



Board of Commissioners
Agenda Item Transmittal Form
Procurement/Contract Transmittal Form

Type of contract: 1 year ☐ Multi-year ☒ Single Event ☐ Purchasing Use Only
Contract #: C-2020-90

☐ Submission Information

Contact Name: Sue Sanders x7223
Department: Recreation & Maintenance

Project Title: General Janitorial/Custodial
Services at Various County Facilities
Funding Account Number: Various

Contract amount: Unit Pricing (see addendum)
Contract Type: Goods () Services (X) Labor ()
Contract Action: New (X) Renewal () Change Order ()
Original Contract Number:

☐ Vendor Information

Vendor Name: A-Action Janitorial Service, Inc.

Address: 6607 Tribble St
Address: Lithonia, GA 30058
Email: barbara@aactioninc.com
Phone #: 678-526-7421
Contact: Barbara Storey

Term of contract: 1 year with 2 renewals

Finance Director Signature

I have reviewed the attached contract, and the amount is approved for processing.

Signature:

Date:

R. Milke 7.21.20

Procurement Officer Signature

I have reviewed the attached contract, and it is in compliance with Purchasing Policies of Rockdale County.

Signature:

Date:

Jana Malone 6/11/2020

Summary:

Recreation & Maintenance recommends award of the contract for General Janitorial/Custodial Services for various facilities per the terms and conditions of the Invitation to Bid #19-29, wherein A-Action Janitorial Service, Inc. was one of the two highest ranked bidders.

RFP

Department Head/Elected Official Signature:

Date:

Sue Sanders

6/9/2020

Dawn Spivey

From: Fredericka Ross <fredericka@aactioninc.com>
Sent: Wednesday, June 24, 2020 5:08 PM
To: Dawn Spivey
Subject: RE: Please Sign Proposed Contract - A-Action Janitorial Service, Inc. - RFP No. 19-29 – General Janitorial/Custodial Services at Various County Facilities

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Thank you! The price increase for 7 days of service for DUI Lab is \$ 1,286.59 monthly. Let me know if you have any more questions.

Thank you,

Fredericka Ross, MBA/MHR
Vice President of Operations
A-Action Janitorial and Vending
Office: 678-526-7421
Cell: 404-645-6639
Fax: 678-546-7424
www.aactioninc.com

From: [Dawn Spivey](#)
Sent: Wednesday, June 24, 2020 5:05 PM
To: [Fredericka Ross](#)
Subject: RE: Please Sign Proposed Contract - A-Action Janitorial Service, Inc. - RFP No. 19-29 – General Janitorial/Custodial Services at Various County Facilities

Good afternoon Fredricka,

Just a reminder – the contract states that you will receive a Notice to Proceed per building on the ones that A-Action does.

Question - What would the 7/days/week for DUI Lab be?

Please advise.

Thank you,

Dawn Spivey

Contract Specialist

Rockdale County Government | Department of Finance

Purchasing Division

958 Milstead Ave, Suite 300 | P.O. Box 289 | Conyers, GA 30012

770 278 7553 - direct | 770 278 8910 - fax

E-mail: dawn.spivey@rockdalecountyga.gov | www.rockdalecountyga.gov



INTERDEPARTMENTAL MEMORANDUM

Department
of Finance
Purchasing Division

TO: Andrew Hammer, Jason Redmond, Charles Welch & Timara Green
FROM: Tina Malone, Procurement & Purchasing Manager, Finance
DATE: April 28, 2020
SUBJECT: RFP No. 19-29: Custodial Services

Attached find copy(ies) of bid(s) / proposal (s) and abstract.

There are certain rules and regulations which govern the dissemination of bid information. To protect the County and the integrity of our process, it is requested that you do not give out any information concerning these bids. If you have anyone seeking this information, refer them to Purchasing. The bid copies are confidential, and no bidder is permitted to handle them.

If departments have questions or need clarifications regarding bids, such questions must be submitted to Purchasing in writing, and Purchasing will address any questions to the vendor and provide the information back to the department.

Our analysis of the bids indicates that the following is (are) low bidder(s) meeting specification, and we anticipate to recommend award to:

Please review and advise low bidder meeting specification.

If you agree that the above listed bidder(s) should be awarded the contract, please indicate your agreement. If you think otherwise, please give reasons and your alternative recommendation. Further, it is requested that this form along with an agenda transmittal form with your recommendation be completed and returned no later than the close of business on **Friday, May 8, 2020.**

Keep a copy of the abstract for your files and make your comments/recommendation(s) below or on a separate sheet and return them to us.

If you have any questions, please call me as our department is always ready to assist you.


Tina Malone, CPPO, CPPB
Procurement Manager, Finance, Procurement Division

Department's Response

TM/mp

Date 4-28-20

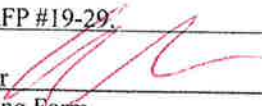
This bidder meets / ~~does not meet~~ our approval. (please circle the appropriate response)

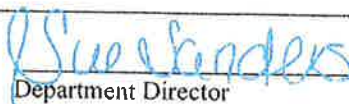
Return this memorandum with your comments whether or not your recommendation concurs with that of Purchasing.

Recommendation Per the consensus of the evaluations, Recreation and Maintenance recommends award of the bid to the top

Two highest ranked bidders, American Facility Services, Inc. and A-Action Janitorial Services, Inc. per the terms and

Conditions of RFP #19-29.

Andrew Hammer 
Person Completing Form Date 4-28-20


Department Director Date 4/29/2020

Janitorial Venodor Schedule

Buidling Location		5 Day Cleaning Cost Per Month A-Action	5 Day Cleaning Cost Per Month AFS	
Admin Building (assembly hall, auditorium included)	AFS / after hours cleaning		\$ 3,250.00	
BOC	AFS / after hours cleaning		\$ 950.00	
Court House Annex (3 story)	A-Action / after hours cleaning	\$ 3,517.44		
Court House Historic	A-Action / after hours cleaning	\$ 3,517.44		
DUI	A-Action / after hours cleaning	\$ 911.05		
EOC (911)	AFS / after hours cleaning		\$ 950.00	
Magistrate Court / Probate	A-Action / after hours cleaning	\$ 911.05		
Clay Building	A-Action / after hours cleaning	\$ 1,336.57		
Old Covington Hwy	A-Action / after hours cleaning	\$ 1,594.34		
Portman Drive	AFS / after hours cleaning		\$ 2,300.00	
Public Defender	A-Action / after hours cleaning	\$ 1,594.34		
Senior Services	AFS/ after hours cleaning		\$ 1,900.00	
Talent Management / Tax Assessor	AFS / after hours cleaning		\$ 1,100.00	
Tax Commissioner	AFS / after hours cleaning		\$ 950.00	
Election / Extension	AFS / after hours cleaning		\$ 1,850.00	
DUI Lab West Ave.	A-Action / after hours cleaning	\$ 911.05		
Health Dept	A-Action / after hours cleaning	\$ 2,320.89		
Fire Head Quarters	AFS / after hours cleaning		\$ 950.00	
TOTAL		\$ 16,614.17	\$ 14,200.00	
RWR				
Central Maintnenance (Tatum Rd.)	A-Action / after hours cleaning	\$ 911.05	\$ 950.00	
Quigg Branch	A-Action / after hours cleaning	\$ 911.05	\$ 850.00	
Gees Mill Treatment Plant	A-Action / after hours cleaning	\$ 911.05	\$ 950.00	
RWR Enginerring (Portman Dr.)	A-Action / after hours cleaning	\$ 1,038.81	\$ 950.00	
RWR Customers Service Building	A-Action / after hours cleaning	\$ 1,038.81	\$ 950.00	
TOTAL		\$ 4,810.77	\$ 4,650.00	

RFP #19-29 - Custodial Services - Excluding Health Department & DUI Accountability La

Final Evaluation Score Sheet

	Eval #1	Eval #2	Eval #3	Total	Ranking
The Business Transformation Company, Inc.	3.42	2.92	1.92	8.26	
Atlanta Premium Group, Inc.	3.63	2.93	3.56	10.12	
A-Action Janitorial Service, Inc.	7.10	7.2	4.45	18.75	2
Consolidated Facility Services	3.84	3.84	3.29	10.97	
Supreme Cleaning of GA, Inc.	3.37	4.37	3.17	10.91	
Green Choice Services, LLC	4.33	3.53	3.32	11.18	
Building Maintenance Services, Inc.	4.69	5.79	3.94	14.42	
Intercontinental Commercial Services, Inc.	4.03	5.03	4.27	13.33	
Harper's Security Janitorial, Inc.	2.32	1.22	1.62	5.16	
Green Phoenix Works, LLC	3.18	2.68	2.18	8.04	
3H Service System, Inc.	3.87	6.97	7.37	18.21	3
Imagann Facility Support Services, Inc. dba Imagann Cleaning Service	2.82	3.62	2.92	9.36	
American Facility Services, Inc.	5.21	7.31	7.71	20.23	1
All Bright Janitorial Service, Inc.	4.10	2.7	3.1	9.9	



GEORGIA
CORPORATIONS
DIVISION

GEORGIA SECRETARY OF STATE
**BRAD
RAFFENSPERGER**

[HOME \(/\)](#)

BUSINESS SEARCH

BUSINESS INFORMATION

A-ACTION
Business Name: **JANITORIAL
SERVICE, INC.** Control Number: **K740561**
Business Type: **Domestic Profit
Corporation** Business Status: **Active/Compliance**
Business Purpose: **NONE**
Principal Office Address: **6607 Tribble St,
Lithonia, GA, 30058,
USA** Date of Formation /
Registration Date: **11/12/1997**
State of Formation: **Georgia** Last Annual
Registration Year: **2021**

REGISTERED AGENT INFORMATION

Registered Agent Name: **Leslie A. Erwin, P.C.**
Physical Address: **70 Macon Street, McDonough, GA, 30253, USA**
County: **Henry**

OFFICER INFORMATION

Name	Title	Business Address
Barbara Storey	Secretary	6607 Tribble Street, Lithonia, GA, 30058, USA
BARBARA STOREY	CEO	2911 N TOWER WAY NE, CONYERS, GA, 30012, USA
STANLEY STOREY	CFO	2911 N TOWER WAY NE, CONYERS, GA, 30012, USA

[Back](#)

[Filing History](#)

[Name History](#)

Office of the Georgia Secretary of State Attn: 2 MLK, Jr. Dr. Suite 313, Floyd West Tower Atlanta, GA 30334-1530, Phone: (404) 656-2817 Toll-free: (844) 753-7825, WEBSITE: <https://sos.ga.gov/>
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A NEW WAY TO SIGN IN - If you already have a SAM account, use your **SAM email** for login.gov.

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ALERT: SAM.gov will be down for scheduled maintenance Saturday, 06/13/2020 from 8:00 AM to 1:00 PM

Search Results

Current Search Terms: A-ACTION JANITORIAL SERVICE, INC.*

Total records: 1

Result Page: 1

Sort by: Relevance Order by: Descending

[Save PDF](#)[Export Results](#)[Print](#)

Your search for A-ACTION JANITORIAL SERVICE, INC.* returned the following results...

Entity

A-ACTION JANITORIAL SERVICE, INC.

Status: **Active**

DUNS: **137291915**

CAGE Code: **57M96**

[View Details](#)

Has Active Exclusion?: **No**

DoDAAC:

Expiration Date: **05/07/2021**

Debt Subject to Offset?: **No**

Purpose of Registration: **All Awards**

[Save PDF](#)[Export Results](#)[Print](#)

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Brian P. Kemp
Governor

J. Alexander Atwood
Commissioner

State of Georgia Suspended and Debarred Suppliers

The following list of suppliers have been suspended or debarred from receiving State of Georgia contracts as of the respective effective date through the identified expiration date:

Supplier Name	Supplier ID	Supplier Address	Status (Suspended/Debarred)	Effective Date	Expiration Date
NONE					

**GENERAL JANITORIAL/CUSTODIAL SERVICES AGREEMENT
AT VARIOUS COUNTY FACILITIES**

THIS AGREEMENT (the "Agreement") entered into on this 28th day of July, 2020, between A-Action Janitorial Service, Inc. , a Georgia Corporation whose address is 6607 Tribble Street, Lithonia, GA 30058 (hereinafter "Contractor") and Rockdale County, Georgia, a political subdivision of the State of Georgia, 962 Milstead Avenue, Conyers, Georgia 30012 (hereinafter "County"); and

WHEREAS, the County desires to engage the services of Contractor to perform general janitorial/custodial services at various County facilities; and

WHEREAS, Contractor is qualified to perform this service and desires to render general janitorial/custodial services to the County as provided herein.

NOW THEREFORE, the County engages the services of Contractor for and in consideration of the mutual promises contained in this Agreement and the parties agree as follows:

1. SCOPE OF SERVICES. Contractor shall furnish all products, tools, equipment, skill and labor of every description necessary to carry out and to complete in a good firm, substantial workmanlike manner for general janitorial/custodial services at various County facilities, (hereinafter "Work"), in accordance with the County's Request for Proposals (RFP) No.19-29, and amendments, incorporated herein by reference, (hereinafter "Work"), and as described in Contractor's proposal dated January 9, 2020, attached hereto and made a part hereof, and hereinafter referred to as the "Services". Contractor shall provide, at their expense, all vehicles, supplies, and equipment necessary to provide these Services. These Services shall be performed at the direction of the Director of the Rockdale County Recreation and Maintenance Department or her designee and consistent with all federal, state, and local laws.

The Contract Documents, Requests for Proposal and Proposals are considered essential parts of the Contract, and requirements occurring in one are as binding as though occurring in all. They are intended to define, describe and provide for all labor necessary to complete the Work in an acceptable manner by the County.

Contractor acknowledges that the County has the option to add additional facilities to the scope of work as needed during the term of this contract.

Prior to the start of cleaning any building, the County will issue a written Notice to Proceed (NTP) per building to Contractor. No work is to start until Contractor receives the NTP.

Rockdale County reserves the right to request that regular cleaning products be used instead of the "Green Cleaning" products.

2. **PAYMENT.** The County shall pay to Contractor a monthly fee for the work provided under this agreement, as set forth in Contractor's Proposal, (hereinafter "Proposal"). Only buildings with a NTP will be paid a monthly fee.

Consultant shall submit monthly invoices to County in a format acceptable by the County. The amount billed in each invoice shall be calculated as set forth in the Proposal. The County shall endeavor to make payment to Consultant within thirty (30) days from receipt of invoice.

3. **PERFORMANCE OF SERVICES.** The manner in which the services are to be performed, and the specific hours to be worked by Contractor shall be determined by Contractor. The County will rely on Contractor to work as many hours as may be necessary to fulfill Contractor's obligations under this Agreement for the fee provided in Section 2 of this Agreement.

4. **DEFAULT AND TERMINATION.** Failure to substantially perform the Services or fulfill obligations set forth hereunder shall constitute material default. Where either party believes there is a material default by the other party, the party claiming such default shall give written notice of the default to the other party within 15 days. The defaulting party shall have a reasonable time in which to correct or cure the default, provided, however, that such default shall be cured within 15 days unless otherwise agreed upon by the parties.

Should either party materially default in the performance of any provision of this Agreement and fail to cure such default as provided herein, the other party shall be permitted to terminate this Agreement with 15 days written notice to the other party hereto. Termination of this Agreement shall not constitute waiver of any other remedy either party may have hereunder.

5. **TERM/TERMINATION.** The initial term of this Agreement shall be for a twelve (12) month time period beginning from the date of execution by all parties. The parties may agree to renew this Agreement for a two (2) additional twelve month periods renewable each year under the same terms and conditions as the original Proposal, unless and until terminated as provided below.

Either party, upon giving thirty (30) days written notice, may terminate this Agreement at any time without cause. Termination of this Agreement by either party shall not impair or affect whatever rights, including payment for services performed prior to termination either party may have under this Agreement.

Upon such termination, Contractor shall be entitled to collect only the outstanding fees incurred based upon the work completed as the day of termination. In the event of termination,

Contractor shall submit a final billing through the date of termination and if accepted by the County, payment shall be made within twenty (2) days of receipt thereof.

6. **RELATIONSHIP OF PARTIES.** It is understood by the parties that Contractor is an independent contractor with respect to the County and not an employee of the County.

7. INDEMNIFICATION. Contractor agrees to hold harmless and indemnify County, its Directors, Officers, and employees from and against any and all liability, claims, actions, causes of action, losses, damages, demands, suits, judgments, costs and expenses arising out of bodily injury (including death) to persons or damage to property, including, but not limited to, any and all costs, expenses, legal fees and liabilities, incurred in and about investigation and defense thereof, to the extent caused by a negligent act, error or omission of Contractor, or as a result of defective services under this Agreement.

8. ASSIGNMENT. The Contractor's obligations under this Agreement may not be assigned or transferred to any other person, firm, or corporation without the prior written consent of the County.

9. NOTICES. All notices required or permitted under this Agreement shall be in writing and shall be deemed delivered when delivered in person or deposited in the United States mail, postage prepaid, addressed as follows:

IF for the County:

Rockdale County Board of Commissioners
Attn: Tina Malone, Procurement Officer
P.O. Box 289
Conyers, Georgia 30012
770-278-7552, tina.malone@rockdalecountyga.gov

IF for Contractor:

A-Action Janitorial Service, Inc.
Attn: Barbara Storey
6607 Tribble Street
Lithonia, GA 30058
678-526-7421, Barbara@aactioninc.com

10. ENTIRE AGREEMENT. This Agreement, its attachments and essential documents (as provided in paragraph 1 above) represent the entire understanding of the parties with regard to the subject matter of this Agreement. There are no oral agreements, understandings, or representations made by any party to this Agreement that are outside of this Agreement and are not expressly stated in it. No supplement, modification, or amendment of this Agreement will be binding unless executed in writing by all parties.

By signing this Agreement, the parties acknowledge that they have read each and every page of this Agreement before signing same and that they understand and assent to all the terms thereof. In addition, by signing this Agreement, the parties acknowledge that they are entering into this Agreement freely and voluntarily and under no compulsion or duress.

11. CORPORATE AUTHORITY. Contractor represents to the County that this Agreement, the transaction contemplated in this Agreement, and the execution and delivery hereof, have been duly authorized by all necessary corporate proceedings and actions, including, without

limitation, the action on the part of the directors. The individual executing this Agreement on behalf of Contractor warrants that he or she is authorized to do so and that this Agreement constitutes the legally binding obligation of the corporation.

12. AMENDMENT. This Agreement may be modified or amended if the amendment is made in writing and is signed by both parties.

13. SEVERABILITY. If any provisions of this Agreement shall be held to be invalid or unenforceable for any reason, the remaining provisions shall continue to be valid and enforceable. If a court finds that any provisions of this Agreement is invalid or unenforceable, but that by limiting such provision it would become valid and enforceable, then such provision shall be deemed to be written, construed, and enforced as so limited.

14. WAIVER OR CONTRACTUAL RIGHT. The failure of either party to enforce any provisions of this Agreement shall not be construed as a waiver or limitation of that party's right to subsequently enforce and compel strict compliance with every provision of this Agreement.

15. FURTHER ASSURANCES. The Contractor agrees to execute, acknowledge, seal and deliver, after the date of this Agreement, without additional consideration, such further assurances, instruments and documents, and to take such further actions, as the County may reasonably request in order to fulfill the intent of this Agreement and the transactions contemplated by this Agreement.

16. INTERPRETATION. Should any provision of this Agreement require a judicial interpretation, the parties agree that the body interpreting or construing this Agreement will not apply the assumption that the terms of this Agreement will be more strictly construed against one party by reason of the rule of legal construction that an instrument is to be construed more strictly against the party which itself or through its agents prepared the Agreement. The parties acknowledge and agree that they and their agents have each participated equally in the negotiation and preparation of this Agreement.

17. VENUE & JURISDICTION. The County and the Contractor, by entering into this Agreement, hereby agree that the courts of Rockdale County, Georgia shall have jurisdiction to hear and determine any claims or disputes between them pertaining directly or indirectly to this Agreement. Contractor expressly submits and consents in advance to such jurisdiction in any action or proceeding commenced in said courts. The choice of forum set forth in this section shall not be deemed to preclude the bringing of any action by the County or the enforcement by the County of any judgment obtained in such forum in any other appropriate jurisdiction. Further, the Contractor hereby waives the right to assert the defense of forum non-conveniens and the right to challenge the venue of any court proceeding.

18. APPLICABLE LAW. This Agreement shall be construed and interpreted according to the provisions of the laws of the State of Georgia.

~SIGNATURE SECTION FOLLOWS ON NEXT PAGE~

IN WITNESS WHEREOF, the parties have hereunto set their hands and seals on the date and year first above written.

A-Action Janitorial Service, Inc.

Rockdale County, Georgia

By: Barbara Storey

Witness:

Frederick Ross

By: Osborn Nesbitt, Sr.
Osborn Nesbitt, Sr., Chairman

Attest:

Jennifer Rutledge
Jennifer Rutledge, County Clerk

Approved as to form:

M. Qader A. Baig
M. Qader A. Baig, County Attorney

PROPOSAL FORM – RFP #19-29

Instructions: Complete all THREE parts of this bid form.

PART I: Proposal Summary

Complete the information below. If you wish to submit more than one brand, make a photocopy of this Proposal Form.

1	Rockdale Health Dept – cost per month, 5 days per week	\$ 2,320.89
2	DUI Accountability Lab ^{BS} 7 days/wk/mth # 1286.59	per month, 3 days per week
2a		\$ 546.63
3	Elections/Extension building	per month, 5 days per week
3a		\$ 911.05
4	Administrative Offices	per month, 3 days per week
4a		\$ 819.94
5	BOC Office	per month, 5 days per week
5a		\$ 1,366.57
6	HR/ Tax Assessor	per month, 3 days per week
6a		\$ 1,093.26
7	Steele Community center	per month, 5 days per week
7a		\$ 1,822.10
8	Portman Drive – Suites ABC/DE/J	per month, 3 days per week
8a		\$ 683.29
9	Old Covington	per month, 5 days per week
9a		\$ 1,138.81
10	Gees Mill Treatment office	per month, 3 days per week
10a		\$ 819.94
11	Tatum Rd Central Office	per month, 5 days per week
11a		\$ 1,366.57
12	Quigg Plant Admin Office	per month, 3 days per week
12a		\$ 546.63

13	Portman Drive – Suite GH	per month, 3 days per week	\$ 683.29
13a		per month, 5 days per week	\$ 1,038.81
14	RWR Customer service center	per month, 3 days per week	\$ 683.29
14a		per month, 5 days per week	\$ 1,038.81
15	Courthouse – Historic Section	per month, 3 days per week	\$ 2,110.47
15a		per month, 5 days per week	\$ 3,517.44
16	Courthouse – 3 story	per month, 3 days per week	\$ 2,110.47
16b		per month, 5 days per week	\$ 3,517.44
17	DUI Court	per month, 3 days per week	\$ 546.63
17a		per month, 5 days per week	\$ 911.05
18	Magistrate Court	per month, 3 days per week	\$ 546.63
18a		per month, 5 days per week	\$ 911.05
19	Public Defender	per month, 3 days per week	\$ 956.60
19a		per month, 5 days per week	\$ 1,594.34
20	Tax Commissioner	per month, 3 days per week	\$ 819.94
20a		per month, 5 days per week	\$ 1,336.57
21	Clay Building	per month, 3 days per week	\$ 819.94
21a		per month, 5 days per week	\$ 1,336.57
22	Fire Training Annex	per month, 3 days per week	\$ 546.63
22a		per month, 5 days per week	\$ 911.05
23	E911	per month, 3 days per week	\$ 683.29
23a		per month, 5 days per week	\$ 1,138.81
24	Fire Headquarters	per month, 3 days per week	\$ 409.97
24a		per month, 5 days per week	\$ 683.29
25	Senior Center	per month, 5 days per week	\$ 1,366.57
26	Johnson Rec Center	per month, 3 days per week	\$ 1,913.20

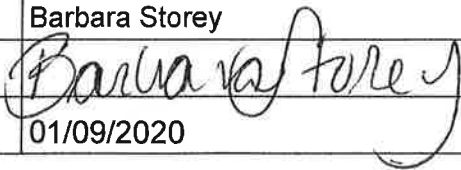
26a		per month, 5 days per week	\$ 3,188.67
27	Rockdale Tennis Center	per month, 3 days per week	\$ 409.97
27a		per month, 5 days per week	\$ 683.29
28	Costley Mill Banquet Center	On call as needed	\$ 16.00 hourly
29	Rockdale Auditorium	On call as needed	\$ 16.00 hourly
30	JP Carr Community Hall	On call as needed	\$ 16.00 hourly

PART II: Addenda Acknowledgements (if applicable)

Each vendor is responsible for determining that all addenda issued by the Rockdale County Finance Department – Purchasing Division have been received before submitting a bid.

Addenda	Date Vendor Received	Initials
"1"	11/19/2019	BS
"2"	11/21/2019	BS
"3"	12/11/2019	BS
"4"	12/12/2019	BS
"5"	12/17/2019	BS
"6"		

PART III: Vendor Information:

Company Name	A-Action Janitorial Service Inc
Address	6607 Tribble Street Lithonia, GA 30058
Telephone	678-526-7421
E-Mail	barabra@aactioninc.com
Representative (print name)	Barbara Storey
Signature of Representative	
Date Submitted	01/09/2020

INSURANCE:

Before starting any work, the successful contractor must furnish to Rockdale County certificate(s) of insurance from companies doing business in Georgia. The Company shall maintain in full force and effect the following insurance during the term of the Agreement:

Coverages:	Limits of Liability:
Workers' Compensation	Statutory
Employers' Liability	\$1,000,000.00
Bodily Injury Liability	\$1,000,000.00 each occurrence
except Automobile	\$1,000,000.00 aggregate
Property Damage Liability	\$1,000,000.00 each occurrence
except Automobile	\$1,000,000.00 aggregate
Personal & Advertising Injury Limit	\$1,000,000.00
Products / Completed Ops.	\$2,000,000.00 aggregate
Automobile Bodily Injury	\$1,000,000.00 each person
Liability	\$1,000,000.00 each occurrence
Automobile Property Damage	\$1,000,000.00 each occurrence
Liability	
Professional Liability/General Liability	\$1,000,000.00

FIDELITY BOND COVERAGE:

Precedent to the execution of the Contract and before the starting of any work, the Contractor shall furnish to the County a Certificate of Insurance covering its Fidelity Bond in at least the total amount of this Contract. Surety Company shall be acceptable to the County and licensed to do business in the State of Georgia.

All insurance shall be provided by an insurer(s) acceptable to the County, and shall provide for thirty (30) days prior notice of cancellation to the County. Upon contract award, Contractor shall deliver to the County a certificate or policy of insurance evidencing Contractor's compliance with this paragraph. Contractor shall abide by all terms and conditions of the insurance and shall do nothing to impair or invalidate the coverage.

Rockdale, GA shall be named as Additional Insured under any General Liability, Business Auto and Umbrella Policies using ISO Additional Insured Endorsement forms CG 2010 or its equivalent. Coverage shall apply as Primary and non-contributory with Waiver of Subrogation in favor of Rockdale County, Georgia.

The insurance carrier must have a minimum rating of A or higher as determined by the rating firm A.M. Best.

Certificates must contain policy number, policy limits, and policy expiration date of all policies. The Request for Proposals (RFP) number and project name must be inserted in the Description of Operations section of the certificate.

Certificates are to be issued to:

Rockdale County, Georgia
958 Milstead Avenue
Conyers, GA 30012

BONDS: N/A**PERMITS:**

The awarded contractor will be responsible for acquiring any permits that are required for this project/purchase. Rockdale County will waive fees on all permits issued by Rockdale County.

AWARD OF CONTRACT

The Rockdale County Procurement Office and Evaluation Committee makes a recommendation for award. The Board of Commissioners will make the actual award of the contract and has the authority to award the contract to a company different than the company recommended by the Procurement Office and/or Evaluation Committee.

ILLEGAL IMMIGRATION REFORM AND ENFORCEMENT ACT OF 2011

Vendors submitting a Qualification package in response to this RFP must complete the Contractor Affidavit under O.C.G.A. §13-10-91(b)(1) which is provided with the RFP package to verify compliance with the Illegal Immigration Reform and Enforcement Act of 2011.

- A. The form must be signed by an authorized officer of the contractor or their authorized agent.
- B. The form must be notarized.
- C. **The contractor will be required to have all subcontractors and sub-subcontractors who are engaged to complete physical performance of services under the final contract executed between the County and the contractor complete the appropriate subcontractor and sub-subcontractor affidavits and return them to the County a minimum of five (5) days prior to any work being accomplished by said subcontractor or sub-subcontractor. Format for this affidavit can be provided to the contractor if necessary.**

Summary Narrative:

Rockdale County is seeking proposals from companies to perform janitorial/custodial services at various county facilities. The county has 3 facilities currently under contract for custodial services that will be included in the initial contract but may also add additional facilities as needed. Bidders shall provide a per facility monthly price for each facility based upon the requirements of this bid.

Facility Types:

1. Health care facility:
 - a. Name: Rockdale County Health Department
 - b. Location: 985 Taylor St, Conyers GA 30012
 - c. Size: 14,305 square feet
 - d. Service frequency: 5 days per week – Monday thru Friday
 - e. Time: night - after 7pm and completed prior to 6am
2. Office facilities:
 - a. Name: DUI Accountability court
 - b. Location: 1161 West Ave, Conyers GA 30012 – Rockdale Plaza shopping center
 - c. Size: 6,000 square feet
 - d. Service frequency: 3 days per week – Monday, Wednesday, Friday
 - e. Time: day – after 8am and completed prior to 5pm
 - f. Name: Elections/Extension building
 - g. Location: 1261 Commercial Drive, Conyers GA 30094 – Parker Professional Center
 - h. Size: 12,000 square feet
 - i. Service frequency: 3 days per week – Monday, Wednesday, Friday
 - j. Time: day – after 8am and completed prior to 5pm

***Alternate: provide square foot price option for 5 days per week, Monday thru Friday
3. Other facilities:
 - a. See attached Rockdale County Building List for additional facilities that may be added to the scope of work during the term of the contract
 - b. Pricing shall be provided per facility based upon a service frequency of 3 days per week – MWF and 5 days per week either during daytime hours or during nighttime hours per county request.

General Requirements:

1. Respondents shall be capable of providing the highest quality level of service, performed by personnel who are trained to provide the janitorial/cleaning services proposed.
2. As needed, keys to facilities and identification badges will be issued by Rockdale County and shall not be duplicated. All keys or other access devices shall be surrendered upon request from Rockdale County.
3. Contractor & Company is required to provide evidence of a valid State of Georgia Business License
4. Contractor is required to provide evidence that you meet the Rockdale County Government Insurance Requirements

5. Contractor is required to provide a reference list of clients that have a current contract for services with their company. In addition, contractor is required to complete the attached "Contractor Qualification Statement and Questionnaire."
6. Contractor shall provide own staff and not subcontract this work to another company.
7. Contractor shall submit the company safety program and a drug testing program and all employees must be drug-free and able to pass a background check. Contractor shall provide background checks prior to start of service to the county.
8. Contractor to provide evidence of a current Hepatitis "B" inoculation of all persons involved in work at the health facility.
9. The entity responsible for fulfilling this agreement shall be identified in the proposal response.
10. Personal items of Rockdale staff should not be moved about. Desktops should not be dusted unless 100% free of all paperwork, files, folders, etc.

Custodial Supplies and Equipment:

1. Contractor shall provide their own cleaning equipment.
2. For Health Care facilities, Contractor shall provide their own cleaning supplies, including chemicals.
3. For office facilities, Rockdale County shall provide cleaning supplies, including chemicals.
4. For all facilities, Rockdale County shall provide all paper products, trashcan liners, soap for dispenser, and other disposables.
5. All cleaning mops/brushes shall be washed with cleaner disinfectant and rinsed in clean water, then hung to dry.

Custodial Operating Procedures:

Health Care Facilities:

1. Clean all entry and exit areas.
 - a. Clean all perimeter indoor and outdoor entrances and exits
 - b. Clean all glass store front windows and doors
 - c. Sweep all outdoor door entrances and exits/ sweep and mop all indoor entrances/exits
 - d. Empty all outside trash cans and clean around them
2. Hallways/Restrooms
 - a. Dust all chair railings weekly
 - b. Dust all base boards weekly
 - c. Sweep and mop all tiled hallway flooring/ vacuum all carpeted hallways
 - d. Sweep and mop all restrooms/clean all restrooms thoroughly
 - e. Remove all trash from restrooms
 - f. All restrooms are stocked properly (toilet tissue, paper towels, soap, seat covers, etc.)
 - g. Remove cobwebs from corners
 - h. Clean glass window weekly
 - i. Dust window seals weekly
3. Conference rooms
 - a. Wipe and dust table
 - b. Wipe off chairs

- c. Floor vacuumed
- d. Chair railings and base boards dusted weekly
- e. Trash removed
- 4. Breakrooms
 - a. Wipe down tables
 - b. Sweep and mop floors
 - c. Trash removed
 - d. Counters wiped
 - e. Chair railings and base boards dusted weekly
 - f. Dust window seals weekly
- 5. Large Waiting Room
 - a. Sweep and mop all flooring/ vacuum areas where needed
 - b. Remove all trash
 - c. Chair railing and base boards dusted weekly
 - d. Dust window seals weekly
 - e. Clean any glass windows weekly
 - f. Remove cobwebs from corners
 - g. Wipe down any tables as needed
 - h. Dust furniture weekly
 - i. Wipe down all chairs
- 6. Sub Waiting Room
 - a. Sweep and mop all flooring/ vacuum areas where needed
 - b. Remove all trash
 - c. Chair railing and base boards dusted weekly
 - d. Clean any glass windows weekly
 - e. Remove cobwebs from corners
 - f. Wipe down any tables as needed
 - g. Dust furniture weekly
 - h. Wipe down all chairs
- 7. Offices/Private Restrooms
 - a. Offices will need to vacuumed/sweep and mop where needed
 - b. Windows seals dusted weekly
 - c. Windows cleaned weekly
 - d. Dust furniture (*bookcases/end tables/tops of file cabinets/desk/computers*)
 - e. Trash removed
 - f. Chair railing and base boards dusted weekly
 - g. Empty shredders
 - h. Remove cobwebs from corners
 - i. Sweep and mop restrooms/ restrooms cleaned and restocked
 - *** Dusting of furniture will be done only after any important or sensitive information, personal effect have been removed***
 - *** All window blinds will be dusted weekly***
 - *** All trash cans will be cleaned and wiped down on the inside weekly***
 - *** Floor drains will need to be treated monthly***
- 8. Labs
 - a. Sweep and mop all floors daily
 - b. Wipe down all chairs
 - c. Empty all trash cans and biohazard containers
 - d. Clean base boards
- 9. Exam Rooms
 - a. All exams room must be swept and mopped daily
 - b. Empty all trash cans
 - c. Base boards cleaned and dusted weekly

Office/Banquet/Auditorium Facilities:

1: Clean all entry and exit areas.

- Clean all perimeter indoor and outdoor entrances and exits
- Clean all glass store front windows and doors
- Sweep all outdoor door entrances and exits/ sweep and mop all indoor entrances/exits
- Empty all ash trays
- Empty all outside trash cans
- Pick up any loose trash outside of any entrance or exit areas
- Clean and dust all vents monthly

2: Hallways/Restrooms/Stairwells

- Dust all chair railings weekly
- Dust all base boards weekly
- Sweep and mop all tiled hallway flooring/ vacuum all carpeted hallways
- Sweep stair wells (mop when needed)
- Tops of stall walls and mirrors need to be wiped down weekly
- Dust vents and above light fixtures over sinks
- Clean mirrors
- Clean sinks
- Clean toilets
- Clean urinals
- Clean counter tops, changing stations
- Clean stainless fixtures
- Sweep and mop all restrooms
- Remove all trash from restrooms
- All restrooms are stocked properly (toilet tissue, paper towels, soap, seat covers, etc.)
- Clean drinking fountains
- Remove cobwebs from corners
- Clean glass window weekly
- Dust window seals weekly
- Clean and dust all vents monthly

B: Conference rooms/Breakrooms/Dining Areas

- Conference rooms will need to checked and cleaned
 - Wipe and dust table
 - Wipe off chairs
 - Floor vacuumed
 - Chair railings and base boards dusted weekly
 - Clean and dust all vents monthly
 - Trash removed
- Breakrooms
 - Wipe down tables
 - Clean and dust all vents monthly
 - Sweep and mop floors
 - Trash removed
 - Counters wiped
 - Chair railings and base boards dusted weekly
 - Dust window seals weekly
- Dining Area (Senior Services)
 - Sweep and mop all flooring
 - Remove all trash
 - Wipe down tables

- Chair railing and base boards dusted weekly
- Clean and dust vents monthly
- Tray return/trash receptacle will be cleaned daily

C: Common Areas/Auditorium/BOC Meeting Hall

- Common Areas
 - Sweep and mop all flooring/ vacuum areas where needed
 - Remove all trash
 - Chair railing and base boards dusted weekly
 - Dust window seals weekly
 - Clean and dust all vents monthly
 - Clean any glass windows weekly
 - Remove cobwebs from corners
 - Wipe down any tables as needed
 - Dust furniture weekly
- Auditorium
 - Sweep and mop all floors/ vacuum all floors
 - Chair railing and base boards dusted weekly
 - Behind stage floors swept and moped/restroom cleaned and stock
 - Sweep and mop all rest rooms
 - Restrooms cleaned thoroughly and restocked
 - Remove all trash
 - Remove any loose trash from pews
 - Sweep stair wells (mop when needed)
 - Sweep and mop upstairs
 - Remove cobwebs from corners
 - Sweep stage as needed
- BOC Meeting Hall
 - Sweep and mop all floors/ vacuum all floors
 - Sweep and mop all restrooms/restrooms cleaned and restocked
 - Dust all furniture, tables, podium
 - Clean and dust all vents monthly
 - Remove all trash
 - Remove any loose trash from seating area

D: Offices/Private Restrooms

- Offices will need to vacuumed/sweep and mop where needed
- Windows seals dusted weekly
- Windows cleaned weekly
- Dust furniture (bookcases/end tables/tops of file cabinets/desk/computers)
- Clean and dust vents monthly
- Trash removed
- Chair railing and base boards dusted weekly
- Dust tops of cubicles weekly
- Empty shredders
- Remove cobwebs from corners
- Sweep and mop restrooms/ restrooms cleaned and restocked.

*** For private restroom please refer to section on restrooms page one ***

*** Dusting of furniture will be done only after any important or sensitive information, personal effect have been removed***

*** All window blinds will be dusted weekly***

*** All trash cans will be cleaned and wiped down on the inside weekly***

*** Floor drains will need to be treated monthly***

Required Daily Re-Supplying

- Soap dispensers
- Paper towel dispensers
- Toilet paper holders
- New trash bags

Right to Seek a New Proposal

Rockdale County reserves the right to receive, accept, or reject any and all proposals for any, or all, reasons.

Proposals will be awarded to the best overall respondent as determined by that which is in the best interests of Rockdale County.

In comparing the responses to this RFP and making awards, Rockdale County may consider such factors as quality and thoroughness of a proposal, the record of experience, the references of the respondents, and the integrity, performance, and assurances in the proposal in addition to that of the proposal price.

❖ Technical Approach

A-Action's primary concern will be to provide custodial services that both enhance and extend the life of your facilities. Our policy relative to technical assistance is to achieve this goal by keeping the flow of information open in all directions. We are committed to the belief that good communications and clear expectations, with both supervisors and service workers, are critical elements of management. We maintain a full-time Safety Manager on staff, Repair and Maintenance Personnel, and an extensive Human Resources Department providing technical assistance supporting our work as a full-service provider. Our HR Department includes benefits coordinators, management trainers and payroll administrators. Our staff also includes experts with years of field experience maintaining multi-building facilities like the **ROCKDALE COUNTY GOVERNMENT**.

A-Action Inc. is very interested in continuing to add value through strategic partnering initiatives. These initiatives will be based upon input from your staff and A-Action Inc. senior management collaborating in a series of regular review meetings. From these meetings we plan to implement strategic partnering programs addressing items such as potential cost reductions, personnel, periodic maintenance adjustments, or possibly enhancing the scope of work in the contract.

We would be thoroughly pleased to be the **ROCKDALE COUNTY GOVERNMENT's** janitorial service provider of choice, and we are willing to exemplify that every day. We are different from other area providers in that the resources of a large regional service company support our procedures and methods for maintaining the **ROCKDALE COUNTY GOVERNMENT's** standards while you continue to remain a flagship account for our company in Atlanta. Our experience maintaining these buildings allows us an unmatched knowledge in knowing how to achieve the desired outcomes. The personnel already involved in the daily maintenance understand the expectations in each area, and our managers understand the importance of reaching the goals and results.

❖ Establishing Standards

To establish cleaning standards specifically for your facilities, A-Action Inc. proposes using a combination of **The ROCKDALE COUNTY GOVERNMENT's** standard procedures and A-Action Inc. existing method of operations to form site-specific standards for all areas within your facilities.

❖ Personnel

At A-Action Inc., we recognize that service depends on people and our success is ultimately judged by the service of our employees. The ability to select, communicate with, and organize employees is the most basic requirement of any service company. That is why A-Action Inc. staff of certified managers has the hiring experience to ensure that the best possible employees are obtained for your facilities. The following is a sample of our personnel goals:

○ Hiring

By offering attractive working conditions and flexible hours, A-Action Inc. is able to hire quality workers for your facilities. These hard-working employees supplement their regular income with additional hours of employment as A-Action Inc. personnel. We also guarantee quality workers by providing complete background checks on each employee.

The A-Action Inc. management team emphasizes competence and cooperation in its selection of personnel. Our employees are trained to be team players and to understand our customers' needs. One of our primary goals is to instill in every A-Action Inc. employee a sense of dedication to good job performance and commitment to the success of the customers we service.

Our system works well for us and for our employees. Our people take pride in doing a good job and understand the need to provide quality service in order to maintain the type of relationship with our customers that is necessary for our long-term success.

- Supervision

Cleaning personnel work under the supervision of an A-Action Inc. manager and are given clear direction daily. Work objectives are defined in specific job descriptions. Each job manager promotes teamwork through organization and good communication. Experienced, energetic managers make certain that careful attention is given to every detail and to the special needs of our customers. The investment of time to provide feedback to our employees allows A-Action Inc. to continually improve our operation and ensure quality service.

- Safety

Our commitment to safety is documented. Safety considerations are an important part of our training classes and our on-the-job training program. A complete description of our training and safety procedures is included in this proposal.

❖ **Assuring Quality**

A-Action Inc. uses supervision and measurable performance standards to meet the needs of each customer. To control and enhance quality, A-Action Inc. will have in place an organizational structure to provide authority, responsibility, and accountability for all tasks and functions. Quality checks, reporting requirements, hands-on supervisions, response mechanisms, and a back-up system of operational responsibilities will help create a proactive system to benefit your facilities. Our operations team will analyze and respond to inspection reports as a part of their daily responsibilities. They will then make any changes or modifications necessary to ensure that acceptable levels of cleanliness are achieved and maintained in your facilities.

SENIOR PROJECT MANAGER

Oversees all duties of the Assistant Project Managers. Reports directly to the Vice President, and is responsible for such activities as:

- To act as the principal representative of A-Action Janitorial Service, Inc at the client site and to be completely accountable for the performance of the contract.
- Must be thoroughly familiar with contract specifications.
- Monitors performance of all contract specifications.
- Effectively resolve problems and complaints.
- Complete all necessary forms/reports on a daily, weekly, or monthly basis.
- Meet daily with client representative and keep notes of meeting.
- Planning of weekly, monthly and quarterly tasks and submits a report.
- Verification of all duties and tasks
- Conducts daily walk through of the facility and document areas requiring attention.
- Ensure that supplies and equipment properly stored on site.
- Contingency plans for bad weather days.
- Ensure the most efficient use of manpower.

ASSISTANT PROJECT MANAGER/SUPERVISOR

Reports directly to the Senior Project Manager or other acting management personnel. Responsible for assigning work schedules and duties to all subordinate employees, monitoring the quality of work, signing off on completed work, training, inventory, time sheets and other duties as may be required by the Project Manager.

LEAD CUSTODIAN /GENERAL CLEANER

Is any on-site team member who is not a Supervisor or Floor Tech. Responsible for general cleaning as directed by the on-site Supervisor.

FLOOR TECHNICIAN

Reports directly to the onsite Supervisor. A-Action Janitorial Service, Inc Floor Techs are experienced and perform the floor maintenance to include: all mopping, spray buff, strip, wax, and carpet cleaning.

A-Action Janitorial Service, Inc would welcome the opportunity to help identify creative approaches for reducing staff and improving the janitorial process as well as suggestions for reducing costs on an ongoing basis.

A-Action Janitorial Service, Inc is available 24 hours a day, seven (7) days a week for any emergency requests. We employ an answering service during off duty hours as well as making sure that **ROCKDALE COUNTY GOVERNMENT** contacts have personal and cell phone numbers for all key personnel. There will be an additional charge for emergency service – (additional service without a 24-hour notice).

QUALITY SERVICE

A-Action Janitorial Service, Inc measures quality by customer satisfaction. As a client of A-Action Janitorial Service, Inc you may rest assured that we will complete every task in a timely professional manner. That is what enables us to offer each client a 100% satisfaction guarantee.

A key competitive edge for A-Action Janitorial Service, Inc is our size and the ability to build a loyal customer base founded on high satisfaction levels with our hands-on approach. We invite feedback, welcome the opportunity to discuss our service, gather data from our clients and customize a service approach that best fits your needs. We strive to keep constant lines of communication open from the field to the managers, from the client to the managers and from the owners all the way down the line. Our clients are encouraged to contact us and are given all contact numbers for all of the A-Action Janitorial Service, Inc key staff members.

MANAGEMENT PLAN

Our Plan of Action is unique, highly professional and guaranteed to provide exceptional standards of building maintenance. We customize this plan to each client's individual needs, based on scope of work and manpower needs.

All applicants for employment must pass a criminal background check, have experience and strong references. We also routinely utilize random drug testing to ensure a drug free workplace. Our employees are our life-blood, so to that end we have numerous employee

incentives, provide dental, vacation, paid time off, and 401-K benefits to all full time employees, thus enabling A-Action Janitorial Service, Inc to recruit and retain a higher caliber of personnel.

A weekly meeting between the **ROCKDALE COUNTY GOVERNMENT PERSONNEL** and A-Action Janitorial Service, Inc Management is recommended to make sure that lines of communication stay open and all potential problems are handled as quickly and efficiently as possible. This can be on-site or by conference call at the client's convenience.

A quality control checklist will be made available to each building contact and workers will sign off on their duties after completion. Either the building contact or project manager will also walk through and sign off on the checklist, ensuring all duties have been performed to specifications.

The Assistant Project Manager will assign the duties and make sure they are performed daily, including a walk-through inspection of the building. He will then sign off on the check off sheet, and report to the Senior Project Manager. The Senior Project Manager is over several locations and does a thorough inspection on each of his locations at least once per week or as needed. He will visit problem locations on a more frequent basis.

TRAINING

A-Action is solely responsible for all matters concerning the recruitment, performance and retention of A-Action personnel. A-Action will comply with all federal, state and local laws and regulations regarding employment and immigration, including non-discrimination, compensation, taxation, benefits, etc.

Only persons who have received the proper screening and training, prior to employment shall be assigned duties. All personnel will be dressed in uniforms that identify the worker as an employee of the A-Action workforce. Uniforms shall always be worn during work hours. A-Action employee will be trained on a regularly basis; monthly and/or as required.

A-Action employees are expected to exhibit professional, courteous conduct and an appropriate appearance always. Any conduct or appearance deemed inappropriate by **ROCKDALE COUNTY GOVERNMENT** will be grounds for removal from the property.

Thus A-Action is committed to a drug free, safe workplace. We have implemented the following policies:

1. Employees are required to pass a criminal background check.
2. All new employees are required to attend a company sponsored health and safety training course. The training covers safety equipment, lifting, climbing, hazardous materials and chemicals, and building safety procedures. **In addition, all A-Action's staff is required to take and pass a course conducted by The American Red Cross in Bloodborne Pathogens Training in order to be allowed to work and clean for our medical clients.** Upon completion of this course the employee will be certified by the American Red Cross and the employee is required to update and renew the certificate annually.
3. All employees are required to attend company sponsored safety trainings on a periodic basis. Our project managers will conduct onsite training monthly.
4. All employees are required to wear safety equipment specific to their duties: gloves, boots, goggles, and back supports, etc., where applicable.
5. All employees are trained to read and understand the MSDS for chemical cleaners.

SAFETY

A-Action will be solely responsible for compliance with all applicable federal, state, and local safety regulations, including training employees in the proper use of chemicals and equipment needed to perform their work.

A-Action will keep the work area safe and clean. A-Action agrees to indemnify and hold harmless **ROCKDALE COUNTY GOVERNMENT 'S** program from any loss, claim or liability used by the failure of A-Action or its employees to do so.

Whenever and wherever the A-Actions work creates a potential hazard to the public, A-Action will place appropriate barriers and warning signs to provide adequate.

SECURITY

A-Action will train employees in the security requirements of **ROCKDALE COUNTY GOVERNMENT'S** facilities in which they are working. A-Action will enforce these requirements and secure the building after completion of work. All doors are always to remain locked unless in use or being cleaned at that time. This includes locking all doors and windows as designated by a **ROCKDALE COUNTY GOVERNMENT** representative.

KEYS

Any keys given to A-Action for gaining access to the facility shall be returned to the appropriate supervisor at the end of each work period. The supervisor shall properly secure those keys in a designated locked container. Neither the supervisor nor the employee shall make copies of any **ROCKDALE COUNTY GOVERNMENT** keys in their possession or have copies made. A-Action is responsible for the cost of replacing lost keys, and the cost of replacing the facility locks if this becomes necessary through employee negligence.

EQUIPMENT & SUPPLIES

A-Action will furnish all equipment for accomplishment of the work specified in the scope of work as prescribed in the RFP. A-Action's equipment will be of the size and type suitable for accomplishing of the various types of work described herein and for operating from existing sources of **ROCKDALE COUNTY GOVERNMENT** furnished electrical power. The A-Action will ensure that all equipment furnished under the Contract meets the following specifications:

- (a) All electrical equipment will be a third-wire grounded type and will be equipped with properly rated Underwriter's Laboratory, Inc. approved 3-conductor electrical cords, permanently attached to the machine and equipped with proper fittings to operate from corridor outlets provided. Electrical machines will not exceed the rated capacity of the circuits from which they are operated. Normally 120 volts, 20 amps is available.

- (b) All vacuum cleaners and equipment used for vacuum pick up (wet and dry types) will be equipped with air filter systems and/or Hepa-filters which will filter out all dust.
- (c) All wheeled and moveable equipment will be equipped with protective non-marking rubber bumpers or guards around the entire perimeter to prevent damage to the building's structure or other objects. Bumpers or guards will always be properly maintained. Equipment with improper bumpers or guards will be removed from service immediately. Damages sustained by the continued use of such equipment by A-Action personnel will be repaired at A-Action's expense.
- (d) A-Action will maintain all our equipment in good repair. Equipment considered being in a state of disrepair or otherwise not conforming to these technical provisions will be removed from the job and replaced. All equipment removed from an area for repair will be cleaned with a detergent prior to its re-introduction to that specific cleaning area.
- (e) A-Action will be responsible for maintaining its equipment in a clean and sanitary condition. If not in use, A-Action equipment will be stored in approved janitor closets accessible to the service area.

EXPECTED EQUIPMENT LIST FOR ROCKDALE COUNTY GOVERNMENT:

<u>Item Description</u>	<u>Manufacturer</u>	<u>Quantity</u>
• Janitorial Carts	Rubbermaid	10
• Vacuums	Craftsman/Hoover	8
• Mop Buckets w/ Ringers	Rubbermaid	10
• Burnishers	Pullman – Holt	1
• Extractors	Tennant	1
• Buffers	Powr-Flite	1
• 50 Gallon Trash Cans	Rubbermaid	3
• Wet Floor Signs	Rubbermaid	15
• Vehicles	Ford	3

❖ Management, Financial, and Operational Reports

A-Action has made a significant commitment of financial and human resources in the pursuit of labor management and record keeping tools.

❖ A-Action Inc. Safety Program & Policies

Introduction

Employers who first established safety programs did so because it was an efficient way to approach federal and state regulations. The initial emphasis was on accident prevention. However, companies soon discovered that preventing accidents resulted in a variety of benefits for the company: healthy employees, lower absenteeism, less lost production time, reduced repair costs, and better insurance ratings for the company. With this in mind, A-Action Inc. recognizes that a comprehensive safety program is an important tool in resource management. The goal of our safety program is to reduce the likelihood of occurrence and to eliminate the conditions that lend themselves to personal commitment from each and every employee to accept responsibility for the prevention of accidents and fires to take steps to eliminate hazardous conditions.

To discharge these responsibilities, an assertive safety program must be continually promoted. Some of the elements of this program include the development of safety consciousness by training through departmental meetings, instruction by supervisors, scheduled and random inspections to eliminate hazards, correction of unsafe conditions and work practices, enforcement of safety regulations, and complete reporting and analysis of accidents and fires.

Policy Statement

It is the intent of A-Action Inc. to comply with all laws, including the revision of the Occupational Safety and Health Act of 1988. More Important than complying with regulations

is the health and safety of our employees. Every employee is involved, and every element of each job must include safety awareness. It is the policy of A-Action Inc. to maintain an intense, comprehensive and effective safety program. Management, supervisors and all other employees shall use every practical means to eliminate or control all accidents, fire and occupational health hazards, and to incorporate safe operating practices and procedures as an integral part of every activity.

Responsibilities

Management

All members of management are responsible for the protection of all employees and property. Each manager must give full support and cooperation in the development and execution of all phases of the program. Inquiries should be made to determine whether effective programs are in place to prevent accidents and fires and to safeguard persons as well as property. The impression of supervisors and employees with the importance of these programs serves as direct evidence of management's support.

Employees

Each employee is personally responsible for the prevention of accidents and fires. Usually an injury or accident occurs when employees are inattentive, take short cuts in getting the job done, use defective tools or equipment, or fail to use protective equipment. Taking little or no interest in their job and failing to keep their workplace clean and orderly presents more opportunity for accidents and fires.

Safety Coordination

The Environmental Health and Safety Manager are assigned the overall responsibility for direction, development, and coordination of the safety program company wide.

The Environmental Health and Safety Manager will:

1. Ensure that all locations are aware of and follow the company's basic safety policy.

2. Provide information to management regarding Federal and State laws and insurance requirements.
3. Assist supervisors and managers in implementing and maintaining effective safety programs.

HAZARD DETECTION

General Operations

Each employee must be aware of and on the lookout for hazardous conditions in the workplace. Supervisors should be particularly alert for hazardous conditions and consider detection of such an integral part of their supervision. The detection of hazards shall be incorporated in various housekeeping evaluations and other inspections.

HAZARD CONTROL

Elimination or Control

To the greatest extent possible, hazards detected through inspection by employees or as a result of an incident must be eliminated. For example, a hazard created by the use of flammable cleaning liquid may be eliminated by the use of a non-flammable cleaning fluid. There will be times that the hazard cannot be eliminated but steps may be taken to lessen the possibility of an accident or fire. Such steps include use of wet floor signs and protective gear when necessary.

Protection of the Person

When a hazard cannot be eliminated or controlled, personal protective equipment shall be used. Examples are goggles or safety glasses, gloves earplugs and foot protection. Where hazards indicate this protection is necessary, managers are responsible for requesting, training in proper use of insuring use of and keeping track of personal protective equipment. Special safety items that may not be stocked in the warehouse can be secured by calling the Environmental Health and Safety Manager. A-Action Inc. will furnish safety glasses and other safety equipment to all employees whose work requires such equipment.

Any employee who is furnished safety equipment by the company must wear such safety equipment while doing the work for which the equipment was intended.

Safety equipment furnished by A-Action Inc. which is either damaged or worn out is use will be replaced free of charge. The worn or damaged equipment must be turned in when the new equipment is issued and there must be no evidence of abuse. Lost safety equipment will result in replacement charges.

The Environmental Health and Safety Manager will determine what shoes and clothing are necessary for each account. This may vary from job to job as the hazards vary. No open toe shoes, sandals, or high heels are permitted on job sites.

Safe Work Practices

Any hazardous condition can be largely reduced with the use of safe working practices. Observation and attentiveness are excellent tools. Many accidents may be completely avoided by paying attention to the job at hand and using a commonsense approach. Taking a few minutes to identify the hazards of each task before starting can help reduce the likelihood of an accident occurring.

Inspections

Conducting inspections is the most common method of identifying hazards involving the health and safety employees. Self-inspection is very important in keeping us aware of both present and probable hazards in the workplace. Each month, supervisors should conduct a safety inspection of their areas using the Safety Inspection Checklist and forward a copy to the Environmental Health and Safety Manager.

Training and Supervision

Training and supervision are two vital phases of our safety program. Each employee receives adequate instruction enabling him/her to recognize and avoid hazards arising during work. Employees must realize the relevance of working safely not only for one's own protection, but also for the protection of fellow employees, other people in the building, and property. Training alone will not prevent accidents; proper supervisory follow-up is also needed. All employees require supervision, which will aid them in applying the safety techniques they have learned.

Orientation of New Employees

Orientation of new employees is extremely important to A-Action Inc. as well as to our new employees. The first day on the job is an important one. This is where strong and lasting impressions are formed about the employer; fellow workers, supervisors and the employee's job itself. Unless it is covered when the employee is first hired, considerable time may pass before this person sees a clear picture of the relationship between accident and fire prevention, the employee's job and company policy. Items to be covered during orientation include:

- The importance of reporting all injuries immediately.
- The importance of following proper procedures for reporting accidents.
- The importance of following rules that designate smoking and non-smoking areas.
- The importance of dressing appropriately for the workplace
- The importance of using proper lifting techniques
- Reason for not using ANY damaged or defective equipment
- The importance of equipment being kept clean
- Types of cleaning chemicals, their hazards, and MSDS sheets

- The importance of not using equipment or supplies for which you have not been trained
- The hazards of mixing two or more cleaning chemicals and supplies
- The importance of always using wet floor signs
- The importance of reporting hazards of unsafe conditions
- Discussion of A-Action Inc. policy on safety
- The importance of using personal protective equipment as required by each job
- The importance of operating all company vehicles safely and in accordance with laws and road conditions

Sustained Job Training

Adequate training does not stop upon orientation. In order to be effective, training must be recurring. Continuous training will promote a higher degree of safety consciousness. Supervisors will hold regularly scheduled safety meetings with employees. Employees will sign in and supervisors will retain a list of those attending and record of topics discussed. A copy of all training material will be forwarded to the Environmental Health and Safety Manager.

Supervisory Education Training

Programs expanding the Supervisor's knowledge and understanding of accident and fire prevention will be conducted and encouraged. It is through such training that the supervisor is made aware of the importance of workplace safety and his/her responsibility to ensure a safe environment for all employees. These programs will also make our supervisors aware of A-Action Inc. management team's commitment to safety. Supervisors must demonstrate knowledge and genuine interest in these areas in order to effectively instill the same in their workers.

Supervision

The Supervisor deals directly with the job and the worker, and therefore, is in the best position to discover and correct accidents and fire hazards. The Supervisor is in the position

to improve a worker's attitude toward the job, fill in gaps in the worker's knowledge of the job, improve skills, and promote safe work practices. Should a supervisor fail in one of these responsibilities, inefficient and costly results can be expected. We depend on our supervisors in many aspects of our operations. A healthy attitude toward safety is paramount.

Fleet Program

Introduction

Every time a company vehicle moves, it runs the risk of becoming involved in a collision. If a collision occurs, A-Action Inc. may be held liable and the final cost can be high. The best way to reduce losses is to avoid accidents.

Reduction of operation costs is certainly strong motivation for accident prevention, but there are other good reasons, too. Every employer, large or small, has a civic obligation to prevent accidents on public streets and highways. The community exists to foster business and family life. When business ignores its obligation to protect others, it is contributing to the community's civic problems.

Safety experts have learned from studies of motor vehicle accidents that in most cases, drivers could have prevented the accidents had they taken it upon themselves to do so. A preventable accident is one in which the driver failed to do everything reasonably possible to prevent the accident. For example, wet, slippery, pavement is a hazard, but it comes into play as an accident causing factor only when the driver goes too fast, applies the brakes, or turns suddenly. The best defense is as follows:

- Recognize the hazard
- Understand the defense
- Act in time

Policy

Both the National Safety Council and the American National Standards Institute use the following definition of motor vehicle accident:

The above definition does not include everyday wear and tear on a vehicle such as normal contact with bumpers during parking and other causes of small scratches and pings.



MOTOR VEHICLE REPORT

(MVR)

To be completed for all new employees (1) who will be operating a company vehicle, (2) driving a personal vehicle and receiving a gas allowance, or (3) driving a personal vehicle between customer assignments (though not necessarily receiving a gas allowance).

PLEASE PRINT EMPLOYEE NAME (Please Print):

LAST	FIRST
MIDDLE (OPTIONAL)	DATE OF BIRTH / /
DRIVER'S LICENSE NO.	STATE
EXPIRATION DATE / /	

PERSONAL VEHICLE INSURANCE (Inspection employee driving personal vehicle is company business)

Each employee is responsible, including coverage for business use, for personal vehicle liability limits of at least \$100,000 per person and \$200,000 per accident. Employees are required to provide proof of insurance coverage to the company. Employees must also maintain minimum coverage for personal vehicles.

(Employee Signature)

(A copy of Employee Certificate of Insurance, including coverage, must accompany this form)

DIVISION

MANAGER/SUPERVISOR (signing MVR)

SEND TO: REBATES, SAFETY and LOSS PREVENTION
 CORPORATE OFFICE

An annual license check shall be conducted on all drivers. Proof of insurance is required for those operating their own vehicles for company purposes. Those assigned a company vehicle are responsible for routine maintenance such as oil changes, tire rotation, and brake inspection. In the event of an auto accident, employees are to notify area police and obtain a police report as soon as possible. The driver

is to report for a drug screen, even if medical attention is not required. Drug screens are conducted by the same medical providers as for worker's compensation. If our employee is not sure of where to go, he/she is to contact the Human Resource Assistant. Any accident

should be reported to the employee's manager. It is the responsibility of management to notify the Human Resource Assistant of all vehicle accidents and to secure the proper reports.

Fire Prevention and Protection

Sixty percent of all fires are preventable. The best way to prevent a fire is to be on the lookout for possible fire hazards- to stop a fire before it has a chance to start. Fire protection cannot rest solely with one person or one section of an organization. It requires commitment from EVERY EMPLOYEE. Fires, and explosions caused by fire, result in injuries to employees and sometimes even loss of life. Property damage can vary from small losses to complete destruction of buildings. Fire losses are evaluated in two categories:

1. Direct fire loss is the estimated value of equipment, goods, materials, and buildings lost by fire.
2. In-direct fire losses are just as real. Examples are loss of customers, loss of profits, and loss to the community of tax revenues on destroyed property.

Occupational Safety and Health Administration (OSHA)

Introduction

The Occupational Safety and Health Act was drafted to provide guidelines for all employers to follow to ensure that employees worked in workplaces, which were safe and conducive to good health. Although not all parts of the Occupational Safety and Health Act are applicable to A-Action Inc., there are a few which require compliance by the entire management structure of the company.

The following OSHA standards will apply to every account:

- Hazard Communication
- Bloodborne Pathogens
- Personal Protective Equipment

Hazard Communication

Hazard Communication deals with the communication of the hazards of chemicals within the workplace; but this standard should also include physical hazards such as radiation, sharp objects, moving machinery etc. The Hazard Communication Standard requires certain actions be taken by the employer to ensure compliance with the standards. Below is a list of the requirements of this standard, which the company and our managers must communicate to employees.

- All chemicals used within an account must be labeled and have an accompanying Material Safety Data Sheet (MSDS).
- All employees must be trained on the information contained on Material Safety Data Sheets and know where they are stored in the event of an accident.

Blood borne Pathogens

The Blood borne Pathogen Standard was created to protect employees from infectious diseases. Although this standard was predominately created to protect those employees who work in the medical care facilities, i.e. doctors, nurses, emergency medical providers, EMT's and first aid administrant, the regulation has been expanded to cover all employees who are or may be exposed to blood or body fluids during the course of their normal work activities. Below is a list of the requirements of this standard, which the company and our managers must communicate to employees.

- Employees must be trained in the appropriate methods of how to clean blood and body fluid spill. They must also be trained in what personal protective equipment is required when performing these tasks and how to properly wear, remove, and dispose of this equipment. Employees must also be trained in the proper

housekeeping procedures required when blood and body fluid contact either has occurred or has the potential of occurring.

- Employees must be trained on what Blood borne Pathogens are and how they are transmitted and reproduced. Employees must also be trained on how to recognize blood and other potentially infectious materials, such as contaminated sharps (needles, glass, etc.) red bag medical waste, and body fluids.

In the case of an employee being stuck by a needle or other sharp object, the following precautions should be followed:

- Have the employee wash the area of contact with soap and water.
- Notify the facility representative or contact person of the exposure incident.
- Take the employee to the nearest designated medical facility to be tested for HIV and HBV.
- Notify the Human Resource Assistant.
- Fill out a *Supervisors Accident Report*.
- Have the employee fill out an *Employee Accident Report*.

Personal Protective Equipment

Personal Protective Equipment is one of the most utilized means of protecting employees from the hazards that abound within the workplace. Distribution of personal protective equipment does require that all employees who will be wearing the equipment are trained in the proper methods of wearing, inspecting, and maintaining the equipment. Personal Protective Equipment is supplied by A-Action Inc. free of charge. A-Action Inc. requires

EQUIPMENT		EMPLOYEE INITIALS	ISSUE DATE
HARD HAT			
SAFETY GOGGLES			
CHEMICAL GOGGLES			
SAFETY SHIRT			
TAKE SHIRT			

UNIFORMS	NUMBER	EMPLOYEE SIGNATURE	ISSUE DATE
SHIRTS			
PANTS			
SHOES			
APRONS			

EMPLOYEE SIGNATURE _____	DATE _____
SUPERVISOR SIGNATURE _____	DATE _____
(FOR USE IN RETRIEVING OR CHARGING FOR EQUIPMENT IN EVENT OF TRANSFER OR TERMINATION)	

FOR EMPLOYEES PERSONAL FILE

that employees sign for most of the equipment. The following is a list of the Personal Protective Equipment available from A-Action Inc. and some pertinent information.

- **Gloves-** These may be rubber, PVC, or nylon, according to the work or chemicals being used.
- **Chemical Splash Goggles-** These should be used anytime there is a possibility of a large spill occurring.
- **Hard Hat-** These are usually only for heavy industrial accounts.
- **Dust Mask-** These are for irritant dust problems, such as changing vacuum bags or cleaning dusty areas of offices.
- **Protective Clothing-** The exact type of clothing will depend on the application and account.

❖ Accident Investigation & Reporting

Although all accidents are avoidable, they do occur. The first concern in any accident should be for the medical treatment of the injured employee. The Human Resource Assistant can provide our supervisors with the name of the medical facility where an injured employee should be taken. An injured employee will be treated for drug and alcohol use when they receive medical treatment. All accidents must be reported to the Human Resource Assistant. Failure to report or late reporting could result in the employee's loss of medical payments and Worker's Compensation.

Accident investigation is the best means to determine what hazards exist in the work environment and the corrective means to minimize the recurrence of accidents. The sooner an accident investigation is begun, the more precise it will be. This is because the details of the accidents are still

The image shows a form titled "WORKER'S COMPENSATION A-ACTION'S FIRST REPORT OF INJURY" with the subtitle "(INTERNAL FORM TO BE GIVEN TO EMPLOYER IMMEDIATELY)". The form includes fields for "Name", "Job Title", "Injured Date", "Time", "Employee's Address", "Social Security No.", "Age", "Sex", "Home Phone No.", "Witness / Accident Location", "City / Street", "State", "Zip", "Occupation (Status, position, department, etc.)", "Vehicle (if struck by car)", "City / Street", "State", "Zip", "Accident Date", "Time", "Location of Accident (Address, City, State, Zip, County, etc.)", "Details of Incident (Describe the accident, what happened, what was the cause of the accident)", "Witness Contact Information", "Supervisor's Name", "Supervisor's Title", "Supervisor's Phone No.", "Supervisor's Email", "Employee's Signature", "Date", "Time", "Place of Incident", "City", "State", "Zip", "County".

fresh in the minds of the injured employee and witness, and the environment in which the accident occurred is in much the same state.

Accident investigation should be performed by the immediate supervisor of the injured employee because this supervisor is familiar with the employees and the work area. This also gives the supervisor the ability to correct most problems immediately. Supervisors should conduct the investigation with an open mind and record only the facts that relevant to the accident. Accident investigation should not be used to fix blame on individuals, rather it is meant to determine the best means of accident reduction.

Every accident requires the completion of two documents:

- ❖ *Supervisor Accident Report*
- ❖ *Employee Accident Report*

It is important that supervisors complete every entry on these forms because other individuals in the company will review them to help make determinations on the best means of corrective action and to help get an accurate picture of the accident. If there are witnesses to the accident, they should complete a statement of the details of the accident in their own words.

PRODUCTS and PROCESSES

We understand that the **FULTON COUNTY GOVERNMENT, INC** is interested in “**Going Green**” processes for the upkeep of their LEED facilities and we are more than willing to serve.

What is **Green Cleaning?**

Green cleaning uses a combination of products, practices and equipment to clean effectively while protecting both the environment and the health of people in that environment. Of course this is achieved while also achieving and maintaining a satisfactory standard of disinfection and cleanliness.

Benefits of **Green Cleaning**

The benefit of green cleaning is the improved health and safety of both humans and the surrounding environment. Green cleaning can also be more efficient and can offer cost savings as the quantities of chemicals required in the cleaning process are generally reduced.

Green cleaning products and chemicals replace toxic chemicals that may have been used in the past. These toxic products may have been high in irritants, dangerous compounds or volatile organic compounds (VOCs). Such toxic chemicals can remain in the local environment for some time after use. This is important for cleaning inside homes, offices and other buildings like hospitals and schools as those chemicals can have a significant impact on the building's indoor air quality.

Biodegradability and Recycling

Green chemicals are biodegradable and are provided in recyclable containers. Many come in a highly concentrated form to reduce packaging and the adverse environmental effects of transporting the product from its place of manufacture.

A-Action will submit a list of all chemicals that will be used for this work, along Safety Data Sheets (SDS). A-Action will also keep a list of the chemicals and MSDS copies at each facility in the custodian's closet.

A-Action uses green cleaning products and janitorial services techniques that promote good indoor air quality, occupant health, and recycling. We also save you money by reducing water and electricity consumption; our high-efficiency janitorial teams are trained to keep your LEED compliant with the bottom line in mind.

In addition to incorporating products that use low volatile organic compounds (VOCs), we are committed to assisting you in purchasing recycled and environmentally preferred products, such as microfiber wipes; green/recycled toilet tissue, seat covers and towels; 80-percent recycled trash bags and more.

We have extensive experience working in LEED facilities and can provide the necessary submittals to earn LEED points. In addition, we also provide LEED-compliant ongoing green floor maintenance for our janitorial clients.

Likewise, our teams know how to handle chemicals, never using more than they need and never carrying them into areas where they don't belong. We treat every part of your facility with care, but our teams are trained to be especially diligent about high-traffic spots, food service and handling areas, and restrooms.

PRODUCT HANDLING AND PROPERTIES:

A. Labeling of Supplies/Chemicals: The A-Action will purchase and issue all chemicals in their original containers and furnish MSDS sheets. Materials that require precautionary warnings in accordance with all Federal and State laws, ordinances, rules and regulations.

B. Slip Resistance: A-Action will verify that all floor finishes, seals, spray buff solutions and other such chemicals applied to non-carpeted floors provide adequate protection against slippery floors. Any observed instances of slippery or slick floors

will be corrected immediately upon discovery. A-Action should use “wet floor” signs and other notifications as necessary to help prevent slips, falls and accidents.

C. Germicidal Properties: The A-Action will not use a germicidal disinfectant that does not bear the Environmental Protection Agency (EPA) Registration Number.

QUALITY SERVICE

A key competitive edge for A-Action Janitorial Service, Inc. is our size and the ability to build a loyal customer base founded on high satisfaction levels with our hands-on approach. We invite feedback, welcome the opportunity to discuss our

MANAGEMENT PLAN

All applicants for employment must pass a criminal background check, have experience and strong references. We also routinely utilize random drug testing to ensure a drug free workplace. Our employees are our lifeblood, so to that end we have numerous employee

incentives, provide dental, vacation, paid time off, and 401-K benefits to all full-time employees, thus enabling A-Action Janitorial Service, Inc. to recruit and retain a higher caliber of personnel.

A weekly meeting between **ROCKDALE COUNTY GOVERNMENT** and A-Action Janitorial Service, Inc. Management is recommended to make sure that lines of communication stay open and all potential problems are handled as quickly and efficiently as possible. This can be on-site or by conference call at the client's convenience.

A quality control checklist will be made available to each building contact and workers will sign off on their duties after completion. Either the building contact or project manager will also walk through and sign off on the checklist, ensuring all duties have been performed to specifications.

The Assistant Project Manager will assign the duties and make sure they are performed daily, including a walk-through inspection of the building. He will then sign off on the check off sheet, and report to the Senior Project Manager. The Senior Project Manager is over several locations and does a thorough inspection on each of his locations at least once per week or as needed. He will visit problem locations on a more frequent basis.

Assistant Project Manager/Supervisor

They report directly to the Senior Project Manager or other acting management personnel. Responsible for assigning work schedules and duties to all subordinate employees, monitoring the quality of work, signing off on completed work, training, inventory, time sheets and other duties as may be required by the Project Manager.

Lead Custodian /General Cleaner

Is any on-site team member who is not a Supervisor or Floor Techs. They are responsible for general cleaning as directed by the on-site Supervisor.

Floor Technician

Floor Technicians report directly to the onsite Supervisor. A-Action Janitorial Service, Inc. Floor Techs are experienced and perform the floor maintenance to include: all mopping, spray buff, strip, wax, and carpet cleaning.

Senior Project Manager

The Senior Project Manager oversees all the duties of the Assistant Project Manager(s). Reports directly to the Vice President, and is responsible for such activities as:

- To act as the principal representative of A-Action Janitorial Service, Inc. at the client site and to be completely accountable for the performance of the contract.
- Must be thoroughly familiar with contract specifications.
- Monitors performance of all contract specifications.
- Effectively resolve problems and complaints.
- Complete all necessary forms/reports on a daily, weekly, or monthly basis.
- Meet daily with client representative and keep notes of meeting.
- Planning of weekly, monthly and quarterly tasks and submits a report.
- Verification of all duties and tasks
- Conducts daily walk through of the facility and document areas requiring attention.
- Ensure that supplies and equipment properly stored on site.
- Contingency plans for bad weather days.
- Ensure the most efficient use of manpower.

A-Action Janitorial Service, Inc. would welcome the opportunity to help identify creative approaches for reducing staff and improving the janitorial process as well as suggestions for reducing costs on an ongoing basis.



Deficiency Correction Notice

To: Team Lead
From: Valerie Turner, Project Manager
RE:
Date: March 23, 2012

On March 23, 2012, I completed my weekly site inspection of City Hall. Listed below are the deficiencies that I observed.

Dusting
Restroom Baseboards
Chandelier

Please be advised that we are not in compliance with the cleaning frequency. We have 24 hours to correct the deficiencies. In the event you need additional time to complete the work, please give me a call so we can schedule the additional time.

Upon completion of the above listing of deficiencies, please contact me immediately so I can re-inspect the facility and make sure we are up to standard.

If you have any additional questions or concerns, please feel free to contact me at 770-256-6078 or via e-mail (val@actioninc.com)

Thank you.

A-Action Janitorial Service, Inc. is available 24 hours a day, seven (7) days a week for any emergency requests. We employ an answering service during off duty hours as well as making sure that the Georgia Tech contacts have personal and cell phone numbers for all key personnel. There will be an additional charge for emergency service – (additional service without a 24 hour notice).

Qualifier Number 1: DAY PORTER

A-Action Day Porters report to the facility maintenance supervisor and assist in additional duties as necessary. Custodial work is a hands-on job and experience with tasks, tools and materials help custodians become faster and more efficient at their jobs. A-Action Day Porters possess good communication and organizational skills. They also are able to work alone and/or with minimal direct supervision. They possess knowledge about the job, responsibility and efficiency which enables them to get the work done.

Basic Duties/ Responsibilities

The basic cleaning duties performed by an A-Action custodian/day porter daily include:

- Dusting surfaces, furniture, blinds and equipment
- Clean glass doors and partitions, mirrors, light switches, door handles and sections of wall where fingerprints and foot prints are left

- Move furniture, equipment, or fixtures as required
- Stock area with appropriate supplies
- Lock and unlock doors as directed
- Report malfunction of bathroom fixtures, light fixtures, and/or damages to room and hall furnishings
- Check locks, buzzers and doorbells and report any problem
- Empty waste baskets and trash cans
- Help with the setup of company meetings, events, and conferences
- Perform small repairs
- Replace light bulbs
- Shovel and remove snow and ice from sidewalks, entryways, and areas within six feet of the building.
- Sweep, mop, polish floors
- Vacuum, spot clean rugs and carpets
- Shampooing carpets
- Strip and Refinish floors
- Washing windows

Qualifier Number 2: WET MOPPING STANDARDS

A-Action Inc uses higher level absorbency mops to allow faster floor drying times, leading to greater productivity and worker safety. Wet Mopping normally consists of spot cleaning areas of the room that are soiled from spills or dirt that could not be removed by dry mopping. During A-Action's normal routine **100% of the unobstructed areas** should be covered as part of the daily operations. It is required of all employees that **"Wet Floor"** signs be posted to warn people of the slip hazards. The use of **green certified** products will be used during this process.

Qualifier Number 3: SWEEPING AND DUST MOPPING STANDARDS

A-Action requires dust mopping and/or power sweeping to be performed as part of the daily routine. All traffic lanes and open areas are serviced daily as part of the normal schedule, which will account for approximately 85% of the areas. In addition, a putty knife is carried to remove gum and other debris from the floor surface. Wet surfaces and coarse surfaces are maintained by dry sweeping the area with a corner broom and/or push broom.

Qualifier Number 4: DUSTING AND VACUUMING STANDARDS

A-Action performs general dusting consisting of maintaining all surfaces in the Corridors, Entranceways, and Lobby areas. When dusting, start with high surfaces and work downward. When dusting in any area, do about one fourth of the area each day. This will ensure that the entire area will be cleaned once a week. Vacuuming is performed as part of the daily routine. All traffic lanes and open areas are serviced daily as part of the normal schedule, which will account for approximately 85% of the areas in most cases. In addition, employees carry Carpet Gum Remover to assist in the daily removal of all gum from carpet areas.

Qualifier Number 5: TRASH REMOVAL STANDARDS

A-Action employees empty all trash receptacle units and remove all boxes marked for disposal only. We do not discard boxes that are not marked as trash. If the employee is not sure, a note will be left to verify. Replace liners in smaller receptacles as needed. Larger receptacle liners and liners which have food products disposed in them are to be replaced daily. One important step in preparing the area for servicing is to police the area and remove large debris or material that has been misplaced, when emptying the trash receptacle units.

Qualifier Number 6: WASHING STANDARDS

A-Action employee's general spot cleaning consists of cleaning around entranceways, light switches, doors, doorframes, and waste container units. Counters and sinks must be cleaned

daily. When cleaning the kitchen counters, sinks, water coolers, fountains, and tables a **green certified** Neutral Cleaner or Cleaner-Disinfectant is used

Qualifier Number 7: WASHING IN RESTROOM , PUBLIC, AND PRIVATE AREAS

Inspect and maintain the cleanliness of all Restrooms throughout the day, make sure dispensers are fully stocked. A-Action makes sure to clean using **green certified** products and Disinfect toilets, urinals, sinks, counters, stalls, etc. if discrepancies are found. Check and empty sanitary napkin receptacles and re-stock sanitary dispensers with wax bags in restrooms.

Qualifier Number 8: DAMP WIPING STANDARDS

As in all cleaning procedures, the first step A-Action employees' practice is to gather the recommended janitorial equipment together and bring to the area to be cleaned. Start damp cleaning all horizontal surfaces in the room at the entrance doorway. Work your way around the room in a clockwise or counterclockwise pattern. Spray the item to be damped wipe or spray the rag, paper towel, sponge, etc. with freshly diluted or ready-to-use **green certified** solution. Wipe the surface, paying attention to obvious soil spots. Don't overlook the edges of tables, chairs, shelves, etc. Wipe all horizontal and vertical surfaces daily. While this procedure may seem very basic, the damp wiping procedure is crucial to the daily control of soil and micro-organisms.

Qualifier Number 9: DISINFECTING STANDARDS

A-Action uses buckeye **green certified** disinfectants on anything people touch, including telephones, keypads, doorknobs, and light switches. Instead of spraying directly onto electronic equipment, employees spray disinfectant onto a cloth or towel first. Dwell time is important for proper disinfection when using disinfectant cleaners. Dwell time can also be accomplished by not completely wiping surfaces dry. Thorough disinfection is important to prevent odors from forming in treated areas. Buckeye's Lemon Quat is pH neutral and will not harm floor finish. Buckeye's Lemon Quat is approved for effectiveness against the

Hepatitis B Virus (HBV). All employees are required to thoroughly wash their hands before and after all disinfecting cleaning procedures. Trash cans should be disinfected inside and out when the liners are changed. Pour used disinfectant solution down floor drains to help them stay fresh smelling. A clean, fresh-smelling area makes a great first impression

Qualifier Number 10: POLISHING STANDARDS

A-Action employees use microfiber cloths to clean the surface requiring attention. The appropriate metal cleaner and polish is used to achieve the desired effect. The employee shall leave the surface clean and free from film or streaks upon completion of polishing. All surfaces are to be rubbed to a soft gloss with clean cloth or textile disposable wipes. The employee will leave the surface uniform in finish. The employee will avoid getting polish and cleaner on adjacent surfaces.

Qualifier Number 11: STRIPPING AND SEALING STANDARDS

Hard Floors –Without proper maintenance, vinyl and linoleum floors lose their sheen. These types of floors can develop wax build-up and an unsightly yellow discoloration. This dingy film coupled with deep scratches and abrasions acts like a magnet that attracts even more dirt and grime. A- Action’s certified floor technicians use green certified products that can remove your floor’s old sealer, reseal it with a high-quality sealer and buff the surface to a sparkling shine. This sealer and gloss finish will extend the wear of your floor, reduce marks and scratches and guard against soil penetration and abrasion.

Soft Floors – A-Action employees vacuum as part of the daily routine. All traffic lanes and open areas are serviced five days a week as part of the normal schedule. In addition, employees carry Carpet Gum Remover to assist in the removal of all gum from carpet areas daily. To properly clean a carpeted floor, employees must edge and corner clean (100% of the areas not obstructed). Spot/Stain removers are used during this process. Employees complete this task by vacuuming the entire area. This process should be performed as time permits.

Qualifier Number 12: SAFETY

A-Action will be solely responsible for compliance with all applicable federal, state, and local safety regulations, including training employees in the proper use of chemicals and equipment needed to perform their work.

A-Action will keep the work area safe and clean. A-Action agrees to indemnify and hold harmless **ROCKDALE COUNTY GOVERNMENT'S** program from any loss, claim or liability used by the failure of A-Action or its employees to do so.

Whenever and wherever the A-Actions work creates a potential hazard to the public, A-Action will place appropriate barriers and warning signs to provide adequate.

SECURITY

A-Action will train employees in the security requirements of **FULTON COUNTY GOVERNMENT'S** facilities in which they are working. A-Action will enforce these requirements and secure the building after completion of work. All doors are always to remain locked unless in use or being cleaned at that time. This includes locking all doors and windows as designated by a **ROCKDALE COUNTY GOVERNMENT REPRESENTATIVE**.

KEYS

Any keys given to A-Action for gaining access to the facility shall be returned to the appropriate supervisor at the end of each work period. The supervisor shall properly secure those keys in a designated locked container. Neither the supervisor nor the employee shall make copies of any **ROCKDALE COUNTY GOVERNMENT** keys in their possession or have copies made. A-Action is responsible for the cost of replacing lost keys, and the cost of replacing the facility locks if this becomes necessary through employee negligence.



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Direct Dial: 678-526-7421
Facsimile: 678-526-7424
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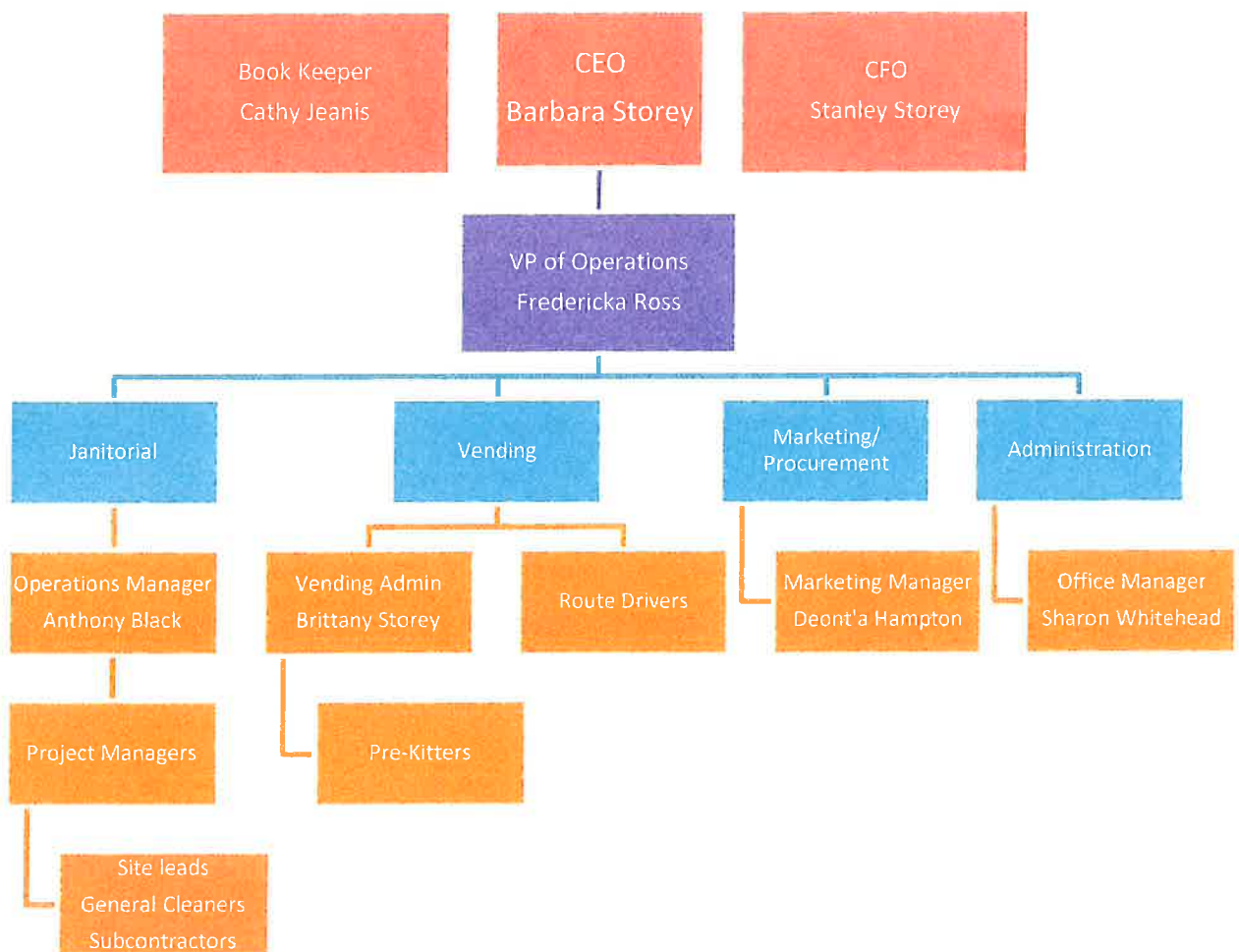
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Organizational Chart



Note: In the event there is a need to replace key team members during the course of the project; A-Action Janitorial Services, Inc. staff is cross-trained to ensure that the level and quality of service is not jeopardized. We will execute the talent management process to select an individual to fulfill the open position.

SITE VISIT ACKNOWLEDGEMENT

RFP #19-29 Custodial Services

I hereby acknowledge I have visited ALL sites identified on the Proposal Form of this RFP for which I am providing a bid amount. I further state I have a full understanding of the performance requirements of this RFP for the sites I have submitted a bid amount.

Company Name A-Action Janitorial & Vending Services

Name & Title (printed) Deonta Hampton, Project Manager / Business Dev. Manager

Signature Deonta H.



ROCKDALE COUNTY

2020 LICENCE/REGISTRATION
THIS IS A RECEIPT FOR OCCUPATIONAL TAXES FOR:
JAN. 1 - DEC. 31, 2020

A-Action Janitorial-P.O.Box 1046 Lithonia GA 30058
1775 PARKER RD SW Conyers, GA

56172 - Janitorial Services

Barbara A. Storey (A-action Janitorial)
Account # HO20-06377

2020

NON-TRANSFERABLE
THIS CERTIFICATE MUST BE DISPLAYED IN A CONSPICUOUS PLACE



ROCKDALE COUNTY
2020 Business & Occupational License
Expires 12/31/2020

A-Action Janitorial-P.O.Box 1046 Lithonia GA 30058
1775 PARKER RD SW Conyers, GA

Barbara A. Storey (A-action
Janitorial)
Account # HO20-06377

2020

Above is your business license issued by
Rockdale County for calendar year 2020.

A pocket-sized license is provided
additionally for your convenience.

It is your responsibility to notify the
Department of Planning and Development of
any change, and to renew before the
expiration date.

Date issued: 01/08/2020
Amount paid: \$262.50
Account # HO20-06377

Department of Planning and Development
958 Milstead Avenue, Conyers GA 30012
770 278-7100
businesslicense@rockdalecountyga.gov

Barbara A. Storey (A-action Janitorial)
A-Action Janitorial-P.O.Box 1046 Lithonia GA 30058
1775 Parker Road
Conyers GA 30094

Contractor Affidavit under O.C.G.A. §13-10-91(b)(1)

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

975776

Federal Work Authorization User Identification Number

02/08/2008

Date of Authorization

Barbara Storey

Name of Contractor

Rockdale Janitorial Services

Name of Project

Rockdale County GA

Name of Public Employer

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

Executed on Jan 08, 20120 in Lithonia (city), GA (state).

Barbara Storey
Signature of Authorized Officer or Agent

President

Printed Name and Title of Authorized Officer or Agent

SUBSCRIBED AND SWORN BEFORE ME

ON THIS THE 08 DAY OF Jan, 20120.

Fredericka Mitchell Ross
NOTARY PUBLIC

My Commission Expires:

28 March 2021

ACORDTM**CERTIFICATE OF LIABILITY INSURANCE**

DATE (MM/DD/YYYY)

8/06/2020

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

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

PRODUCER McGriff Insurance Services 216 South Broad Street Monroe, GA 30655 770 267-4545	CONTACT NAME: Certificate team PHONE (A/C, No, Ext): 770 267-4545 FAX (A/C, No): 8663172202 E-MAIL ADDRESS: certificatesga@mcgriffinsurance.com														
INSURED A Action Janitorial Services Inc A-Action New York, LLC PO Box 1046 Lithonia, GA 30058	<table border="1"> <thead> <tr> <th data-bbox="812 472 1421 514">INSURER(S) AFFORDING COVERAGE</th> <th data-bbox="1421 472 1550 514">NAIC #</th> </tr> </thead> <tbody> <tr> <td data-bbox="812 514 1421 556">INSURER A : Union Insurance Company</td> <td data-bbox="1421 514 1550 556">25844</td> </tr> <tr> <td data-bbox="812 556 1421 598">INSURER B : Technology Insurance Company</td> <td data-bbox="1421 556 1550 598">42376</td> </tr> <tr> <td data-bbox="812 598 1421 636">INSURER C :</td> <td data-bbox="1421 598 1550 636"></td> </tr> <tr> <td data-bbox="812 636 1421 678">INSURER D :</td> <td data-bbox="1421 636 1550 678"></td> </tr> <tr> <td data-bbox="812 678 1421 720">INSURER E :</td> <td data-bbox="1421 678 1550 720"></td> </tr> <tr> <td data-bbox="812 720 1421 762">INSURER F :</td> <td data-bbox="1421 720 1550 762"></td> </tr> </tbody> </table>	INSURER(S) AFFORDING COVERAGE	NAIC #	INSURER A : Union Insurance Company	25844	INSURER B : Technology Insurance Company	42376	INSURER C :		INSURER D :		INSURER E :		INSURER F :	
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INSURER D :															
INSURER E :															
INSURER F :															

COVERAGES**CERTIFICATE NUMBER:****REVISION NUMBER:**

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

INSR LTR	TYPE OF INSURANCE	ADDL INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	☒ COMMERCIAL GENERAL LIABILITY ☐ CLAIMS-MADE ☒ OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: ☒ POLICY ☐ PRO-JECT ☐ LOC OTHER:			CPA444259041	06/01/2020	06/01/2021	EACH OCCURRENCE \$1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$500,000 MED EXP (Any one person) \$10,000 PERSONAL & ADV INJURY \$1,000,000 GENERAL AGGREGATE \$2,000,000 PRODUCTS - COMP/OP AGG \$2,000,000 \$
A	AUTOMOBILE LIABILITY ☒ ANY AUTO OWNED AUTOS ONLY ☒ HIRED AUTOS ONLY ☐ SCHEDULED AUTOS NON-OWNED AUTOS ONLY			CPA444259041	06/01/2020	06/01/2021	COMBINED SINGLE LIMIT (Ea accident) \$1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
A	☒ UMBRELLA LIAB ☒ OCCUR ☐ EXCESS LIAB ☐ CLAIMS-MADE DED ☒ RETENTION \$0			CPA444259041	06/01/2020	06/01/2021	EACH OCCURRENCE \$5,000,000 AGGREGATE \$5,000,000 \$
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N	N/A	TWC3824806	09/10/2019	09/10/2020	☒ PER STATUTE ☐ OTH-ER E.L. EACH ACCIDENT \$1,000,000 E.L. DISEASE - EA EMPLOYEE \$1,000,000 E.L. DISEASE - POLICY LIMIT \$1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

See attached forms

CLCG0060 (09/16) - General Liability Contractor's Ultra Plus Endorsement - Georgia

CLCG2012 (09/16) - Additional Insured - Owners, Lessees or Contractors - Completed Operations Coverage -

Automatic Status When Required in Construction Agreement With You

CLCG0114 (09/16) - Primary and Noncontributory - Other Insurance Condition (Additional Insured)

(See Attached Descriptions)

CERTIFICATE HOLDER**CANCELLATION**

Rockdale County Government 180
 Purchasing Department
 958 Milstead Ave, Suite 300
 Conyers, GA 30012

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

Melissa Padgett

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DESCRIPTIONS (Continued from Page 1)

AICA59 (02/15) - Commercial Automobile Expansion Endorsement

WC000313 (04/84) - Waiver of Our Right to Recover From Others Endorsement

**** Workers Comp Information ****

Proprietors/Partners/Executive Officers/Members Excluded:

Barbara Storey, Officer

Stanley Storey, Officer

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

GENERAL LIABILITY CONTRACTOR'S ULTRA PLUS ENDORSEMENT - GEORGIA

This endorsement modifies insurance provided under the following:

COMMERCIAL GENERAL LIABILITY COVERAGE PART

SUMMARY OF COVERAGE EXTENSIONS

Provision No.	Name of Extension	Included or Limit of Insurance
A.	Medical Payments	\$10,000
B.	Legal Liability - Damage To Premises Rented To You (Fire, Lightning, Explosion, Smoke, Leakage From Automatic Fire Protection Systems)	\$500,000
C.	Property Damage – Elevators	Included
D.	Non-Owned Watercraft (Increased to maximum length of less than 51 feet)	Included
E.	Coverage for Injury to Leased Workers	Included
F.	Supplementary Payments – Increased Limits 1. Bail Bonds 2. Loss of Earnings	\$3,000 \$1,000
G.	Automatic Additional Insureds – Specified Relationships	Included
H.	Additional Insured - Owners, Lessees or Contractors - Automatic Status	Included
I.	Newly Formed Or Acquired Organization, Partnership Or Limited Liability Company And Extended Period Of Coverage	Included
J.	Extended Property Damage	\$5,000 occurrence \$15,000 aggregate
K.	Limited Contractors Professional Liability	Included
L.	Per Project Aggregate Limit	\$10,000,000
M.	Location Aggregate Limit	\$10,000,000
N.	Knowledge Of Occurrence	Included
O.	Unintentional Omission Or Unintentional Error In Disclosure	Included
P.	Waiver Of Transfer Of Rights Of Recovery Against Others	Included
Q.	Incidental Medical Malpractice	Included
R.	Expected or Intended Injury or Damage	Included
S.	Joint Venture/Partnership/Limited Liability Company Coverage	Included
T.	Mobile Equipment Redefined	Included
U.	Liberalization Clause	Included

The above is a summary only. Please consult the specific provisions that follow for complete information on the extensions provided.

A. MEDICAL PAYMENTS

If **SECTION I - COVERAGE C MEDICAL PAYMENTS** is not otherwise excluded from this Coverage Part:

1. The Medical Expense Limit provided by this policy, subject to the terms of **SECTION III - LIMITS OF INSURANCE**, shall be the greater of:

- a. \$10,000; or
- b. The Medical Expense Limit shown in the Declarations of this Coverage Part.

B. LEGAL LIABILITY - DAMAGE TO PREMISES RENTED TO YOU (Fire, Lightning, Explosion, Smoke, Or Leakage From Automatic Fire Protective Systems)

If damage to premises rented to you under **Coverage A** is not otherwise excluded from this policy or coverage part, the following provisions applies:

1. Under **Section I - Coverage A - Bodily Injury And Property Damage Liability**, the last paragraph (after the exclusions) is deleted and replaced by the following:

Exclusions c. through n. do not apply to damage by fire, lightning, explosion, "smoke", or leakage from automatic fire protective systems to premises while rented to you or temporarily occupied by you with the permission of the owner. A separate limit of insurance applies to this coverage as described in **Section III - Limits Of Insurance**.

2. The paragraph immediately after Subparagraph j.(6) of Paragraph 2. **Exclusions of Section I - Coverage A - Bodily Injury And Property Damage Liability** is deleted and replaced by the following:

Paragraphs (1), (3) and (4) of this exclusion do not apply to "property damage" (other than damage by fire, lightning, explosion, "smoke", or leakage from automatic fire protective systems) to premises, including the contents of such premises, rented to you for a period of seven or fewer consecutive days. A separate limit of insurance applies to Damage To Premises Rented To You as described in **Section III - Limits Of Insurance**.

3. Paragraph 6. of **Section III - Limits Of Insurance** is deleted and replaced by the following:
6. Subject to Paragraph 5. above, the greater of:

- a. \$500,000; or

- b. The Damage To Premises Rented To You Limit shown in the Declarations,

is the most we will pay under **Coverage A** for damages because of "property damage" to premises while rented to you, or in the case of damage by fire, lightning, explosion, "smoke", or leakage from automatic fire protective systems, while rented to you or temporarily occupied by you with permission of the owner.

This limit will apply to all damage proximately caused by the same event, whether such damage results from fire, lightning, explosion, "smoke", leakage from automatic fire protective systems, or other covered causes of loss or any combination thereof.

4. Subparagraph b.(1)(a)(ii) of Paragraph 4. **Other Insurance of Section IV - Commercial General Liability Conditions** is deleted and replaced by the following:

- (ii) That is fire, lightning, explosion, "smoke" or leakage from automatic fire protective systems insurance for premises rented to you or temporarily occupied by you with permission of the owner;

5. Subparagraph a. of definition 9. "Insured contract" of **Section V - Definitions** is deleted and replaced by the following:

- a. A contract for a lease of premises. However, that portion of the contract for a lease of premises that indemnifies any person or organization for damage by fire, lightning, explosion, "smoke" or leakage from automatic fire protective systems to premises while rented to you or temporarily occupied by you with permission of the owner is not an "insured contract".

6. As used in the Paragraph D. **Legal Liability - Damage To Premises Rented To You**:

"Smoke" does not include smoke from agricultural smudging, industrial operations or "hostile fire".

C. PROPERTY DAMAGE - ELEVATORS

- Under **SECTION I - COVERAGE A.2. Exclusions**
- j. **Damage To Property:**

Paragraphs (3), (4), and (6) of this exclusion do not apply to the use of elevators.

k. **Damage To Your Product** does not apply to the use of elevators.

D. NON-OWNED WATERCRAFT

1. Subparagraph (2) of **Exclusion 2.g. Aircraft, Auto Or Watercraft of Section I – Coverage A- Bodily Injury And Property Damage Liability**:

A watercraft you do not own that is:

- (a) Less than 51 feet long; and
- (b) Not used to carry persons or property for a charge.

E. COVERAGE FOR INJURY TO LEASED WORKERS

Under **SECTION I - COVERAGE A.2. Exclusions**,

With respect to **Exclusion 2.e. Employer's Liability**, the definition of "employee" in the **DEFINITIONS** Section is replaced by the following:

"Employee" does not include a "leased worker" or a "temporary worker".

F. SUPPLEMENTARY PAYMENTS

SECTION I -SUPPLEMENTARY PAYMENTS - COVERAGES A AND B is amended as follows:

1. The limit of insurance in paragraph 1.b. for the cost of bail bonds is increased from \$250 to \$3,000; and
2. The limit of insurance in paragraph 1.d. for loss of earnings because of time off from work is increased from \$250 to \$1,000.

G. AUTOMATIC ADDITIONAL INSURED - SPECIFIED RELATIONSHIPS

The following is added to Paragraph 2. of **SECTION II - WHO IS AN INSURED**:

- e. Any person or organization described in paragraph f. below, whom you and such person or organization have agreed in writing in a contract or agreement that such person or organization be added as an additional insured on your policy.

Such person or organization is an insured provided:

- (1) The written contract, written agreement or permit is:
 - (a) Currently in effect or becomes effective during the policy period; and
 - (b) Executed prior to an "occurrence" or offense to which this insurance would apply.
- (2) They are not specifically designated as an additional insured under any

other provision of, or endorsement added to, this policy.

- f. Only the following persons or organizations are additional insureds under this endorsement, and coverage provided to such additional insureds is limited as provided herein:

(1) Managers Or Lessors Of Premises

A manager or lessor of premises, but only with respect to liability arising out of the ownership, maintenance or use of that part of the premises leased to you and subject to the following additional exclusions:

This insurance does not apply to:

- (a) Any "occurrence" which takes place after you cease to be a tenant of that premises.
- (b) Structural alterations, new construction or demolition operations performed by or on behalf of such additional insured.

(2) Lessor of Leased Equipment

Any person(s) or organization(s) from whom you lease equipment, but only with respect to liability for "bodily injury", "property damage" or "personal and advertising injury" caused, in whole or in part, by your maintenance, operation or use of equipment leased to you by such person(s) or organization(s).

A person's or organization's status as an additional insured under this endorsement ends when their written contract or written agreement with you for such leased equipment ends.

This insurance does not apply to any "occurrence" which takes place after the equipment lease expires.

H. ADDITIONAL INSURED - OWNERS, LESSEES OR CONTRACTORS - AUTOMATIC STATUS

1. **SECTION II - WHO IS AN INSURED** is amended to include as an additional insured any person or organization to whom you are obligated by written contract or written agreement that such person or organization be added as an additional insured on your policy. Such person or organization is an additional insured only with respect to liability for "bodily injury", property damage" or "personal and advertising injury" caused, in whole or in part, by:

- a. Your acts or omissions; or

- b. The acts or omissions of those acting on your behalf;

in the performance of your ongoing operations for the additional insured.

A person's or organization's status as an additional insured under this policy ends when your operations for that additional insured are completed.

- 2. With respect to the insurance afforded to these additional insureds, the following additional exclusions apply:

This insurance does not apply to:

- a. "Bodily injury", "property damage" or "personal and advertising injury" arising out of the rendering of, or the failure to render, any professional architectural, engineering or surveying services, including:

- (1) The preparing, approving, or failing to prepare or approve, maps, shop drawings, opinions, reports, surveys, field orders, change orders or drawings and specifications; or

- (2) Supervisory, inspection, architectural or engineering activities.

- b. "Bodily injury" or "property damage" occurring after:

- (1) All work, including materials, parts or equipment furnished in connection with such work, on the project (other than service, maintenance or repairs) to be performed by or on behalf of the additional insured(s) at the location of the covered operations has been completed; or

- (2) That portion of "your work" out of which the injury or damage arises has been put to its intended use by any person or organization other than another contractor or subcontractor engaged in performing operations for a principal as a part of the same project.

- 3. With respect to the insurance afforded to these additional insureds, **SECTION III - LIMITS OF INSURANCE** is amended as follows:

The limits applicable to the additional insured are those specified in the written contract or agreement or the limits stated in the Declarations, whichever is less. If no limits are specified in the written contract or agreement, the limits applicable to the additional insured are those specified in the Declarations. The

limits of insurance are inclusive of and not in addition to the limits of insurance shown in the Declarations.

I. NEWLY FORMED OR ACQUIRED ORGANIZATION, PARTNERSHIP OR LIMITED LIABILITY COMPANY AND EXTENDED PERIOD OF COVERAGE

Paragraph 3. of **Section II - Who Is An Insured** is deleted and replaced by the following:

- 3. Any organization you newly acquire or form, other than a joint venture, and over which you maintain ownership or:

- a. Majority interest of more than 50% if you are a corporation;

- b. Majority interest of more than 50% as a general partner of a newly acquired or formed partnership; and/or

- c. Majority interest of more than 50% as an owner of a newly acquired or formed limited liability company;

will qualify as a Named Insured if there is no other similar insurance available to that organization. However, for these organizations:

- (i) Coverage under this provision is afforded only until the next anniversary date of this policy's effective date after you acquire or form the organization, partnership or limited liability company, or the end of the policy period, whichever is earlier;

- (ii) **Section I - Coverage A - Bodily Injury And Property Damage Liability** does not apply to "bodily injury" or "property damage" that occurred before you acquired or formed the organization, partnership or limited liability company;

- (iii) **Section I - Coverage B - Personal And Advertising Injury Liability** does not apply to "personal and advertising injury" arising out of an offense committed before you acquired or formed the organization, partnership or limited liability company;

- (iv) Coverage applies only when operations of the newly acquired organization, partnership or limited liability company are the same or similar to the operations of insureds already covered under this insurance;

- (v) Coverage only applies for those limited liability companies who have established a date of formation as recorded within the filed state articles of organization, certificates of formation or certificates of organization; and

- (vi) Coverage only applies for those partnerships who have established a date of formation as

recorded within a written partnership agreement or partnership certificate.

J. EXTENDED PROPERTY DAMAGE

The following is added to **SECTION I - COVERAGE A**

1. For the purposes of this coverage section, Exclusions j.(4) and (5) are deleted in their entirety, and are replaced by the following:
 - (4) We will pay those sums that the insured becomes legally obligated to pay as damages because of "property damage" to personal property of others while in the care, custody and control of the insured
 - (5) That particular part of real property on which you or any contractors or subcontractor working directly or indirectly on your behalf are performing operations, if the "property damage" arises out of those operations; or
2. The amount we will pay for damages is limited to \$5,000 per occurrence, \$15,000 policy aggregate.
3. The insurance provided by this endorsement does not apply to "property damage" included within the "products-completed operations hazard" or within the "explosion hazard", the "collapse hazard" or the "underground property damage hazard".
4. A deductible of \$250 per claim is applicable to this coverage part. The deductible does not reduce the limit of insurance.

For purposes of the coverage provided by this endorsement the following definitions are added to **SECTION V - DEFINITIONS**:

- a. "Collapse hazard" includes structural property damage; and any resulting "property damage" to any property at any time.
- b. "Explosion hazard" includes "property damage" arising out of blasting or explosion. The "explosion hazard" does not include "property damage" arising out of the explosion of air or steam vessels, piping under pressure, prime movers, machinery or power transmitting equipment.
- c. "Underground property damage hazard" includes "underground property damage" and any resulting "property damage" to any other property at any time.
- d. "Underground property damage" means "property damage" to wires, conduits, pipes, mains, sewers, tanks, tunnels, any similar property, and any apparatus used with them beneath the surface of the

ground or water, caused by and occurring during the use of mechanical equipment for the purpose of grading land, paving, excavating, drilling, borrowing, filling, back-filling or pile driving.

K. LIMITED CONTRACTORS PROFESSIONAL LIABILITY

The following exclusion is added to Paragraph 2. Exclusions of **SECTION I - COVERAGE A** and Paragraph 2. Exclusions of **SECTION I - COVERAGE B**:

1. This insurance does not apply to "bodily injury", "property damage" or "personal and advertising injury" arising out of the rendering of or failure to render any professional services by you or on your behalf, but only with respect to either or both of the following operations:
 - a. Providing engineering, architectural or surveying services to others in your capacity as an engineer, architect or surveyor; and
 - b. Providing, or hiring independent professionals to provide engineering, architectural or surveying services in connection with construction work you perform.
2. Subject to Paragraph 3. below, professional services include:
 - a. Preparing, approving, or failing to prepare or approve, maps, shop drawings, opinions, reports, surveys, field orders, change orders, or drawings and specifications; and
 - b. Supervisory or inspection activities performed as part of any related architectural or engineering activities.
3. Professional services do not include services within construction means, methods, techniques, sequences and procedures employed by you in connection with your operations in your capacity as a construction contractor.

L. PER PROJECT AGGREGATE LIMIT

1. Under **Section III - Limits of Insurance** the General Aggregate Limit applies separately to each of your construction projects away from premises owned by or rented to the insured. The most we will pay under this coverage extension is \$10,000,000 regardless of the number of separate construction projects.

If a construction project away from premises owned by or rented to the insured has been abandoned, delayed, or abandoned and then restarted, or if the authorized contracting

parties deviate from plans, blueprints, designs, specifications or timetables, the project will still be deemed to be the same construction project.

M. LOCATION AGGREGATE LIMIT

1. Under **Section III - Limits of Insurance** the General Aggregate Limit applies separately to each of your "locations" owned by or rented to you. The most we will pay under this coverage extension is \$10,000,000 regardless of the number of separate locations.
2. Under **Section V - Definitions**, the following definition is added:

"Location" means premises involving the same or connecting lots, or premises whose connection is interrupted only by a street, roadway, waterway or right-of way of a railroad.

N. KNOWLEDGE OF OCCURRENCE

The following is added to paragraph 2. **Duties In The Event Of Occurrence, Offense, Claim Or Suit of SECTION IV - COMMERCIAL GENERAL LIABILITY CONDITIONS:**

- e. A report of an "occurrence", offense, claim or "suit" to:

- (1) You, if you are an individual,
- (2) A partner, if you are a partnership,
- (3) An executive officer or insurance manager, if you are a corporation, or
- (4) A manager, if you are a limited liability company;

is considered knowledge and requires you to notify us of the "occurrence", offense, claim, or "suit" as soon as practicable.

- f. We are considered on notice of an "occurrence", offense, claim or "suit" that is reported to your Workers' Compensation insurer for an event which later develops into an "occurrence", offense, claim or "suit" for which there is coverage under this policy. However, we will only be considered on notice if you notify us as soon as you know the claim should be addressed by this policy rather than your Workers' Compensation policy.

O. UNINTENTIONAL OMISSIONS OR UNINTENTIONAL ERROR IN DISCLOSURE

The following is added to paragraph 6. **Representations of SECTION IV - COMMERCIAL GENERAL LIABILITY CONDITIONS:**

However, the unintentional omission of, or unintentional error in, any information given or provided by you shall not prejudice your rights under this insurance.

This provision does not affect our right to collect additional premium or to exercise our right of cancellation or non-renewal.

This provision does not apply to any known injury or damage which is excluded under any other provision of this policy.

P. WAIVER OF TRANSFER OF RIGHTS OF RECOVERY AGAINST OTHERS

The following is added to Paragraph 8. **Transfer Of Rights Of Recovery Against Others To Us of Section IV - Commercial General Liability Conditions:**

We waive any right of recovery we may have against any person or organization because of payments we make for injury or damage arising out of your ongoing operations or "your work" and included in the "products-completed operations hazard" when you have agreed in a written contract or written agreement that any right of recovery are waived for such person or organization. This waiver applies only to the person(s) or organization(s) agreed to in the written contract or written agreement and is subject to those provisions.

This waiver does not apply unless the written contract or written agreement has been executed prior to the "bodily injury" or "property damage".

However, if any person or organization is separately scheduled on a separate waiver of transfer of rights of recovery which is attached to this policy, then this waiver does not apply.

Q. INCIDENTAL MEDICAL MALPRACTICE

1. Paragraph 2.a.(1)(d) of **Section II - Who Is An Insured** does not apply to a physician, nurse practitioner, physician assistant, nurse, emergency medical technician or paramedic employed by you if you are not in the business or occupation of providing medical, paramedical, surgical, dental, x-ray or nursing services.

2. This provision is excess over any other valid and collectible insurance whether such insurance is primary, excess, contingent or on any other basis. Any payments by us will follow paragraph 4.b. of **Section IV-Commercial General Liability Conditions.**

R. EXPECTED OR INTENDED INJURY OR DAMAGE

Exclusion 2.a. **Expected Or Intended Injury of Section I - Coverage A - Bodily Injury And Property Damage Liability** is replaced entirely with the following:

a. Expected Or Intended Injury

"Bodily injury" or "property damage" expected or intended from the standpoint of the insured. This exclusion does not apply to "bodily injury" or "property damage" resulting from the use of reasonable force to protect persons or property.

S. JOINT VENTURE / PARTNERSHIP / LIMITED LIABILITY COMPANY COVERAGE

1. The following is added to Section II - Who Is An Insured:

4. You are an insured when you had an interest in a joint venture, partnership or limited liability company which terminated or ended prior to or during this policy period, but only to the extent of your interest in such joint venture, partnership or limited liability company.

However, this coverage does not apply:

- a. Prior to the termination or end date of any joint venture, partnership or limited liability company;
- b. To a joint venture, partnership or limited liability company which is, or ever was, insured under a "consolidated (wrap-up) insurance program" (also known as an owner-controlled insurance program, O.C.I.P.).

2. With respect to the coverage provided by this section **G. Joint Venture / Partnership / Limited Liability Company Coverage**, the last Paragraph of **Section II - Who Is An Insured** is replaced by the following:

Except as provided in 4. above, no person or organization is an insured with respect to the

conduct of any current or past partnership, joint venture or limited liability company that is not shown as a Named Insured in the Declarations.

3. As used in this endorsement, "consolidated (wrap-up) insurance program" (also known as an owner-controlled insurance program, O.C.I.P.) means a construction, erection or demolition project for which the prime contractor/project manager or owner of the construction, erection or demolition project has secured general liability insurance covering some or all of the contractors or subcontractors involved in the project, sometimes referred to as an a Contractor Controlled Insurance Program (C.C.I.P.)

T. MOBILE EQUIPMENT REDEFINED

Sub-paragraph f.(1) of definition 12. "mobile equipment" of **Section V - Definitions** is entirely replaced by the following:

- (1) Equipment with a gross vehicle weight of 1,000 pounds or more and designed primarily for:

- (a) Snow removal;
- (b) Road maintenance, but not construction or resurfacing; or
- (c) Street cleaning;

U. LIBERALIZATION CLAUSE

The following is added to **Section IV- Commercial General Liability Conditions**:

If we adopt a mandatory attachment form change which broadens coverage under this edition of the Commercial General Liability CG0001 for no additional charge, and those changes are intended to apply to all insureds under this edition of CG0001, that change will automatically apply to your insurance as of the date we implement the change in your state. This liberalization clause does not apply to changes implemented through introduction of a subsequent edition of the Commercial General Liability form CG0001.

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THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

**ADDITIONAL INSURED - OWNERS, LESSEES, OR
CONTRACTORS - COMPLETED OPERATIONS COVERAGE
- AUTOMATIC STATUS WHEN REQUIRED IN
CONSTRUCTION AGREEMENT WITH YOU**

This endorsement modifies insurance provided under the following:

COMMERCIAL GENERAL LIABILITY COVERAGE PART

A. Section II - Who is An Insured is amended to include as an additional insured any person or organization, but only when:

1. You have agreed in writing in a contract or agreement that such person or organization be added as an additional insured on your policy except for a contractor/project manager or owner of a construction project in which you are involved that is included in a "consolidated (wrap-up) insurance program"; and
2. Such written contract or written agreement has been executed prior to the "bodily injury" or "property damage".

B. The insurance provided to the additional insured by this endorsement is further limited as follows:

1. That person or organization is an additional insured only for liability for "bodily injury" or "property damage":
 - a. Due to your negligence and specifically caused by "your work" for the additional insured which is the subject of the written contract or agreement; and
 - b. Included within the "products-completed operations hazard".
2. The Limits of Insurance applicable to the additional insured are those specified in the written contract or written agreement, or in the Declarations of this policy, whichever is less. These Limits of Insurance are inclusive of, and not in addition to, the Limits of Insurance shown in the Declarations.

3. The insurance provided to the additional insured by this endorsement and by paragraph f. of the definition of "insured contract" under **DEFINITIONS (Section V)**, as amended by this endorsement, does not apply to "bodily injury" or "property damage" beyond:

- a. The effective date of any deletion of, any removal of, or any non-continuance of, this additional insured endorsement from this policy, or
- b. The period of time required by the written contract or written agreement.

4. The insurance provided to the additional insured does not apply to "bodily injury" or "property damage" arising out of an architect's, engineer's or surveyor's having rendered or having failed to render any professional services, including, but not limited to:

- a. The preparation, approval or the failure to prepare or approve maps, shop drawings, opinions, reports, surveys, field orders, change orders or drawings and specifications; or
- b. Supervisory, inspection, architectural or engineering activities.

This exclusion applies even if the claims against any insured allege negligence or other wrongdoing in the supervision, hiring, employment, training or monitoring of others by that insured, if the "occurrence" which caused the "bodily injury" or "property damage", or the offense which caused the "personal and advertising injury", involved the rendering of, or the failure to render, any professional architectural, engineering or surveying services.

C. With respect to the coverage provided under this endorsement, **SECTION IV - COMMERCIAL GENERAL LIABILITY CONDITIONS**, is amended as follows:

1. The following is added to the Duties In The Event of Occurrence, Offense, Claim or Suit Condition:

As a condition precedent to coverage and/or defense, an additional insured under this endorsement must give us as soon as practicable notice of an "occurrence" which may result in a claim or "suit" under this insurance.

D. With respect to the coverage provided under this endorsement, **SECTION V - DEFINITIONS**: is changed as follows:

1. The definition of "insured contract" is changed by replacing paragraph f. of that definition with the following:

"Insured contract" means:

- f. That part of any other contract or agreement pertaining to your business (including an indemnification of a municipality in connection with work performed for a municipality) under which you assume the tort liability of another party to pay for "bodily injury" or "property damage" to a third person or organization, provided the "bodily injury" or "property damage" is specifically caused by "your work" and included in the "products-completed operations hazard". Tort liability means a liability that would be imposed by law in the absence of any contract or agreement.

Paragraph f. does not include that part of any contract or agreement:

- (1) That indemnifies a railroad for "bodily injury" or "property damage" arising out of construction or demolition operations, within 50 feet of any railroad property and affecting any railroad bridge or trestle, tracks, roadbeds, tunnel, underpass or crossing;
- (2) That indemnifies an architect, engineer or surveyor for injury or damage arising out of:
 - (a) Preparing, approving, or failing to prepare or approve, maps, shop drawings, opinions, reports, surveys, field orders, change orders or drawings and specifications; or

(b) Giving directions or instructions, or failing to give them, if that is the primary cause of the injury or damage; or

- (3) Under which the insured, if an architect, engineer or surveyor, assumes liability for an injury or damage arising out of the insured's rendering or failure to render professional services, including those listed in (2) above and supervisory, inspection, architectural or engineering activities.

2. The following definition is added:

"Consolidated (wrap-up) insurance program" means a construction, erection or demolition project for which the prime contractor/project manager or owner of the construction project has secured general liability insurance covering some or all of the contractors or subcontractors involved in the project, otherwise referred to as an Owner Controlled Insurance Program (O.C.I.P.) or Contractor Controlled Insurance Program (C.C.I.P.)

- E. This endorsement does not provide coverage for liability resulting from the sole negligence of the additional insured.

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

**PRIMARY AND NONCONTRIBUTORY –
OTHER INSURANCE CONDITION
(ADDITIONAL INSURED)**

This endorsement modifies insurance provided under the following:

COMMERCIAL GENERAL LIABILITY COVERAGE PART

Paragraph (v) is added to Paragraph (1)(a) of Paragraph b. **Excess Insurance** under Paragraph 4. **Other Insurance of Section IV – Commercial General Liability Conditions**, as follows:

(1) This insurance is excess over:

(a) Any of the other insurance, whether primary, excess, contingent or on any other basis:

(v) That is available to any person or organization who has been added as an additional insured to this policy by endorsement.

However, with respect to an additional insured added by endorsement for liability caused, in whole or in part:

1. By your acts or omissions, or the acts or omissions of those acting on your behalf:

(a) In the performance of your ongoing operations; or

(b) In connection with your premises;

2. By your maintenance, operation or use of equipment leased to you by such person or organization; or

3. By "your work" performed for that additional insured and included in the "products-completed operations hazard";

this insurance shall be primary to and will not seek contribution from the additional insured's own insurance if you and such additional insured have agreed prior to loss in a written contract or written agreement, in effect during this policy period, that this insurance be primary and noncontributory as respects liability described in Subparagraph (1)(a)(v)1., (1)(a)(v)2. or (1)(a)(v)3. above. However, this insurance, in all cases, is excess over any other liability insurance available to the additional insured to which such person or organization has been added as an additional insured.

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THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

COMMERCIAL AUTOMOBILE EXPANSION ENDORSEMENT

This endorsement modifies insurance provided under the following:

BUSINESS AUTO COVERAGE FORM

With respect to coverage provided by this endorsement, the provisions of the Coverage Form apply unless modified by endorsement.

SUMMARY OF COVERAGE EXTENSIONS

Provision No.	Name of Extension	Limit or Included
A.	Broadened Named Insured	Included
B.	Additional Insured by Contract or Agreement	Included
C.	Additional Insured- Employees	Included
D.	Extended Coverage- Bail Bonds	\$5,000
E.	Extended Coverage- Loss of Earnings (Per Day)	\$1,000
F.	Fellow Employee Coverage	Included
G.	Transportation Expense Due to Theft of a Covered Auto (Per Day/Maximum)	\$75/ \$2,500
H.	Extended Coverage - Air Bags	Included
I.	Physical Damage Coverage- Leased or Financed Autos	Included
J.	Glass Deductible	Included
K.	Extended Coverage- Electronic Equipment	Included
L.	Extended Coverage- Personal Effects	\$500
M.	Towing (Gross Vehicle Weight of 20,000 lbs. or less)	\$100
N.	Physical Damage Coverage - Hired "Autos"	\$65,000
	1. Loss of use (Per Day/Maximum)	\$500/ \$3,500
O.	Rental Reimbursement Coverage	\$2,500
P.	Drive Other Car Coverage	Included
Q.	Knowledge of Occurrence	Included
R.	Waiver of Subrogation By Contract or Agreement	Included
S.	Unintentional Omissions	Included
T.	Bodily Injury Re-defined	Included
U.	Employee Hired Auto	Included

The above is a summary only. Please consult the specific provisions that follow for complete information on the extensions provided. If there is a conflict between this summary and the endorsement provisions that follow, the endorsement provisions shall prevail.

A. BROADENED NAMED INSURED

The Named Insured shown in the Declarations is amended to include:

Any organization, other than a joint venture, over which you maintain ownership or majority interest of more than 50%, unless that organization is an "insured" under any other automobile policy or would be an "insured" under such a policy but for the exhaustion of its Limit of Insurance, however;

1. Coverage under this provision is afforded only until the next anniversary date of this policy's effective date after you acquire or form the organization or the end of the policy period, whichever is earlier.
2. Coverage does not apply to "bodily injury" or "property damage" that occurred before you acquired or formed the organization.

B. ADDITIONAL INSURED BY CONTRACT OR AGREEMENT

The following is added to **Section II – Covered Autos Liability Coverage**, Paragraph **A.1.:**

- d. Any person or organization for whom you are performing operations if you and such person or organization have agreed in writing in a contract or agreement that such person or organization be added as an additional insured on your policy.

- (1) Such person or organization is an additional insured only with respect to liability for "bodily injury" or "property damage":
 - a. Caused by an "accident", and
 - b. Resulting from the ownership, maintenance or use of a covered "auto".

- (2) A person's or organization's status as an additional insured exists only while you are performing operations for that additional insured.

- (3) Section II, Paragraph C. Limits of Insurance for person or organization added as additional insured are those specified in the written contract or agreement, or in this coverage form, whichever is less. These limits of insurance are inclusive of and are

not in addition to the Limits of Insurance shown in the Declarations.

- (4) This insurance applies on a primary and non-contributory basis if that is required by the written contract or agreement.

- (5) This insurance does not apply unless the written contract or agreement has been executed prior to the "bodily injury" or "property damage".

C. ADDITIONAL INSURED - EMPLOYEES

Section II- Covered Autos Liability Coverage, Paragraph **A.1.b.(2)** is deleted and replaced by the following:

- (2) Your employee or agent if the covered "auto" is owned by that employee or a member of his or her household, but this exclusion does not apply if the covered "auto" is being used in your business or your personal affairs.

D. EXTENDED COVERAGE - BAIL BONDS

Section II – Covered Autos Liability Coverage, Paragraph **A.2.a.(2)** is deleted and replaced by the following:

- (2) Up to \$5,000 for cost of bail bonds (including bonds for related traffic law violations) required because of an "accident" we cover. We do not have to furnish these bonds.

E. EXTENDED COVERAGE - LOSS OF EARNINGS

Section II – Covered Autos Liability Coverage, Paragraph **A.2.a.(4)** is deleted and replaced by the following:

- (4) All reasonable expenses incurred by the "insured" at our request, including actual loss of earnings up to \$1,000 a day because of time off from work.

F. FELLOW EMPLOYEE COVERAGE

Section II – Covered Autos Liability Coverage, Paragraph **B.5.** does not apply.

G. COVERAGE EXTENSION AS A CONSEQUENCE OF THEFT OF AN "AUTO"

1. Transportation Expense

Section III – Physical Damage Coverage, Paragraph **A.4.a.** is deleted and replaced by the following:

- a. We will also pay up to \$75 per day to a maximum of \$2,500 for temporary transportation expense incurred by you because of the total theft of a covered "auto" that has a Gross Vehicle Weight of 20,000 lbs. or less. We will pay only for those covered "autos" for which you carry either Comprehensive or Specified Causes of Loss Coverage. We will pay for temporary transportation expenses incurred during the period beginning 48 hours after the theft and ending, regardless of the policy's expiration, when the covered "auto" is returned to use or we pay for its "loss".

We will also pay reasonable and necessary expenses to facilitate the return of the stolen "auto" to you.

H. EXTENDED COVERAGE - AIRBAGS

Section III – Physical Damage Coverage, Paragraph **B.3.a.** does not apply to the unintended discharge of an airbag. Coverage is excess over any other collectible insurance or warranty specifically designed to provide coverage.

I. PHYSICAL DAMAGE COVERAGE - LEASED OR FINANCED "AUTOS"

The following is added to **Section III – Physical Damage Coverage,** Paragraph **C.:**

4. In the event of a total "loss" to a covered "auto", we will pay any unpaid amount due on the lease or loan for a covered "auto", less:
 - a. The amount under the Physical Damage coverage section of the policy; and
 - b. Any:
 - (1) Overdue lease/loan payments at the time of the "loss",
 - (2) Financial penalties imposed under a lease for excessive use, abnormal wear and tear or high mileage;
 - (3) Security deposits not returned by the lessor;

- (4) Costs for extended warranties, Credit Life Insurance, Health, Accident or Disability Insurance;
- (5) Carry-over balances from previous loans or leases.

J. GLASS DEDUCTIBLE

Section III – Physical Damage Coverage, Paragraph **D.** is deleted and replaced by the following:

D. DEDUCTIBLE

For each covered "auto" our obligation to pay for, repair, return or replace damaged or stolen property will be reduced by the applicable deductible shown in the Declarations. Any Comprehensive Coverage deductible shown in the Declarations does not apply to:

1. "Loss" caused by fire or lightning; or
2. "Loss" when you elect to patch or repair glass rather than replace.

K. EXTENDED COVERAGE - ELECTRONIC EQUIPMENT

The following is added to **Section III - Physical Damage Coverage,** Paragraph **A.4.:**

- c. Physical Damage coverage on a covered "auto" also applies to "loss" to any electronic equipment that receives or transmits audio, visual or data signals and that is not designed solely for the reproduction of sound. This coverage applies only if the equipment is permanently installed in the covered "auto" at the time of "loss" or the equipment is removable from a housing unit which is permanently installed in the covered "auto" at the time of the "loss", and such equipment is designed to be solely operated by use of the power from the "auto's" electrical system, in or upon the covered "auto".

We will pay with respects to a covered "auto" for "loss" to antennas and other accessories necessary for use of the electronic equipment. However, this does not include tapes, records or discs.

L. EXTENDED COVERAGE - PERSONAL EFFECTS

The following is added to **Section III – Physical Damage Coverage, Paragraph A.4.:**

- d. Physical Damage Coverage on a covered "auto" may be extended to "loss" to your personal property or, if you are an individual, the personal property of a family member, that is in the covered "auto" at the time of "loss".

The most we will pay for any one "loss" under this coverage extension is \$500.

M. TOWING

Section III – Physical Damage Coverage, Paragraph A.2. is deleted and is replaced by the following:

If an "auto" with a Gross Vehicle Weight of 20,000 lbs. or less is provided both Comprehensive and Collision Coverage, we will pay up to \$100 for towing and labor costs incurred each time such covered "auto" is disabled.

However, the labor must be performed at the place of disablement.

N. PHYSICAL DAMAGE COVERAGE - HIRED "AUTOS"

You may extend the Comprehensive, Specified Causes of Loss and Collision coverages provided on your owned "autos" to any "auto" you lease, rent, hire or borrow from someone other than your employees or partners or members of their households. Any "auto" you lease, hire, rent or borrow is deemed to be a covered "auto" you own. However, any "auto" that is leased, hired, rented or borrowed with a driver is not a covered "auto".

Coverage provided here is subject to the following:

1. This extension is only available for "autos" you lease, hire, rent or borrow for less than 30 consecutive days.
2. The most we will pay in any one "loss" is the least of \$65,000, the actual cash value of the "auto" or the cost to repair or replace the

"auto", except that such amount will be reduced by a deductible to be determined as follows:

- a. The deductible shall be equal to the amount of the highest deductible shown for any owned "auto" of the same classification for that coverage. In the event there is no owned "auto" of the same classification, the highest deductible for any owned "auto" will apply for that coverage.
- b. No deductible will apply to "loss" caused by fire or lightning.

3. Coverage provided under this extension will:

- a. Be excess over any other collectible insurance you have;
- b. Pay, in addition to the limit set forth in N.2. above, up to \$500 per day, not to exceed \$3,500 per "loss" for:
 - (1) Any costs or fees associated with the "loss" to a hired "auto"; and
 - (2) Loss of use, provided it is the consequence of an "accident" for which you are legally liable, and as a result of which a monetary loss is sustained by the leasing or rental concern.

O. RENTAL REIMBURSEMENT COVERAGE

1. We will pay for rental reimbursement expenses incurred by you for the rental of an "auto" because of "loss" to a covered "auto". Payment applies in addition to the otherwise applicable amount of each coverage you have on a covered "auto". No deductibles apply to this coverage. This coverage is only available to those covered "autos" involved in a "loss" and Physical Damage is provided to the covered "auto".
2. We will pay only for those expenses incurred during the policy period beginning 24 hours after the "loss" and ending, regardless of the policy's expiration, with the lesser of the following;
 - a. The number of days reasonably required to repair or replace the covered "auto". If "loss" is caused by theft, this number of days is added to the number of days it

takes to locate the covered "auto" and return it to you, or

- b. When the total amount paid under this coverage extension reaches \$2,500.
- 3. Our payment is limited to the lesser of the following amounts:
 - a. Necessary and actual expenses incurred.
 - b. Not more than \$75 per day.
- 4. We will pay up to an additional \$300 for the reasonable and necessary expenses you incur to remove your materials and equipment from the covered "auto" and replace such materials and equipment on the rental "auto".
- 5. This coverage does not apply while there are spare or reserve "autos" available to you for your operations.
- 6. If "loss" results from the total theft of a covered "auto" of the "private passenger type", we will pay under this coverage only that amount of your rental reimbursement expenses which is not already provided for under the Physical Damage Coverage Extension.

P. DRIVE OTHER CAR COVERAGE

- 1. Your Covered Autos Liability Coverage, Auto Medical Payments, Uninsured and Underinsured Motorists Coverage, and Physical Damage Coverage is extended to any private passenger type "auto" you hire, borrow or do not own while being used by or in the care, custody or control of the following persons:
 - a. You, if you are designated in the Declarations as an individual.
 - b. Your partners or members, if you are designated in the Declarations as a partnership or joint venture;
 - c. Your members or managers, if you are designated in the Declarations as a limited liability company;
 - d. Your executive officers, if you are designated in the Declarations as an organization other than an individual, partnership, joint venture or limited liability company;

- e. The spouse of any person named in **P.1.a.** through **P.1.d.** while a resident of the same household.

2. The following "autos" are not covered:

- a. Any "auto" owned by a person named in **P.1.a.** through **P.1.d.** or by any member of his or her household.
- b. Any "auto" used by a person named in **P.1.a.** through **P.1.d.** while working in the business of selling, servicing, repairing or parking "autos".
- 3. The most we will pay for the total of all damages under Covered Autos Liability Coverage, Auto Medical Payments, Uninsured and Underinsured Motorists Coverage is the **LIMIT OF INSURANCE** for each Coverage shown in the Declarations as applicable to owned "autos".
- 4. Our obligation to pay for, repair, return or replace damaged or stolen property under Physical Damage Coverage, will be reduced by a deductible equal to the amount of the largest deductible shown for any owned private passenger type "auto" applicable to that coverage. If there are no owned private passenger type "autos", the deductible shall be \$100 for Comprehensive Coverage and \$250 for Collision Coverage. No deductible will apply to "loss" caused by fire or lightning.

Q. KNOWLEDGE OF OCCURRENCE

The following is added to **Section IV - Business Auto Conditions**, Paragraph **A.2.**:

- d. Notice of an "accident" or "loss" will be considered knowledge of yours only if reported to you, if you are an individual, a partner, an executive officer or an employee designated by you to give us such notice.
- e. Notice of an "accident" or "loss" to your Workers Compensation insurer, for an event which later develops into a claim for which there is coverage under this policy, shall be considered notice to us, but only if we are notified as soon as you know that the claim should be addressed by this policy, rather than your Workers Compensation policy.

- f. Your rights under this policy shall not be prejudiced if you fail to give us notice of an "accident" or "loss", solely due to your reasonable and documented belief that the event is not covered by this policy.

The following is added to **Section IV- Business Auto Conditions**, Paragraph **A.2.b.**:

- (6) Knowledge of the receipt of documents concerning a claim or "suit" will be considered knowledge of yours only if receipt of such documents is known to you, if you are an individual, a partner, an executive officer, or an employee designated by you to forward such documents to us.

R. WAIVER OF SUBROGATION BY CONTRACT OR AGREEMENT

The following is added to **Section IV-Business Auto Conditions**, Paragraph **A.5.**:

We waive any right of recovery we may have against any "insured" provided coverage under this endorsement under **B. ADDITIONAL INSURED BY CONTRACT OR AGREEMENT**, but only as respects "loss" arising out of the operation, maintenance or use of a covered "auto" pursuant to the provisions or conditions of the written contract or agreement.

S. UNINTENTIONAL OMISSIONS

The following is added to **Section IV- Business Auto Conditions**, Paragraph **B.2.**:

We will not deny coverage under this policy if you fail to disclose all hazards existing as of the inception date of the policy, provided such failure is not intentional.

T. BODILY INJURY REDEFINED

Section V- Definitions, Paragraph **C.** is deleted and replaced by the following:

- C.** "Bodily injury" means bodily injury, disability, sickness, or disease sustained by a person, including death resulting from any of these at any time. "Bodily injury" includes mental anguish or other mental injury resulting from "bodily injury".

U. EMPLOYEE HIRED AUTO

1. Changes In Liability Coverage

The following is added to the **Who Is An Insured** Provision:

An "employee" of yours is an "insured" while operating an "auto" hired or rented under a contract or agreement in an "employee's" name, with your permission, while performing duties related to the conduct of your business.

2. Changes In General Conditions

Paragraph **5.b.** of the **Other Insurance** Condition in the Business Auto is replaced by the following:

For Hired Auto Physical Damage Coverage, the following are deemed to be covered "autos" you own:

1. Any covered "auto" you lease, hire, rent or borrow; and
2. Any covered "auto" hired or rented by your "employee" under a contract in that individual "employee's" name, with your permission, while performing duties related to the conduct of your business.

However, any "auto" that is leased, hired, rented or borrowed with a driver is not a covered "auto".

WAIVER OF OUR RIGHT TO RECOVER FROM OTHERS ENDORSEMENT

We have the right to recover our payments from anyone liable for an injury covered by this policy. We will not enforce our right against the person or organization named in the Schedule. (This agreement applies only to the extent that you perform work under a written contract that requires you to obtain this agreement from us.)

This agreement shall not operate directly or indirectly to benefit anyone not named in the Schedule.

Any person or organization as required by written contract 283.00

This endorsement changes the policy to which it is attached and is effective on the date issued unless otherwise stated.
(The information below is required only when this endorsement is issued subsequent to preparation of the policy.)

Endorsement Effective
Insured A Action Janitorial Services Inc
Insurance Company

Policy No. TWC3824806

Endorsement No.
Premium \$

Countersigned by _____

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A-ACJAN-01

ATOMPKINS

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

8/6/2020

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

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

PRODUCER Norton Metro LLC 11675 Great Oaks Way Suite 100 Alpharetta, GA 30022	CONTACT NAME: Cynthia Wright	
	PHONE (A/C, No, Ext): (678) 775-0527 FAX (A/C, No):	
	E-MAIL ADDRESS: cwright@nortoninsurance.com	
INSURED A-Action Janitorial Service Inc and A-Action Vending Inc PO Box 1046 Lithonia, GA 30058	INSURER(S) AFFORDING COVERAGE	NAIC #
	INSURER A: Selective Insurance Company of America	12572
	INSURER B:	
	INSURER C:	
	INSURER D:	
	INSURER E:	
	INSURER F:	

COVERAGES

CERTIFICATE NUMBER:

REVISION NUMBER:

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

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
	COMMERCIAL GENERAL LIABILITY ☐ CLAIMS-MADE ☐ OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: ☐ POLICY ☐ PROJECT ☐ LOC OTHER:						EACH OCCURRENCE \$ DAMAGE TO RENTED PREMISES (Ea occurrence) \$ MED EXP (Any one person) \$ PERSONAL & ADV INJURY \$ GENERAL AGGREGATE \$ PRODUCTS - COMP/OP AGG \$ \$
	AUTOMOBILE LIABILITY ☐ ANY AUTO OWNED AUTOS ONLY ☐ SCHEDULED AUTOS ☐ HIRED AUTOS ONLY ☐ NON-OWNED AUTOS ONLY						COMBINED SINGLE LIMIT (Ea accident) \$ BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
	UMBRELLA LIAB ☐ OCCUR EXCESS LIAB ☐ CLAIMS-MADE DED ☐ RETENTION \$						EACH OCCURRENCE \$ AGGREGATE \$ \$
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) ☐ Y/N ☒ N/A If yes, describe under DESCRIPTION OF OPERATIONS below.						PER STATUTE ☐ OTH-ER ☐ E.L. EACH ACCIDENT \$ E.L. DISEASE - EA EMPLOYEE \$ E.L. DISEASE - POLICY LIMIT \$
A	Crime (Includes Burg			B 6052015	12/13/2019	12/13/2020	Incl third party 100,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

C-2020-90

CERTIFICATE HOLDER

CANCELLATION

Rockdale County Government /Department of Finance
958 Milstead Ave, Suite 300
Conyers, GA 30012

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE