



A Proposal

For

City of North Richland Hills
Various City Buildings

Presented By: Lori Herbert

Regent Services

101 St. Louis Avenue

Fort Worth, Texas 76104

817-984-1761

EXHIBIT B

SUMMARY OF CHARGES

FOR: City of North Richland Hills

9/30/2016

A. JANITORIAL SERVICE

Calculations are based on the Contractor providing all labor, supervision, management, equipment, small tools and insurance required to perform the services and schedules outlined herein. Expendable rest room supplies such as hand towels, toilet tissue, sanitary products, hand soap and plastic trash bags will be provided by the Customer.

The following monthly charges are based on current square footage cleaned five (5) times per week.

Various City Buildings		
Janitorial - Training Facility	Flat Rate	= \$ 564.30 per month
7202 Dick Fisher		
Janitorial- Animal Shelter	Flat Rate	= \$ 433.00 per month
7301 Iron Horse Blvd.		
Janitorial- Public Library	Flat Rate	= \$2,468.18 per month
9015 Grand Avenue		
Janitorial- Facilities	Flat Rate	= \$ 407.40 per month
6110 Dick Fisher		
Janitorial- Public Works	Flat Rate	= \$ 695.10 per month
7200A Dick Fisher		
Janitorial- Parks	Flat Rate	= \$ 292.50 per month
Maintenance Building-		
7202B Dick Fisher Dr South		

* **Note: Pricing does not include sales tax @ 8.25% where applicable.**

B. SQUARE FOOTAGE ADJUSTMENT RATE:

Additions or deletions to the cleanable square footage will be adjusted at the above rates. The building manager will notify the Contractor of all additions or deletions each month.

C. CARPET CLEANING:

Carpet cleaning will be charged as an extra service except where scheduled in the specifications. Charges by types of cleaning are as follows:

1. Encapsulation Method	\$.09 per sq. ft.
2. Hot Water Extraction	\$.12 per sq. ft.
3. Full Restoration	\$.20 per sq. ft.

SUMMARY OF CHARGES

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D. ADDITIONAL SERVICES OFFERED BUT NOT INCLUDED:

For before and after pictures and information go to our website at
www.regentsvc.com

Exterior Window Washing
Acid Washing & Detail Cleaning
Stainless Steel & Window Treatment
Advanced Disinfecting (Kills most Viral, Bacterial & Microbial Strains)
Power Washing
Parking Lot Striping

E. HOLIDAYS:

The Contractor normally observes the following holidays:

New Year's Day	Memorial Day	Fourth of July
Labor Day	Thanksgiving Day	Christmas Day

F. EMERGENCY AND SPECIAL LABOR REQUEST RATE:

Regular hours	\$17.50 per hour
After hours and weekends	\$24.50 per hour

G. INVOICING AND PAYMENT:

Invoices are issued on the first day of the current working month and are due by the 15th of the month following the current working month.

Square footage adjustments and changes occurring after the billing date are "adjusted" on the following month's invoice.

EXHIBIT C

PROVISIONS OF AGREEMENT

THE CONTRACTOR SHALL:

1. Provide all supervision, labor, equipment, cleaning materials, and administration to ensure performance of services specified in the janitorial specifications.
2. Strive for maximum efficiency and productivity in order to provide quality service at the lowest possible labor cost.
3. Provide cleaning staff who have been determined to be honest, dependable, and neat in their personal appearance and in their work habits, and provide this cleaning staff with appropriate uniforms, if required.
4. Be responsible for proper storage of cleaning equipment and supplies.
5. Instruct cleaning staff to abide by Customer's rules and regulations pertaining to safety and security while on premises.
6. Exercise that degree of care in the performance of duties necessary to prevent damage to any part of the building or the furnishings therein.
7. Provide public liability and property damage insurance in the amounts deemed sufficient by the Customer, and furnish certificates evidencing such insurance. CONTRACTOR AGREES TO INDEMNIFY, DEFEND AND HOLD HARMLESS, CUSTOMER (AND ITS OFFICERS, DIRECTORS, EMPLOYEES AND AGENTS) FROM AND AGAINST ANY AND ALL LOSSES, COSTS, OBLIGATIONS, LIABILITIES, DAMAGES, ACTIONS, SUITS, CAUSES OF ACTION, CLAIMS, DEMANDS, LIENS, ENCUMBRANCES, SECURITY INTERESTS, SETTLEMENTS, JUDGMENTS, AND OTHER EXPENSES (INCLUDING BUT NOT LIMITED TO COST OF DEFENSE, SETTLEMENT, AND REASONABLE ATTORNEY'S FEES.) OF WHATEVER TYPE OR NATURE, INCLUDING, BUT NOT LIMITED TO, DAMAGE OR DESTRUCTION TO PROPERTY TO ANY PERSON OR PERSONS, WHICH ARE ASSERTED AGAINST, INCURRED, IMPOSED UPON OR SUFFERED BY THE CUSTOMER BY REASON OF, OR ARISING FROM: (I) THE BREACH OF THIS AGREEMENT BY CONTRACTOR (ITS OFFICERS, DIRECTORS, EMPLOYEES, OR AGENTS); OR (II) THE ACTS OR OMISSIONS OF CONTRACTOR (ITS OFFICERS, DIRECTORS, EMPLOYEES, OR AGENTS).
8. Cause any or all of the cleaning staff working in this facility to submit to a polygraph examination upon written request from the Customer for such examination. Such polygraph examinations shall be conducted by a qualified polygraph examiner. The results of each polygraph shall be provided to the Customer.
9. The cost of the polygraph examination shall be administered as follows:
 - a. Positive Results (indicates guilt) - The Contractor shall pay all costs, plus make reasonable restitution to the Customer/Tenant.

b. Negative Results (indicates no guilt) - The Customer and/or Tenant shall pay all costs.

c. Inconclusive Results - The Customer may elect to have additional examinations administered, in which case #1 and #2 would apply; or, the Customer and the Contractor would negotiate an agreeable settlement or share cost equally

10. Exercise and control security of keys provided by the Customer. Keys shall be secured in accordance with the Customer's security regulations and shall not be removed from the building.

THE CUSTOMER SHALL:

1. Provide adequate assembly area for cleaning staff and provide storage facilities for the cleaning equipment and supplies required to perform the services.
2. Provide trash receptacles.
3. Provide trash disposal facilities.
4. Provide necessary keys for the cleaning staff.

AGREEMENT

STATE OF Texas

COUNTY OF Tarrant

This Agreement is entered into between Southlake Leasing & Mgmt., Inc./dba Regent Services, 101 St. Louis Avenue, Fort Worth, Texas 76104 and City of North Richland Hills at Various City Buildings, North Richland Hills, Tx. .

For, and in consideration of, the mutual promises and covenants contained herein and for other good and valuable considerations, it is agreed as follows:

I. That beginning _____, 20____, Regent Services agrees to:

- a. Provide services as defined in the Janitorial Specifications schedules (Exhibit A).
- b. Perform all work on schedule, except when prevented by strike, Act of God, accident or other circumstances out of our control.
- c. Furnish labor, supervision, materials and equipment necessary to satisfactorily fulfill this Agreement and the Provisions of Agreement (Exhibit C) except as listed in the supplementary schedules noted above.
- d. Bill customer according to the Summary of Charges (Exhibit B)
- e. Implement and adhere to the Field Safety & Training Program (Exhibit D)
- f. Implement and adhere to the Quality Control Program (Exhibit E)

II. City of North Richland Hills agree/s to:

- a. Pay for services rendered five (5) times per week at: Various City Buildings

Janitorial - Training Facility 7202 Dick Fisher	Flat Rate	= \$ 564.30 per month
Janitorial- Animal Shelter 7301 Iron Horse Blvd.	Flat Rate	= \$ 433.00 per month
Janitorial- Public Library 9015 Grand Avenue	Flat Rate	= \$2,468.18 per month
Janitorial- Facilities 6110 Dick Fisher	Flat Rate	= \$ 407.40 per month
Janitorial- Public Works 7200A Dick Fisher	Flat Rate	= \$ 695.10 per month
Janitorial- Park Maintenance Building- 7202B Dick Fisher Dr. South	Flat Rate	= \$ 292.50 per month

AGREEMENT

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*** Note: Pricing does not include 8.25% sales tax where applicable.**

Additions and/or deletions to cleanable square footage will be adjusted pro-rata.

b. Be responsible for notifying Regent Services of any changes in occupancy of the premises and/or additions or deletions in cleanable square footage. In the event of an error in calculation of square footage is made, the Contractor will correspondingly make billing adjustments on the next scheduled billing date.

c. Not to hire, or enter into a janitorial service agreement with any Regent Services employees, in the performance of the services covered in this Agreement, for a minimum of one (1) year after the employees' termination from Regent Services employment, or for a minimum of one (1) year after the cancellation and/or expiration of this Agreement, without the expressed written consent of Regent Services

III. It is agreed that this Agreement shall have a term of one year commencing October 1, 2016 and ending September 30, 2017. The agreement may be terminated by either party by giving a Thirty (30) Day Notice to the other; such notice of termination must be made in writing and sent "Certified Mail, Return Receipt Requested" ; This Agreement contains all understandings and confirms all promises and stipulations.

In witness whereof, the parties hereto have set their hands this 30 day of September, 2016.

Southlake Leasing & Management, Inc.
dba Regent Services

City of North Richland Hills

By: 
Bryan Walsh, President

By: _____

EXHIBIT A

Janitorial Specifications

For: City of North Richland Hills

A. General Cleaning

1. Hard Surface Floors - swept/dust mopped and wet mopped nightly.
2. Carpeted Floors - vacuumed nightly.
3. Trash Receptacles:
 - a. Receptacles emptied, liners replaced as needed; trash removed to collection point.
 - b. Empty boxes and other articles of trash not in a designated trash container will be removed only if such items are marked **TRASH**.
 - c. Items sitting on top or inside of a trash container will be discarded as trash.
4. Exterior Ash Trays - emptied and wiped clean nightly.
5. Desks, Workstations and Furniture Tops - dusted weekly without moving paper or files.
6. Interior Glass Doors and Panels - spot cleaned nightly.
7. Drinking Fountains - cleaned and disinfected nightly.
8. Spilled Liquids - wiped up or spot mopped nightly.
9. Entrance Doors, Glass and Mats - glass spot cleaned nightly. Mats vacuumed nightly.
10. Planters - policed to remove trash and debris as needed.
11. Break Areas - clean table tops, chair seats, counter tops, sinks and microwaves nightly. Cabinet fronts cleaned as needed for spills. Appliance tops are to be kept free of dust. Dish washing is not included but can be added for an additional charge.
12. Janitorial Closets and Storage Areas -
 - a. Storage shelves cleaned and products stored in a neat and orderly fashion.
 - b. Mops cleaned and stored.
 - c. Sinks cleaned and drains free of mop strings and other debris.
 - d. Floors swept and mopped.
 - e. Equipment and tools clean and stored in a neat and orderly manner.
 - f. Lights turned off and doors closed and locked.

B. **REST ROOM SANITATION:** (Five nights each week)

1. Floors - dust mopped then mopped with disinfectant.
2. Toilets, Urinals and wash Basins - cleaned and disinfected.
3. Walls and Partitions - spot cleaned.
4. Mirrors and Bright Metal - cleaned and polished.
5. Sanitary Napkin Receptacles - emptied, cleaned and disinfected.
6. Rest Room Supplies (towels, tissues, hand soap, etc.) - replenished in dispenser.

C. **FLOOR MAINTENANCE:**

Buffing, scrubbing, stripping and/or refinishing of composition or ceramic tile, terrazzo, brick pavers and other hard surface floors will be done for proper maintenance and best appearance in accordance with the following frequencies:

1. Lobby Floor - detail cleaned and scrubbed quarterly if applicable.
2. Break Area Floor - detail cleaned and buffed quarterly.
3. Copy/Mail Room - detail cleaned and buffed quarterly.
4. Office Area Tile Floors - detail cleaned and buffed quarterly.
5. Rest Room Floors - scrubbed, detail cleaned and rinsed quarterly.

D. **CARPET CLEANING:**

1. Spot clean common area hallway carpet as needed.
2. Carpet cleaning using a variety of methods can be done for an additional cost outlined in the summary of charges.

E. **SPECIAL CLEANING:**

1. Low Ledges, Window Sills, Book Cases, File Cabinets, Pictures and Partition Tops - dusted weekly.

E. **SPECIAL CLEANING:** (Cont.)

2. Doors, Woodwork, and Wall Areas Around Switch Plates - spot washed for hand prints weekly.
3. Door Handles, Push Bars, Push Plates and Kick Plates - cleaned weekly.
4. Desk, Work Station and Furniture Tops - cleaned weekly when clear of papers and files.
5. Fire Stairs - handrails dusted; landings and stairs swept; exposed pipes and valves dusted weekly.
6. Rest Room Partitions and Stall Doors - dusted weekly.
7. Tenant Suite Signs - dusted and spot cleaned to remove smudges and hand prints weekly.
8. Lobby Glass Doors - washed inside/out weekly.
9. Carpet Under Desks, Edges, Corners, Etc. - detail vacuumed twice monthly.
10. High Ledges, Tops of Doors, and Window Frames - dusted monthly.
11. Coffee Bars and Break Room Tables and Chairs - legs and bases cleaned monthly.
12. Ceiling Corners - cleaned to remove cobwebs monthly.
13. Fire Extinguisher Cabinets - dusted inside and out; glass cleaned monthly, if unlocked.
14. Baseboards - dusted monthly.
15. Ceiling Vents and Grills - dusted or vacuumed quarterly.
16. Window Blinds - dusted quarterly.
17. Exit Signs - dusted or damp wiped quarterly.

F. **WINDOW WASHING AND GLASS CLEANING:**

1. Entrance Doors - washed inside and out weekly.
2. Interior Glass Doors and Side Panels - washed quarterly.
3. All Other Glass/Window Cleaning - to be negotiated separately.

NOTE: The above is intended as a basic guideline for cleaning this facility. Within this schedule, we provide enough flexibility to handle a reasonable amount of unforeseen work

EXHIBIT D

Field Safety & Training Program

Regent Services maintains an active safety & training program which includes the following:

- I. Initial training of new employees in the areas of:
 - A. Body Mechanics
 - B. Fire
 - C. Proper Storage of Equipment
- II. Periodic training of current safety issues through the use of Betco Professional Cleaners Training Program.
 - A. Causes of Injury
 - B. Preventing Injuries
 - C. Lifting Injuries
 - D. Electrical Hazards
 - E. Slip and Fall Hazards
 - F. Chemical Hazards
 - G. Avoiding Falls
 - H. Avoiding Cuts
- III. OSHA RIGHT TO KNOW TRAINING
 - A. What is OSHA?
 - B. What is OSHA Right to Know?
 - C. What is Hazardous?
 - D. What OSHA Calls Hazardous
 - E. Your Written "HazCom" Program
 - F. "HazCom" Sample
 - G. What is a MSD?
 - H. "MSDS Review
 - I. Labels
- IV. OSHA BLOODBORNE PATHOGEN TRAINING
 - A. What are Bloodborne Pathogens?
 - B. Exposure to Bloodborne Pathogens
 - C. Protecting Yourself
 - D. HIV Symptoms
 - E. HBV Symptoms
 - F. About the OSHA Standard
 - G. Who is Covered?
 - H. Protecting Yourself Exposure Control Plan
 - I. In Case of Exposure

EXHIBIT E

Quality Control Program

Our Quality Control Program includes the following:

1. Initial training of personnel on the methods of performing each cleaning task in a manner that ensures the highest level of quality.
2. Nightly supervision by a **Project Supervisor** who directs the cleaning crew and checks on the quality of cleaning.
3. Regular visits nightly by a **Field Manager** to ensure the overall cleanliness of all areas of the building.
4. Regular visits to the building by an **Area Manager** to ensure cleanliness and to discuss any matters with management regarding the quality of work being performed.
5. A **Communication Logbook** will be provided to your company's management. The logbook may be used to notify us of your special requirements, needed improvements, or problems to be addressed. The log includes an area for our comments regarding action taken or follow-up required. Regular use of the communication log not only provides written documentation of your needs, it also results in greater control of the cleanliness of your building.
6. The Cleaning Crew is instructed to lock and secure all doors that have been designated to be locked and turn off all lights other than the lights designated to be left on. The Project Supervisor checks all exterior doors to ensure that all doors have been properly locked before leaving the property.
7. All trash will be removed from the building and placed in a dumpster. This means that **no trash will be left in the common areas of the building.**
8. All cleaning materials and equipment will be properly stored. This means that **no cleaning supplies or equipment will be left in common areas for tenant or management to find the next day.**

Staffing Summary

City of North Richland Hills

Various City Buildings

The following is a summary of our staffing for night cleaning of <Total Square Ft.> square feet for your company. Our production rate is 4,000 square foot per hour which results in a total of labor hours per night.

<u>Position</u>	<u>Nightly Hours</u>	<u>Weekly Hours</u>	<u>Monthly Hours</u>
Project Manager			
Working Supervisor			
General Cleaners			
Trash Remover			
Utility Person			
<u>Floor/Detail Person</u>			
		Total	

Regent Services

Client References

Caremark
2105 Eagle Parkway
Ft. Worth, TX 76177
Sandy Claypool
972-619-8106

Jennings Management
Texas Oncology
Fort Worth, Texas
David Aldrich
817-332-1921

Marc Group
7850 North Belt Line Rd
Irving, TX 75063
Bruce Jernigan

972-506-4195
michelle.pepke@nationstarmail.com

Red Oak Realty
500 W. 7th Street
Ft. Worth, TX
Renea Massy
817-336-9900

Verador Properties
University Center
Fort Worth, Texas
Laura Hagen
817-877-3555

Nationstar Mortgage
4000 Horizon Way
Irving, Texas
Michelle Pepke

Covenant Christian Academy
901 Cheek Sparger
Colleyville, TX 76034
Rusty Beam
817-998-7977

Weatherford Regional Med.Ctr.
713 E. Anderson Street
Weatherford, Tx. 76086
David Lloyd
912-571-0598

CAE Simuflite
2929 W. Airfield Dr.
DFW Airport, TX 75261
Tom Boyd
972-456-8277

HCA Medical Center Arlington
3301 Matlock
Arlington, Tx 76015
817-240-2076

Stewart & Stevenson
1631 Chalk Hill Rd
Dallas, TX 75212
Steve Hausler
214-623-1566

The City of Grapevine
501 Shady Oaks
Grapevine, Texas 76051
Chad Hester
817-925-2875

* **Bold References are Medical Facilities**

Regent Services

101 St. Louis Avenue

Fort Worth, Texas 76104

Company History and Philosophy

Regent Services began operations 24 years ago, in September of 1980, and has provided the highest quality of services available throughout the Dallas/Fort Worth metroplex.

Today **Regent Services** is a major competitor in the janitorial services industry and employs a staff of trained, responsible professionals. **Regent Services** currently provides services to a broad spectrum of single-tenant and multi-tenant facilities and has experience in both commercial and industrial applications.

Bryan D. Walsh, President has over 34 years of experience in the commercial janitorial industry. Bryan's personal commitment to excellence is evidenced by his strong long term business relationships and high customer retention.

Chaney Russell, Director of Operations, has 15 years experience in commercial janitorial operations. Chaney is dedicated to providing quality cleaning, responsiveness to customer requests, and achieving customer satisfaction.

Regent Services is built upon providing quality to our customers. Our growth can be attributed to:

- * Ensuring expected results - " A Clean building. "
- * Utilization of the most modern technology.
- * Highly trained supervisory personnel.
- * Immediate and effective response to customer needs.

Regent Services places great emphasis on being unique among maintenance contractors by continually striving to provide a consistently higher level of performance and an immediate response to our customer's changing specifications. We work to achieve a sensible balance between honesty, competence, quality and economy, with client satisfaction as our first and foremost concern.

Telephone 817-984-1761

Facsimile 817-984-1297