDERS	37	4	0	46	37	0	31	0	0	2	2	9	9	2	45	0
FOUNTAIN CITY ELEMENTARY	35	7	0	19	35	0	20	0	21	3	13	13	13	3	20	0
FULTON HIGH	97	25	0	104	97	0	84	0	51	3	23	23	23	3	133	35
GAP CREEK ELEMENTARY	15	3	0	11	15	10	10	8	0	2	6	6	6	1	0	5
GIBBS ELEMENTARY	55	8	0	89	53	0	82	17	0	0	3	54	54	4	0	0
GIBBS HIGH and vocational	135	16	0	111	121	2	109	2	58	10	38	38	38	5	165	43
GREEN MAGNET ELEMENTARY	40	8	0	51	40	0	54	0	13	3	18	18	18	0	70	0
GRESHAM MIDDLE	66	21	0	43	64	1	46	12	17	5	18	18	18	7	65	19
HALLS ELEMENTARY	47	9	0	80	47	0	87	0	13	3	41	41	41	3	80	0
HALLS HIGH AND NORTH KNOX VOCATIONAL	101	37	0	113	100	0	97	1	38	8	37	37	37	12	147	56
HALLS MIDDLE	77	37	0	54	77	0	62	0	48	7	23	23	23	12	58	38
HARDIN VALLEY	71	11	0	143	71	0	144	3	30	4	12	12	12	4	162	0
HARDIN VALLEY ADADEMY	123	33	0	117	123	0	112	3	71	8	27	27	27	8	50	55
HISTORIC KNOXVILLE HIGH SCHOOL	33	9	0	27	33	0	17	8	23	3	7	7	7	3	24	0
HOLSTON MIDDLE	69	19	0	42	69	0	54	0	30	5	20	20	20	16	86	26

KNOX COUNTY SCHOOLS

School Name	Toilets	Urinals	Paper Towel Disp In (Motion)	Paper Towel Disp	Toilet Paper Disp (Double)	Toilet Paper Disp (Single)	Soap Disp	Sanitary Napkin Disp	Sanitary Napkin Cont	Solution Centers	Water Fountains	Mop Sink	Hand Sink	Science Countertop Sink
INSKIP ELEMENTARY	44	12	0	57	37	1	42	0	16	2	7	2	61	0
KAEC	30	10	0	18	30	0	19	0	18	1	3	2	28	0
KARNAS ELEMENTARY	110	35	0	168	110	1	90	0	24	7	95	7	199	0
KARNAS HIGH AND BYINGTON SOLWAY	101	26	0	157	77	0	134	0	50	5	42	6	121	66
KARNAS MIDDLE	103	31	0	90	94	0	77	0	57	4	34	4	121	18
L & N STEM ACADEMY														
LINCOLN PARK	22	5	0	29	17	3	21	0	0	3	3	4	0	0
LONSDALE ELEMENTARY	42	10	0	30	42	0	28	0	5	2	13	2	32	0
MAINTENANCE BUILDINGS	23	12	0	20	23	1	24	0	1	3	9	5	17	2
MAYNARD ELEMENTARY	31	12	0	33	30	0	29	0	9	3	16	4	38	0
MOORELAND HEIGHTS ELEMENTARY	26	9	0	23	16	3	19	0	13	4	14	7	22	13
MOUNT OLIVE ELEMENTARY	26	9	0	50	26	0	28	11	0	3	7	3	51	0
NEW HOPEWELL ELEMENTARY	23	8	0	22	23	0	17	0	6	2	5	2	28	0
NORTHWEST MIDDLE	85	25	0	55	65	0	50	1	34	3	17	4	80	0
NORWOOD ELEMENTARY	37	13	0	51	37	0	30	0	8	3	9	3	52	0
PLEASANT RIDGE ELEMENTARY	19	6	0	24	19	0	13	0	10	3	10	3	28	0
POND GAP ELEMENTARY	27	4	0	18	27	0	19	0	8	1	3	0	29	0
POWELL ELEMENTARY	62	15	0	71	62	0	47	0	21	6	13	7	89	0
POWELL HIGH	71	23	0	71	62	0	52	0	35	2	10	3	81	27
POWELL MIDDLE	48	10	0	47	48	0	51	37	0	6	24	10	40	48
RICHARD YOAKLEY CENTER	25	5	0	20	24	0	13	0	6	2	8	3	18	12
RIDGEDALE ELEMENTARY	37	7	0	25	37	0	24	0	11	2	7	2	33	0
RITTA ELEMENTARY	51	26	0	69	51	0	69	0	37	3	4	3	87	0
ROCKY HILL ELEMENTARY	28	12	0	57	28	0	26	0	8	3	4	3	68	0
RULE BUILDING/SECURITY	7	3	0	8	7	0	7	0	0	2	2	1	8	0
SAM E. HILL	24	5	0	10	24	0	12	0	1	2	6	2	14	0
SARAH MOORE GREENE ELEMENTARY	60	20	0	28	60	0	60	1	8	7	18	6	80	0
SARAH SIMPSON CENTER/PDTC	16	9	0	16	16	0	22	0	8	2	3	2	18	3
SEOUYAH ELEMENTARY	45	16	0	48	45	0	59	0	13	3	9	4	58	0
SHANNONDALE ELEMENTARY	20	8	0	16	20	0	20	0	2	2	5	2	20	0
SOUTH KNOX ELEMENTARY	30	6	0	34	29	0	33	0	10	3	10	3	35	0
SOUTH-DOYLE HIGH	132	63	0	120	131	0	124	65	0	7	31	10	141	80
SOUTH-DOYLE MIDDLE	102	42	0	51	84	0	60	55	0	7	27	7	107	62
SPRING HILL ELEMENTARY	38	10	0	28	35	0	37	0	16	2	10	2	41	0
STERCHI ELEMENTARY	34	12	0	20	34	0	18	0	13	2	3	2	33	0
SUNNYVIEW ELEMENTARY	31	15	0	50	31	0	37	0	1	2	8	2	52	0
VINE MIDDLE AND LANGLEY BUILDING	57	12	0	42	55	0	53	0	22	7	32	6	76	31
WEST HAVEN ELEMENTARY	23	9	0	32	23	0	14	0	13	1	5	1	36	0
WEST HIGH	128	51	0	143	127	1	138	0	57	6	34	11	154	74
WEST HILLS ELEMENTARY	54	19	0	79	54	0	38	0	12	3	7	3	90	0
WEST VALLEY MIDDLE	79	25	0	80	79	0	73	0	50	7	29	7	85	39
WEST VIEW ELEMENTARY	25	7	0	23	25	1	29	0	12	2	8	2	32	0
WHITTLE SPRINGS MIDDLE	44	18	0	34	44	0	35	0	32	4	10	9	33	5
	4984	1517	44	5294	4816	37	4687	340	1668	341	1708	390	5858	1103



OFFICE OF COUNTY MAYOR TIM BURCHETT

Purchasing Division • Department of Finance • 1000 North Central St., Suite 100 • Knoxville, TN 37917

**Knox County Purchasing Division
Addendum III to Invitation for Bid 956
Custodial Services for Knox County Schools**

Addendum Date: May 12, 2011

Buyer: Matt Myers, CPPO, CPPB

Opening Date: May 18, 2011 @ 4:00 pm

Total Page(s): 7 Total Pages

1. See Attachment A – Revised (5-12-2011).

End of Addendum III.

Addendum must be acknowledged in Section 6.8.

A handwritten signature in cursive script that reads "Matthew F. Myers".

Matthew F. Myers, CPPO, CPPB
Deputy Director of Purchasing
Knox County Government

Attachment A – Revised (5-12-2011)

ELEMENTARY SCHOOLS

School	Main Building Sq. Ft.	Number of Portables	Number of Portable Classrooms	Sq. Ft. of Portable	Total Square Footage
A.L. Lots Elementary	106,852	5	10	6,500	113,352
Adrian Burnett Elementary	60,565	5	11	8,455	69,020
Amherst Elementary	147,122	0	0	0	147,122
Ball Camp Elementary	82,507	0	0	0	82,507
Bearden Elementary	43,510	2	2	1,560	45,070
Beaumont Elementary	72,036	1	2	1,560	73,596
Belle Morris Elementary	51,616	2	5	3,770	55,386
Bluegrass Elementary	77,115	2	5	3,500	80,615
Bonny Kate Elementary	38,300	3	6	4,418	42,718
Brickey-McCloud	131,806	0	0	0	131,806
Carter Elementary	34,968	4	8	6,360	41,328
Cedar Bluff Pre-K	47,800	0	0	0	47,800
Cedar Bluff Elementary	137,000	0	0	1,456	138,456
Chilhowee Elementary	64,301	1	1	800	65,101
Christenberry Elementary	94,940	0	0	0	94,940
Copper Ridge Elementary	63,800	6	11	7,503	71,303
Corryton Elementary	15,296	5	10	7,167	22,463
Dogwood Elementary	125,080	0	0	0	125,080
East Knox County Elementary	78,000	1	2	1,560	79,560
Farragut Intermediate	95,000	6	11	9,663	104,663
Farragut Primary	107,000	4	8	5,548	112,548
Fountain City Elementary	47,405	2	4	3,780	51,185
Gap Creek Elementary	18,725	1	2	1,680	20,405
Gibbs Elementary	123,391	0	0	0	123,391

School	Main Building Sq. Ft.	Number of Portables	Number of Portable Classrooms	Sq. Ft. of Portable	Total Square Footage
Green Elementary	64,909	0	0	0	64,909
Halls Elementary	85,487	2	3	2,375	87,862
Hardin Valley Elementary	136,521	1	2	1,560	138,081
Inskip Elementary	64,256	6	13	10,176	74,432
Karns Elementary & Annex	242,900	0	0	0	242,900
Lonsdale Elementary	57,681	2	3	2,340	60,021
Maynard Elementary	36,340	0	0	0	36,340
Mooreland Heights	34,130	1	2	1,560	35,690
Mt. Olive Elementary	36,294	0	0	0	36,294
New Hopewell	30,409	1	4	3,190	33,599
Norwood Elementary	45,010	3	6	4,368	49,378
Pleasant Ridge Elementary	38,754	2	4	3,075	41,829
Pond Gap Elementary	30,379	4	8	4,480	34,859
Powell Elementary	89,768	7	12	9,100	98,868
Ritta Elementary	70,000	0	0	0	70,000
Rocky Hill Elementary	72,547	3	6	4,680	77,227
Sarah Moore Greene Elementary	125,000	1	2	1,430	126,430
Sequoyah Elementary	63,212	0	0	0	63,212
Shannondale Elementary	32,108	4	10	7,730	39,838
South Knox Elementary	36,932	0	0	0	36,932
Springhill Elementary	41,800	3	6	4,164	45,964
Sterchi Elementary	38,800	1	2	1,500	40,300
Sunnyview Elementary	40,739	2	9	8,325	49,064
West Haven Elementary	31,791	0	0	0	31,791
West Hills Elementary	85,473	2	4	3,540	89,013
West View Elementary	33,522	3	7	4,822	38,344
Total Elementary School					3,682,592

MIDDLE SCHOOLS

School	Main Building Sq. Ft.	Number of Portables	Number of Portable Classrooms	Sq. Ft. of Portable	Total Square Footage
Bearden Middle	163,647	0	0	0	163,647
Carter Middle	95,000	2	4	3240	98,240
Cedar Bluff Middle	82,400	1	2	1500	83,900
Farragut Middle	165,000	0	0	0	165,000
Gresham Middle	112,967	0	0	0	112,967
Halls Middle	140,000	2	4	3060	143,060
Holston Middle	194,363	0	0	0	194,363
Karns Middle	165,675	0	0	0	165,675
Northwest Middle	150,000	0	0	0	150,000
Powell Middle	151,898	0	0	0	151,898
South Doyle Middle	205,000	0	0	0	205,000
Vine Middle	112,000	0	0	0	112,000
West Valley Middle	187,920	0	0	0	187,920
Whittle Springs Middle	73,550	3	3	2280	75,830
Total Middle School					2,009,500

HIGH SCHOOLS

School	Main Building Sq. Ft.	Number of Portables	Number of Portable Classrooms	Sq. Ft. of Portable	Total Square Footage
Austin East High	267,394	1	1	1,575	268,969
Bearden High & Vocational	251,576	7	8	5,882	257,458
Carter High	188,780	1	2	1,620	190,400
Central High	257,687	2	4	3,150	260,837
Farragut High & Vocational	216,864	4	8	5,504	222,368
Fulton High	236,000	0	0	0	236,000
Gibbs High & Vocational	189,427	1	2	1,056	190,483
Halls High & North Knox Vocational	200,177	2	4	2,710	202,887
Hardin Valley Academy	257,581	0	0	0	257,581
Karns High & Byington Solway	255,780	1	2	1,440	257,220
L & N STEM Academy	34,000	0	0	0	34,000
Powell High	225,300	4	7	5,920	231,220
South Doyle High	270,000	2	4	2,750	272,750
West High	276,770	0	0	0	276,770
Total High School					3,158,943

OTHER SITES

School	Main Building Sq. Ft.	Number of Portables	Number of Portable Classrooms	Sq. Ft. of Portable	Total Square Footage
Eastport	32,495	0	0	0	32,495
Fair Garden	47,047	0	0	0	47,047
Fort Sanders	48,351	0	0	0	48,351
General Services Building w/ annex ect.	74,592	0	0	0	74,592
Historic Knoxville High	116,292	0	0	0	116,292
KAEC	71,000	0	0	0	71,000
Lincoln Park	36,900	0	0	0	36,900
Richard Yoakley	31,844	1	2	1,560	33,404
Ridgedale Alternative Program	53,284	0	0	0	53,284
Rule Building/ Security	20,000	0	0	0	20,000
Sam E. Hill	39,326	0	0	0	39,326
Sarah Simpson Professional Develop Center	107,767	0	0	0	107,767
Total Other					680,458

Field Houses

AUSTIN EAST HIGH	FOOTBALL	11,700
BEARDEN HIGH	SOCCER	750
BEARDEN HIGH	BASEBALL	3,068
BEARDEN HIGH	FOOTBALL	10,792
CARTER HIGH		4,906
CENTRAL HIGH	FOOTBALL	10,000
FARRAGUT HIGH SCHOOL	BASEBALL	1,820
FARRAGUT HIGH SCHOOL	FOOTBALL	3,210
FARRAGUT HIGH SCHOOL	WEIGHT ROOM	7,000
GIBBS HIGH	FOOTBALL/BASEBALL	9,964
GRESHAM MIDDLE		2,925
HALLS HIGH	WRESTLING	6,720
HALLS HIGH	FOOTBALL	8,400
HARDIN VALLEY ACADEMY	BASEBALL	4,104
HARDIN VALLEY ACADEMY	FOOTBALL	8,208
POWELL HIGH	COMPLEX	12,928
SOUTH DOYLE HIGH	BASEBALL	2,173
SOUTH DOYLE HIGH	WRESTLING	3,124
SOUTH DOYLE HIGH	FOOTBALL	4,879
WEST HIGH	FOOTBALL	4,131
WEST HIGH	SOCCER	5,775
TOTAL FIELDHOUSE		126,577



OFFICE OF COUNTY MAYOR TIM BURCHETT

Purchasing Division • Department of Finance • 1000 North Central St., Suite 100 • Knoxville, TN 37917

**Knox County Purchasing Division
Addendum IV to Invitation for Bid 956
Custodial Services for Knox County Schools**

Addendum Date: May 12, 2011

Buyer: Matt Myers, CPPO, CPPB

Opening Date: May 18, 2011 @ 2:00 pm

Total Page(s): 1 Page

Clarification:

- 1. Bid Opening time is 2:00 pm local time on May 18, 2011.**

End of Addendum IV.

Addendum must be acknowledged in Section 6.8.

Matthew F. Myers, CPPO, CPPB
Deputy Director of Purchasing
Knox County Government



Supplemental Information

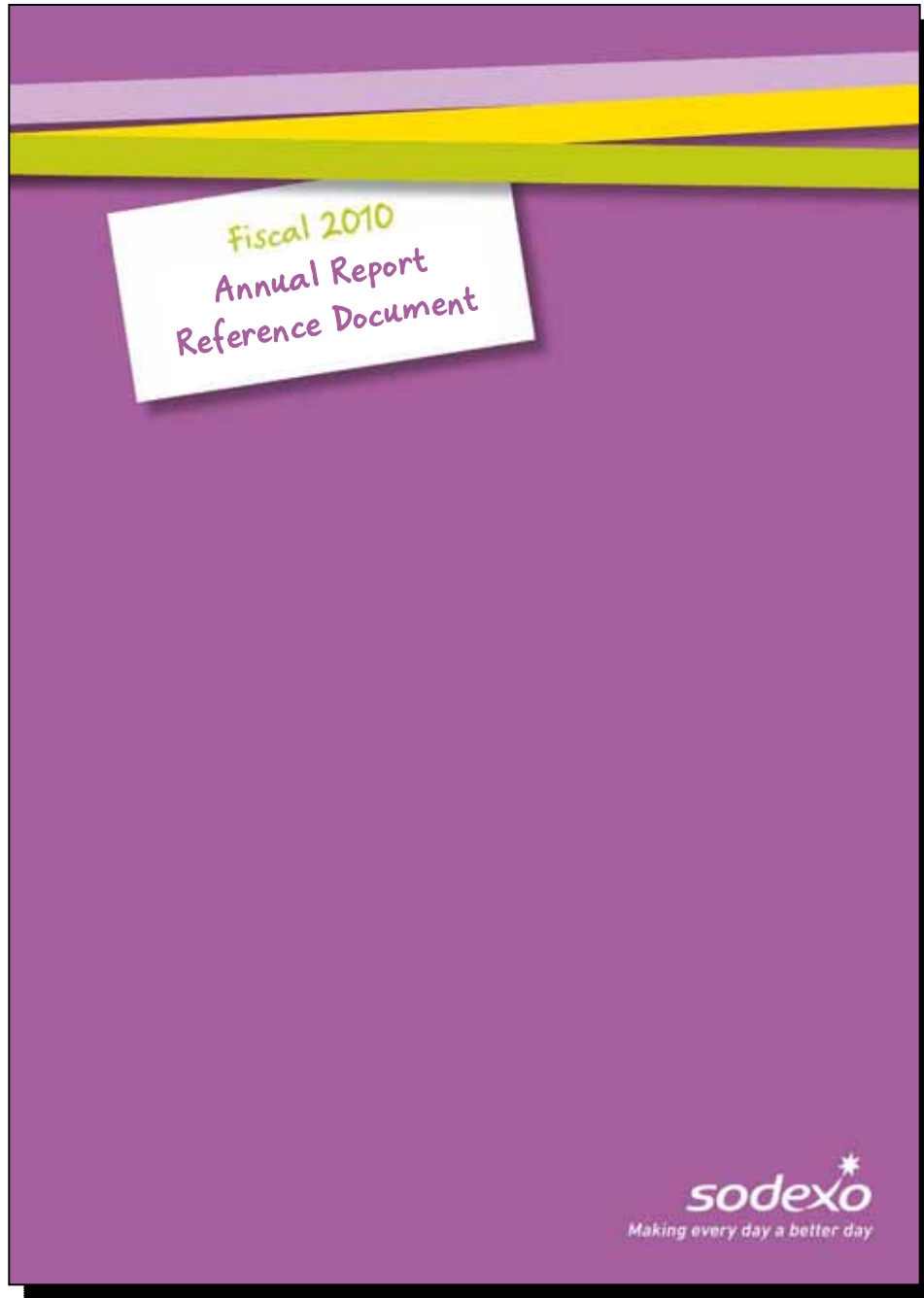
2010 Diversity & Inclusion Annual Report





Supplemental Information

Fiscal 2010 Annual Report Reference Document



SODEXO ANNUAL REPORT

For your ease of review and convenience we have provided a copy of our 2010 Annual Report Reference Document on CD-ROM in PDF format.