

**TENTATIVE AGENDA & MEETING NOTICE
BOARD OF COUNTY COMMISSIONERS**

**TUESDAY, AUGUST 2, 2011
8:00 A.M.**

**WATAUGA COUNTY ADMINISTRATION BUILDING
COMMISSIONERS' BOARD ROOM**

<u>TIME</u>	<u>NO.</u>	<u>TOPIC</u>	<u>PAGE</u>
8:00	1	CALL REGULAR MEETING TO ORDER	
	2	APPROVAL OF THE FOLLOWING MINUTES: July 12, 2011, Regular Meeting & Closed Session July 13, 2011, Special Meeting	1
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8:10	5	REPORT ON HIGH COUNTRY REGIONAL BIKE PLAN – MR. PHIL TREW	23
8:15	6	CURB AND GUTTER EASEMENT REQUEST – MR. JASON GASTON	27
8:20	7	APPALCART MATTERS – MR. CHRIS TURNER A. Rural Operating Assistance Program (ROAP) Public Hearing Request B. Contract Renewal Requests 1. Parks and Recreation 2. Project on Aging	35 39
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AGENDA ITEM 2:

Approval of the Minutes

July 12, 2011, Regular Meeting

July 12, 2011, Closed Session

July 13, 2011, Special Meeting

ITEMS

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2011 Regular Meeting
2011 Closed Session
2011 Special Session

MINUTES

WATAUGA COUNTY BOARD OF COMMISSIONERS
TUESDAY, JULY 12, 2011

The Watauga County Board of Commissioners held a regular meeting on Tuesday, July 12, 2011, at 5:00 P.M. in the Commissioners' Board Room of the Watauga County Administration Building, Boone, North Carolina.

PRESENT: Nathan A. Miller, Chairman
David Blust, Vice-Chairman (*arrived @ 6:23 P.M.*)
Jim Deal, Commissioner
Vince Gable, Commissioner
Stacy C. Eggers, Jr., County Attorney
Deron Geouque, County Manager
Anita J. Fogle, Clerk to the Board

Chairman Miller called the meeting to order at 5:03 P.M.

Commissioner Deal opened the meeting with a prayer and Commissioner Gable led the Pledge of Allegiance.

Chairman Miller announced that Commissioner Futrelle was absent due to family matters and Vice-Chairman Blust was out-of-town and would be late arriving for the meeting.

APPROVAL OF MINUTES

Chairman Miller called for additions and/or corrections to the June 28, 2011, regular and closed session minutes.

Commissioner Deal, seconded by Commissioner Gable, moved to approve the June 28, 2011, regular meeting minutes as presented.

VOTE: Aye-3(Miller, Deal, Gable)
Nay-0
Absent-2(Blust, Futrelle)

Commissioner Deal, seconded by Commissioner Gable, moved to approve the June 28, 2011, closed session minutes as presented.

VOTE: Aye-3(Miller, Deal, Gable)
Nay-0
Absent-2(Blust, Futrelle)

APPROVAL OF AGENDA

Chairman Miller called for additions and/or corrections to the July 12, 2011, agenda.

County Manager Geouque requested to add a presentation from the High Country United Way as the first item on the agenda.

Commissioner Deal, seconded by Commissioner Gable, moved to approve the July 12, 2011, agenda as amended.

VOTE: Aye-3(Miller, Deal, Gable)

Nay-0

Absent-2(Blust, Futrelle)

HIGH COUNTRY UNITED WAY PRESENTATION

Ms. Nancy Reigel with the High Country United Way began her presentation by sharing the organization's mission statement of "Uniting people and resources to improve lives in the High Country." Ms. Reigel shared a presentation on High Country United Way's transition from the traditional approach of improving lives by mobilizing communities and supporting services for individuals and families to their new strategy of creating the opportunities for a good life for all by focusing on education, income, and health. The High Country United Way planned to partner with agencies, individuals, corporations, labor groups, government, foundations, academia, institutions, systems, formal organizations, information associations, neighborhood networks, and faith-based groups. Ms. Reigel shared a model from Buncombe County which has already transitioned to the new strategy of community focus. Ms. Reigel invited the Board of Commissioners to appoint a representative to serve on the High Country United Way's Steering Committee.

Commissioner Deal requested more information regarding the regular schedule for Steering Committee meetings.

Ms. Reigel stated that the next Steering Committee meeting was scheduled for July 21, 2011, at 2:00 P.M.

Chairman Miller appointed Commissioner Futrelle to serve as the Board's representative to the High Country United Way.

PROPOSED CONTRACT FOR LIVE SCAN MACHINE MAINTENANCE AND SUPPORT

Captain Jeff Virginia with the Watauga County Sheriff's Office presented a maintenance contract with MorphoTrak, Inc., for the two (2) Live Scan (fingerprint) machines currently in operation. Funds were available in the Sheriff's budget to cover the \$8,241 expense.

Commissioner Gable, seconded by Commissioner Deal, moved to approve entering into a contract with MorphoTrak, Inc., in the amount of \$8,241, contingent upon the County Attorney's review of the contract.

VOTE: Aye-3(Miller, Deal, Gable)
Nay-0
Absent-2(Blust, Futrelle)

PROPOSED LEASE AGREEMENT FOR CHILD SUPPORT ENFORCEMENT OFFICE

Mr. Jim Atkinson, Director of Social Services, presented a proposed lease renewal with Mr. Graydon Eggers for the Child Support Enforcement Office. The initial lease was for \$22,200 annually; however, Mr. Eggers was informed that after July 1, 2011, the County would no longer require the amount of space currently used as staff had been reduced due to Avery County's decision to administer their own Child Support Enforcement. Mr. Eggers offered to reduce the annual lease to \$18,057.24, for a cost savings of \$4,142.76. The lease also included a provision allowing Mr. Eggers to retain ownership of the new, recently-installed phone system which was necessitated due to lightening damage. Mr. Atkinson stated that, if approved by the State, the Department of Social Services planned to implement a scanning program which would reduce the amount of filing space required and allow the Child Support Enforcement Office to be housed onsite by July 1, 2012.

Commissioner Deal, seconded by Commissioner Gable, moved to approve the lease agreement with Mr. Eggers, in the amount of \$18,057.24, contingent upon the County Attorney's review.

VOTE: Aye-3(Miller, Deal, Gable)
Nay-0
Absent-2(Blust, Futrelle)

REQUEST TO PARTICIPATE IN THE EXXONMOBILE FOUNDATION VOLUNTEER INVOLVEMENT PROGRAM

Ms. Angie Boitnotte, Director of Project on Aging, presented an ExxonMobil Foundation grant opportunity. The Foundation encourages former employees, retirees, and other eligible volunteers by providing contributions to eligible organizations on their behalf for the time and talent they donate. An eligible organization is defined as charitable; recognized as tax exempt by the IRS under Section 501(c)(3) of the Internal Revenue Service (IRS) Service Code; and must have an Employer Identification Number (EIN) or be an instrumentality of a state or local government under IRC Section 170(c)(1). Ms. Boitnotte stated that two Western Watauga Community Center volunteers, who assisted with Home-Delivered Meals, qualified for the program and, if accepted as participants, planned to request that the funds donated by ExxonMobile on their behalf be used at the Community Center.

Commissioner Gable, seconded by Commissioner Deal, moved to authorize the grant applications with ExxonMobile and to accept funds, if received, for use at the Western Watauga Community Center.

VOTE: Aye-3(Miller, Deal, Gable)
Nay-0
Absent-2(Blust, Futrelle)

TAX MATTERS

A. Monthly Collections Report

Mr. Tom Pitts, Director of Land Records with the Watauga County Tax Department, presented the Tax Collections Report for the month of June 2011. This report was presented for information only and, therefore, no action was required.

B. Refunds and Releases

Mr. Pitts presented the following Refunds and Releases for June 2011 for Board approval:

TO BE TYPED IN MINUTE BOOK

Commissioner Deal, seconded by Commissioner Gable, moved to approve the Refunds and Releases Report for June 2011, as presented.

VOTE: Aye-3(Miller, Deal, Gable)
Nay-0
Absent-2(Blust, Futrelle)

C. Surplus Property Sale Request

County Manager Geouque presented two properties (Parcel ID # 1889-97-9259-000, Hound Ears Section 7/Lot 19 & Parcel ID # 1889-97-8363-000, Hound Ears Section 7/Lot 20) that have gone through the upset bid process and concluded a ten-day period in which no upset bids were received for either property. Ms. Elaine Richards held the current high offer of \$6,140 per lot for a total of \$12,280. The County Manager stated that the Board could accept or reject the bids as presented; however, should the bids be rejected, the upset bid process would begin again.

Commissioner Gable, seconded by Commissioner Deal, moved to accept the bids from Ms. Elaine Richards in the amount of \$6,140 for Parcel ID # 1889-97-9259-000 and \$6,140 for Parcel ID # 1889-97-8363-000 and to direct the County Attorney to draft and execute the appropriate documents to finalize the sale of the properties.

VOTE: Aye-3(Miller, Deal, Gable)
Nay-0
Absent-2(Blust, Futrelle)

D. Request for Appointment of Plat Review Officers

Mr. Pitts stated that, due to the recent retirement of Ms. Carolyn R. Hodges, he was currently the only designated Plat Review Officer in the County. Mr. Pitts presented a resolution which, if adopted, would officially remove Ms. Hodges from her duties and appoint Ms. Marilyn M. Osborne and Ms. Tracy F. Yates, both current Tax Department employees, as Plat Review Officers.

Commissioner Deal, seconded by Commissioner Gable, moved to adopt the resolution as presented.

VOTE: Aye-3(Miller, Deal, Gable)
Nay-0
Absent-2(Blust, Futrelle)

WATAUGA OPPORTUNITIES, INC., REQUEST FOR LOAN PAYMENT WAIVER

Mr. Joe Furman stated that the County had entered into an agreement with Watauga Opportunities, Inc., (WOI) to loan or grant \$50,000 for upgrades to their facility. The loan was to be repaid in annual \$10,000 increments; however, if ten (10) jobs were created and maintained, the annual installment was to be forgiven. Mr. Furman stated that WOI had requested the final \$10,000 loan payment to the County be waived as twelve jobs were currently maintained per the agreement. Mr. Furman stated that WOI had made the \$10,000 payment to the County only one year when the amount of jobs retained dropped below ten.

Commissioner Deal, seconded by Commissioner Gable, moved to waive Watauga Opportunities, Inc.'s, final payment of \$10,000 pursuant to the agreement.

Chairman Miller stated that he would like an independent verification that the jobs were currently maintained.

Since Vice-Chairman Blust was the Commissioner representative on the WOI Board, action on the motion was tabled, by consensus, until Mr. Blust joined the meeting to allow for a report on WOI and verification on jobs maintained.

[Clerk's Note: After Vice-Chairman Blust's arrival, the Board voted as follows: 4-Aye (Miller, Blust, Deal, Gable); 0-Nay; and 1-Absent (Futrelle) as indicated later in the minutes.]

EMERGENCY MANAGEMENT MATTERS

A. Proposed Software Agreement with C3 Applications, LLC

Mr. Steve Sudderth, Fire Marshal/Emergency Management Coordinator, presented a five-year agreement with C3 Applications, LLC, for Emergency Operations Center and Fire Marshal software maintenance in the amount of \$1.00 per year. The County Attorney had reviewed this agreement prior to the meeting.

County Manager Geouque stated that the current system worked well and the cost to the County would be approximately \$90,000 to replace and maintain the existing system, if this contract was not accepted.

Commissioner Gable, seconded by Commissioner Deal, moved to approve the agreement with C3 Applications, LLC, for maintenance of Emergency Operations Center and Fire Marshal software in the amount of \$1.00 per year, as presented.

VOTE: Aye-3(Miller, Deal, Gable)
Nay-0
Absent-2(Blust, Futrelle)

B. Proposed Lease with CB Radio, Inc., for FM Antenna Placement on Buckeye Mountain Pole

Mr. Sudderth presented a request from CB Radio, Inc., dba WBEJ, for the temporary placement of FM antenna on the County's old communication telephone pole on Buckeye Mountain. Mr. Don Crisp, with WBEJ, agreed to pay \$500 per month, for three months, to lease the space and agreed to transfer the electric meter into his name. Mr. Sudderth stated that the agreement was to include the understanding that if, for any reason, the temporary antenna was to interfere with Sheriff and/or fire communications then the contract would be terminated.

Commissioner Gable, seconded by Commissioner Deal, moved to enter into a short-term lease agreement with CB Radio, dba WBEJ, in the amount of \$500 per month for a three-month period and to direct the County Attorney to prepare the agreement including a termination clause in the event of interference with County emergency communications.

VOTE: Aye-3(Miller, Deal, Gable)
Nay-0
Absent-2(Blust, Futrelle)

DISCUSSION OF OFFERS FROM LINCOLN HARRIS INVESTMENTS, LLC, AND MILLER PROPERTIES, INC.

County Manager Geouque stated that time was reserved for further discussion of the recent offers received for the purchase of the old high school property.

Chairman Miller stated that the purpose for discussion was to allow communications to remain open between the County and the two parties who had submitted offers to purchase the old high school property, Lincoln Harris Investments, LLC, and Miller Properties, Inc.

Chairman Miller also stated that the Board was discussing the recently received appraisal with the County Attorney.

Commissioner Gable moved to release the appraisal, contingent upon the County Attorney's review.

The motion died without a second.

The Board held lengthy discussion regarding the timing and amount of a potential counter offer.

Commissioner Gable, seconded by Chairman Miller, moved to counter both offers to purchase the old high school property (from Lincoln Harris Investments, LLC, and Miller Properties, Inc.) with \$20,000,000, including no contingencies, and to direct the County Attorney to prepare the appropriate documents.

Commissioner Deal requested to table action on the motion until the special meeting scheduled for 4:00 P.M. on July 13, 2011, to allow for Vice-Chairman Blust and Commissioner Futrelle to share their comments.

By consensus, the Board agreed to table action on the above motion and to direct the County Manager to contact Vice-Chairman Blust and Commissioner Futrelle to inform them of the motion.

MISCELLANEOUS ADMINISTRATIVE MATTERS

A. Appointment of Voting Delegate at the North Carolina Association of County Commissioners' (NCACC) Annual Conference

County Manager Geouque stated that the North Carolina Association of County Commissioners' (NCACC) Annual Conference was scheduled for August 18-21, 2011. Each county in attendance was required to select a voting member for representation at the annual business meeting which was conducted as a part of the conference. Submission of the voting delegate was due August 12, 2011.

By consensus, the Board tabled appointment of the North Carolina Association of County Commissioners' Annual Conference voting delegate until the August 2, 2011, Board meeting.

[Clerk's Note: A break in Miscellaneous Administrative Matters was taken to allow for the public hearing to begin.]

PUBLIC HEARING TO ALLOW CITIZEN COMMENT ON PROPOSED AMENDMENTS TO THE WATAUGA COUNTY ANIMAL CARE AND CONTROL ORDINANCE

Chairman Miller declared the public hearing open at 6:07 P.M.

Chairman Miller stated that a public hearing had been scheduled to allow citizen comment on proposed amendments to the Watauga County Animal Care and Control Ordinance.

Lengthy discussion was held with Ms. Cassie Welsh, Executive Director of the Watauga Humane Society, Ms. Anita Gomez, Watauga County Chief Animal Control Officer, and Ms. Ellen Jo Krammer, Watauga Humane Society Board Member, regarding a proposed inclusion to

the ordinance which would prohibit the display of any animal in a public place for the purpose of selling or giving the animal away.

[Clerk's Note: Vice-Chairman Blust arrived and joined the meeting at 6:23 P.M.]

There being no public comment, Chairman Miller declared the public hearing closed at 6:25 P.M.

By consensus, the Board tabled further discussion of the proposed amendments to the Watauga County Animal Care and Control Ordinance until the August 2, 2011, regular meeting to allow time for staff to include definitions for "commercial kennel" and "public place."

MISCELLANEOUS ADMINISTRATIVE MATTERS

B. Announcements

County Manager Geouque announced the following:

- Avery County invites the Board to attend its 100th Year Anniversary celebration scheduled for Saturday, July 30, 2011, at 11:00 A.M.
- The North Carolina Association of County Commissioners' (NCACC) 104th Annual Conference is scheduled for August 18-21, 2011, at the Embassy Suites Resort Hotel and Concord Convention Center in Cabarrus County. The deadline date for early registration, at a reduced rate, is July 22.
- A work session is scheduled for July 13, 2011, at 4:00 P.M. to review space needs for County departments. The special meeting will be held in the Commissioners' Conference Room on the first floor of the Watauga County Administration Building.
- Due to the changes in the Board's regular meeting schedule for July, the next regular meeting of the Board of Commissioners is scheduled for Tuesday, August 2, 2011, beginning at 8:00 A.M.

CONTINUATION OF WATAUGA OPPORTUNITIES, INC., REQUEST FOR LOAN PAYMENT WAIVER

Vice-Chairman Blust stated that, although he did not know an exact count of employees, Watauga Opportunities, Inc., had several and he suggested each Board member tour their facility.

Action was taken on the earlier motion as stated: Commissioner Deal, seconded by Commissioner Gable, moved to waive Watauga Opportunities, Inc.'s, final payment of \$10,000 pursuant to the agreement.

VOTE: Aye-4(Miller, Blust, Deal, Gable)
Nay-0
Absent-1(Futrelle)

PUBLIC COMMENT

There was no public comment.

CLOSED SESSION

At 6:29 P.M., Commissioner Gable, seconded by Vice-Chairman Blust, moved to enter Closed Session to discuss Attorney/Client Matters, per G. S. 143-318.11(a)(3).

VOTE: Aye-4(Miller, Blust, Deal, Gable)
Nay-0
Absent-1(Futrelle)

Commissioner Deal, seconded by Commissioner Gable, moved to resume the open meeting at 6:59 P.M.

VOTE: Aye-4(Miller, Blust, Deal, Gable)
Nay-0
Absent-1(Futrelle)

ACTION AFTER CLOSED SESSION

Commissioner Gable, seconded by Vice-Chairman Blust, moved to direct staff to release to the public, forthwith, the current old high school property appraisal received by the County, and to request the Watauga County Board of Education release their appraisal, if one exists, with both to be released at the same time.

VOTE: Aye-3(Miller, Blust, Gable)
Nay-1(Deal)
Absent-1(Futrelle)

Commissioner Deal stated, for the record, that he was not opposed to the appraisals being released but he felt that the Board should discuss the County's appraisal prior to release.

ADJOURN

Commissioner Gable, seconded by Vice-Chairman Blust, moved to adjourned the meeting at 7:03 P.M.

Nathan A. Miller, Chairman

ATTEST:

Anita J. Fogle, Clerk to the Board

MINUTES

WATAUGA COUNTY BOARD OF COMMISSIONERS
WEDNESDAY, JULY 13, 2011

The Watauga County Board of Commissioners held a special meeting on Wednesday, July 13, 2011, at 4:00 P.M. in the Commissioners' Conference Room of the Watauga County Administration Building, Boone, North Carolina.

PRESENT: Nathan A. Miller, Chairman
David Blust, Vice-Chairman (*arrived @ 4:26 P.M.*)
Jim Deal, Commissioner
Vince Gable, Commissioner
Deron Geouque, County Manager
Anita J. Fogle, Clerk to the Board

Chairman Miller called the meeting to order at 4:06 P.M.

Chairman Miller announced that Commissioner Futrelle was absent due to family matters.

DISCUSSION OF SPACE NEEDS FOR COUNTY DEPARTMENTS

County Manager Geouque stated that the long-range plan for County space needs was the construction of an approximately 20,000 square foot facility to be located between the Human Services Center and the Health Department Building. The plan is to house County offices in the facility, potentially including the Register of Deeds, Tax, Planning and Inspections, Veteran's Services, and Board of Elections Offices.

In the meantime, discussion had been held regarding moving the License Plate Agency (LPA) to the East Annex, thereby eliminating the need to lease space for that office. The County Manager stated that the North Carolina Department of Transportation had given preliminary approval for the relocation. The LPA relocation required the consolidation of office space for the Planning and Inspections Department which was justified by the reduction of inspectors currently employed due to the downturn in the economy.

The County Manager stated that, with the LPA moving to the East Annex and the Child Support Enforcement Office relocating to the Department of Social Services, the County would no longer be leasing office space. At that time, the County would save approximately \$70,000 annually on leased office space.

The County Manager stated that, in addition to the aforementioned relocations, the Sheriff had requested to move his Civil Division to assist in Courthouse security. The proposed space for the Civil Division is currently occupied by the Board of Elections.

Commissioner Gable stated that moving the North Carolina Highway Patrol Officers along with the Civil Division would allow for expansion of the Telecommunications Department when/if consolidated dispatch was implemented.

County Manager Geouque stated that displacing the Board of Elections would potentially require the use of office space at the Appalachian Enterprise Center (AEC) with the most likely scenario including the Board of Elections moving into the East Annex and Planning and Inspections moving into AEC space. The AEC was next to the Health Department which would allow more convenience for citizens acquiring building, septic, and well permits. However, the potential obligation to pay back a portion of an Appalachian Regional Commission (ARC) grant used to fund renovations to the AEC for economic development space could hinder this option.

The County Manager stated that renovations, in the amount of approximately \$25,000, were planned for the East Annex to allow for the relocation of the LPA and Planning and Inspections offices. However, if the Planning and Inspections Department were to move to the AEC and Board of Elections to the East Annex, then the renovations to the East Annex needed to be discontinued and revised in order to meet needs as necessary. Another consideration was to not move the Sheriff's Civil Division at this time, thus renovations could be continued as currently planned with the only changes involving the LPA and Planning and Inspections. This would allow time to make long-term decisions regarding the needs of all County Departments including the future construction of a new facility.

During discussion, the possibility of utilizing the conference room, break room, and copier space in the East Annex to house the Sheriff's Office Civil Division and the North Carolina Highway Patrol Office was considered. This would leave the offices in the East Annex without a conference room; however, the conference room in the Administration Building could be utilized as available.

After discussions involving several possibilities, the Board, by consensus, directed County Manager Geouque to move forward with the renovations as planned for the License Plate Agency and Planning and Inspections, in the approximate amount of \$25,000. In addition, discussions were to take place with those currently located in the East Annex and for the Sheriff to seek input on the Civil Division and Highway Patrol relocating to the East Annex.

ACTION ON MOTION TABLED AT JULY 12, 2011, REGULAR MEETING

Chairman Miller stated that, at the July 12, 2011, regular meeting of the Board of Commissioners, a motion was tabled regarding a counter offer, in the amount of \$20,000,000 with no contingencies, to both Lincoln Harris Investments, LLC, and Miller Properties, Inc. The motion was tabled to allow for Vice-Chairman Blust and Commissioner Futrelle, who were not present during the discussion, to share their comments.

Commissioner Deal stated that he agreed with making a counter offer but was concerned that the amount of the counter offer would establish a value for the property in a down economic time.

Vice-Chairman Blust stated that he was okay with the \$20,000,000 offer and added that Town of Boone actions regarding steep slope development and view shed regulations had hurt the value of the property as well.

Commissioner Gable stated that the property, if sold, would generate property and sales tax revenues which would benefit the County and Town of Boone. Commissioner Gable also stated that statistics on the offset between waiting to sell the property (when the economy is restored) and selling it now to allow for economic development and the creation of new jobs would be helpful.

After discussion, the Clerk to the Board read the following motion as tabled at the July 12, 2011, regular meeting:

Commissioner Gable, seconded by Chairman Miller, moved to counter both offers to purchase the old high school property (from Lincoln Harris Investments, LLC, and Miller Properties, Inc.) with \$20,000,000, including no contingencies, and to direct the County Attorney to prepare the appropriate documents.

Prior to the vote, additional discussion was held including:

Commissioner Deal stated that he was not opposed to making a counter offer; however, he felt the amount should be \$25,000,000, to allow for negotiation.

Commissioner Gable stated that \$25,000,000 gave the property an excessive value in today's market.

Vice-Chairman Blust stated that the Town of Boone zoning regulations had also hurt the value to the point that \$25,000,000 was not a viable amount.

After discussion, the following vote was taken:

VOTE: Aye-3(Miller, Blust, Gable)
Nay-1(Deal)
Absent-1(Futrelle)

ADJOURN

Chairman Miller adjourned the meeting at 5:18 P.M.

Nathan A. Miller, Chairman

ATTEST:

Anita J. Fogle, Clerk to the Board

AGENDA ITEM 3:

Approval of the August 2, 2011, Agenda

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AGENDA ITEM 4:

Report on Red Cross Consolidation of Alleghany, Ashe, Avery, Watauga, and Wilkes Counties

MANAGER'S COMMENTS:

Mr. Bill Brent with the Heart of Carolina Region of the American Red Cross will provide information to the Board regarding the consolidation of the Watauga County Chapter, serving Watauga and Ashe Counties, and the Wilkes/Alleghany Chapter serving Wilkes, Alleghany, and Avery Counties. The Watauga County Chapter currently operates in space provided by the County and the Wilkes/Alleghany Chapter operates in a facility owned and operated by the American Red Cross in Wilkesboro. Due to the age and condition of the facility in Wilkesboro, the American Red Cross plans to close and sell the existing facility. The plan is for the American Red Cross to continue to utilize the space provided by Watauga County as their main office for the five-county jurisdiction and to house two full-time staff there. At this time, the County does not charge the American Red Cross for the use of this office space. Mr. Brent will be present to answer any questions the Board may have.

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Deron Geouque


From: BrentB@usa.redcross.org
Sent: Tuesday, July 26, 2011 8:23 AM
To: Deron Geouque
Subject: Watauga Wilkes Consolidation Summary 07262011.docx
Attachments: Watauga Wilkes Consolidation Summary 07262011.docx

Good Morning Deron -

First, please know how much I appreciate speaking with you yesterday and for the opportunity to address any concerns you or the board have regarding the American Red Cross - Heart of Carolina regional restructuring plan. Please review the attached consolidation summary and let me know if you would like to suggest any modifications. I want to make sure that the information I am providing is both relevant and to the point. If you feel the summary is appropriate as is; please feel free to forward it for inclusion the meeting handouts.

Once again, thank you for your continued support and please do not hesitate to call/email me with any additional questions or concerns.

Thanks-
Bill

Bill Brent | Regional Chief Operating Officer |  American Red Cross - Heart of Carolina | 1501 Yanceyville Street | Greensboro, NC 27405 |
Tel: Main Office Line 336.333.2111 Direct Line 336.332.6911 Cell 336.215.0080 Fax 336.332.6959 | Email: brentb@usa.redcross.org

Turn Heartbreak into Hope.

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<http://www.GSO.RedCross.org>

The Watauga County Chapter and Wilkes-Alleghany Chapter of the American Red Cross Join Forces:

- The Watauga County Chapter (Serving Watauga and Ash Counties) and the Wilkes-Alleghany Chapter (Serving Wilkes, Alleghany and Avery Counties) in the Heart of Carolina Region of the American Red Cross will join together to realign resources and consolidate operations.
- This is part of a nationwide effort to cut costs and streamline our operations to better serve the public and make the best use of donor dollars.
- Currently the Watauga County Chapter operates in space generously donated by Watauga County, located at 331 Queen Street, Suite B, Boone, NC. It is the desire of the American Red Cross to continue to utilize this space as the main office location of the 5 county jurisdictions. The donated Watauga County office location will serve as a critical hub for Watauga County volunteers and house two full time staff.
- The Wilkes-Alleghany Chapter is currently located at 104 S. West Street, Wilkesboro, NC, in a facility owned and operated by the American Red Cross. However, due to the age and condition of the building this facility will be closed and sold. Donated facilities have been offered by the town of Wilkesboro to insure a continued local presence.
- There are no additional Chapter facilities located within the current jurisdictions. However, the American Red Cross does have disaster response materials and equipment located throughout the area in donated storage facilities to insure timely responses when required.
- Rebecca Matherly will serve as the Director for the newly consolidated Chapter. Rebecca is a native North Carolinian, who currently serves as the Director for the Wilkes-Alleghany Chapter and lives with her family in Ferguson, NC.
- Disaster Services will be managed by a Regional Director of Disaster Services (located in Greensboro). Local Disaster Action Teams (DAT) comprised of volunteers in each jurisdiction will be supported by an Area Disaster Director who is housed in Surry County and other regional disaster staff located throughout the region.
- The merged Chapters will have one consolidated board consisting of representatives from each chapter's 5 jurisdictions. As a volunteer-led organization, the Red Cross knows how important it is to have the guidance and support of our local community. A consolidated board allows us to achieve a more efficient structure while still engaging our volunteer leaders.
- Changes won't be seen in the way the Red Cross works in our communities. The American Red Cross will continue to provide core, humanitarian services including: relief for disaster victims, blood donations, assistance to military families, and a spectrum of preparedness classes including CPR.
- As the American Red Cross begins this process of change, we thank you for your continued support of our mission and invite you to join us in reaching our common goal – to energize and strengthen the depth of Red Cross services to the people in the counties we serve in disaster and non-disaster periods.

July 25, 2011

You are at www.journalpatriot.com

North Wilkesboro, NC

336-838-4117

Wilkes County's Local Newspaper Since 1906

ASK US!

Red Cross merging chapters

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Posted: Friday, July 22, 2011 2:01 pm

Jule Hubbard |

The Wilkes-Alleghany Chapter of the American Red Cross, which serves Wilkes, Ashe and Alleghany counties, is being consolidated with the Watauga County chapter.

The Wilkes-Alleghany chapter headquarters office on West Street in Wilkesboro will be closed and headquarters for the new service area of Alleghany, Ashe, Avery, Watauga and Wilkes counties will be at 331 Queen Street, Suite B in Boone, said Rebecca Matherly, named director of the newly consolidated chapter.

Mrs. Matherly lives in the Mount Pleasant community of western Wilkes and is current director of the Wilkes-Alleghany chapter. The Watauga and Wilkes chapters are both in the Greensboro-based Heart of Carolina Region of the American Red Cross.

Melanie McDonough, regional director of communications for the Heart of Carolina Region, said the name of the consolidated chapter and effective date of the change haven't been determined yet.

Ms. McDonough said the chapter's board of directors, which will be expanded to include representatives of all five counties, would discuss this.

The Red Cross office building on West Street in Wilkesboro would likely be put up for sale, she said.

The American Red Cross established a chapter in Wilkes in 1918. It was expanded to include Alleghany County in 1960 and Ashe County in 2006. The Watauga chapter already also serves Avery County.

Mrs. Matherly said Red Cross officials are seeking a volunteer in each of the five counties to coordinate volunteers in each county. "We are currently working with our community partners to secure free office space within the Wilkesboro area," she said.

She said additional community volunteers are also being sought. The Wilkes-Alleghany chapter currently has about 65 volunteers.

Bill Brent, regional executive director for the Heart of Carolina Region, said the consolidation is part of a nationwide effort to cut costs and streamline Red Cross operations to better serve the public and make the best use of donor dollars.

Mrs. Matherly, a native North Carolinian, said, "I look forward to working in all five counties, making new partnerships and building a stronger presence within all of our communities."

She added, "Behind the scenes we will be working more efficiently and sharing responsibilities so we can maximize the use of donor dollars. We will have one consolidated board consisting of representatives from each chapter's jurisdiction.

"As a volunteer-led organization, the Red Cross knows how important it is to have the guidance and support of our local community. A consolidated board allows us to achieve a more efficient structure while still engaging our volunteer leaders."

She said the new structure allows better efficiencies, particularly in times of disasters and will further improve the organization's ability to help in times of need.

Changes won't be seen in the way the Red Cross works in our communities.

"We will continue to provide core, humanitarian services including relief for disaster victims, blood donations, assistance to military families, and a spectrum of preparedness classes including CPR", said Brent.

"As we begin this process of change, we thank you for your continued support of our mission and invite you to join us in reaching our common goal – to energize and strengthen the depth of Red Cross services to the people in the counties we serve in disaster and non-disaster periods," he added.

0

AGENDA ITEM 5:

Report on High Country Regional Bike Plan

MANAGER'S COMMENTS:

The North Carolina Department of Transportation has contracted with High Country Council of Governments to develop a Regional Bike Plan. The purpose of the plan is to improve safety, access, and mobility for cyclists by identifying road improvements and providing signage to mark the designated routes. Mr. Phil Trew, Director of Planning and Development with High Country Council of Governments, will ask that the Board appoint three members from the County to serve on a Steering Committee for the Regional Bike Plan. Staff requests the Board appoint three members to the Steering Committee for the Regional Bike Plan.

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Deron Geouque

From: Phil Trew [ptrew@regiond.org]
Sent: Thursday, July 21, 2011 1:23 PM
To: Deron Geouque
Subject: Fw: High Country Regional Bike Plan
Attachments: Summary for Managers, 07.18.11.doc

----- Original Message -----

From: Phil Trew
To: Don Adams ; Rocky Nelson ; Chuck Vines ; 'Yates, John' ; Dan McMillan ; Wiseman, Robert ; Nathan Bennett ; Town Of Lansing ; Bryan Edwards ; Jeanne Martin ; Ken Noland ; Hank Perkins ; Ed Evans ; Greg Young ; Scott Hildebran ; Richard Canipe ; Crystal Craigo ; David Lane ; Brenda Pittman ; Connie Guinn ; Cathy Howell ; Rick Owen ; Brantley Price ; Randy Feierabend
Cc: Rick Herndon
Sent: Tuesday, July 19, 2011 4:29 PM
Subject: High Country Regional Bike Plan

Town and County Managers/Administrators:

High Country Council of Governments recently contracted with NCDOT for development of a regional Bike Plan. The attached document provides a brief summary. During the next month, I will be meeting with the seven County Managers to schedule appointments for the project's Steering Committee. I will be requesting appointments of three members from each County.

The Regional Bike Plan will be guided by NCDOT's Bicycle and Pedestrian Division. It will include significant public input, include data analysis, consider local plans, and make specific recommendations. When complete, I will be requesting adoption of the Plan from both Town and County Boards. We will be utilizing most of the Planning and Development staff here in development of the Bike Plan.

I have received some inquiries about the project already, so wanted to get a summary to you for your reference. I plan to provide more details at the next Managers Meeting, which Rick is trying to schedule for next month. If you have any questions or want more details in the meantime, just let me know.

Phillip Trew, AICP
Director of Planning and Development
High Country Council of Governments
468 New Market Boulevard
Boone, NC 28607
828-265-5434, ext. 121
828-265-5439 (fax)
ptrew@regiond.org

High Country Regional Bike Plan

Overview

High Country Council of Governments (HCCOG) recently contracted with NCDOT to develop a Regional Bike Plan for the seven-county region. The Plan is intended to improve safety, access, and mobility for cyclists by designating logical routes that connect municipalities and other major destinations in the region. The Plan will identify needed improvements to existing roadways, prioritize the improvements, and develop a signage plan to mark the identified routes. The Regional Bike Plan is intended to complement existing municipal bicycle plans, and will therefore not include extensive circulation routes within town limits. While NCDOT recognizes the recreational nature of cycling, the Plan is intended to develop routes that will provide transportation connections. The Plan will also recognize the economic and health impacts of cycling.

Process

Per NCDOT guidance, a Steering Committee will be formed to guide development of the Plan. The Steering Committee will include three representatives from each County, appointed by the County Boards of Commissioners. Additionally, representatives from NCDOT Divisions 11 and 13 and the Blue Ridge Parkway will be asked to be on the Steering Committee. The Plan will be developed over a 24-month period (July 2011 – June 2013), with 12 Steering Committee meetings anticipated. The meetings will be held during business hours, in Boone. Development of the Plan will include a public survey, and two public workshops. Following completion of the Plan, the 19 municipalities and seven Counties in the region will be asked to adopt the plan. High Country Council of Governments and High Country RPO will also be asked to adopt the plan.

Regional Bike Plan Components

The Regional Bike Plan will be long-term and comprehensive. It will analyze traffic data, accident data, existing bike and greenway plans, existing road conditions, and scheduled road projects to determine appropriate routes throughout the region. Existing right-of-way and identification of corridors suitable for off-road bike path development will also be considered during Plan development. The Plan will address the following: policies affecting cycling (regulatory and educational), maintenance of bike facilities, cost of improvements, sources of funding, and safety programs. Finally, the Plan will include recommended design for various bike facilities, and a signage plan consisting of appearance and specific location of recommended signs.

AGENDA ITEM 6:

Curb and Gutter Easement Request

MANAGER'S COMMENTS:

Mr. Jason Gaston, representing Temple of the High Country, will present a request for a construction easement for the installation of curb and gutter. Temple of the High Country will be constructing a new temple on property it owns that adjoins County property on Poplar Grove Road. The actual location for the easement is the southwest corner of the Agricultural Services Building beside the County's impound lot. Staff has reviewed the plan and has no issues or concerns with the request. Board action is requested.

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Anita Fogle

From: Deron Geouque [Deron.Geouque@watgov.org]
Date: Wednesday, July 27, 2011 9:54 AM
To: anita.fogle@ncmail.net
Subject: Fwd: Easement Plan for Curb & Gutter
Attachments: County C and G Termination.pdf; County C and G Termination zoom out.pdf

Deron Geouque
 County Manager
 Watauga County
 814 West King Street
 Boone, NC 28607
 (P) 828-265-8000
 (F) 828-264-3230
 Deron.Geouque@watgov.org

----- Forwarded message -----

From: "Jason Gaston" <jason@valorengineering.com>
Date: Tue, Jul 26, 2011 9:00 am
Subject: Easement Plan for Curb & Gutter
To: "Deron Geouque" <Deron.Geouque@watgov.org>

De

I got your phone message this morning, and have attached the grading plan for the area of C&G on the County's property. This knoll does get steep outside the R/W, but as you can see from the contours, there is no major shoulder slope behind this curb & gutter until you get about 10' away from the back-of-curb. Our property is actually very steep behind the sidewalk we are installing, but the top of this hill pans out, as most knoll-tops do. I've attached a close-up of your property and a zoomed out area so you can see how we are fighting the grade on our property more than on yours.

I will be more than happy to come and present this to the County, as I know that phone calls and emails don't always make it easy to see or understand. Just let me know what I need to do to help...thanks!

Jason Gaston, P.E.
President



O: 828.262.9807
 C: 770.722.9178
 215 Pine Heights Dr., Ste. 107
 Boone, NC 28607
www.valorengineering.com

A goal unwritten is a wish. A goal without a time-frame is a dream.

-----Original Message-----

7/27/2011

29

From: Jason Gaston [mailto:jason@valorengineering.com]
Sent: Wednesday, July 20, 2011 11:34 AM
To: 'Deron Geouque'
Cc: 'SCPAlA@aol.com'
Subject: RE: Easement Plan for Curb & Gutter

Deron,

I left you a phone message on Monday afternoon, and wanted to follow-up with you via email as well. Please give me a call if you have any questions about the easement agreement or the curb & gutter installation. Thanks!

Jason Gaston, P.E.

President



O: 828.262.9807

C: 770.722.9178

215 Boone Heights Dr., Ste. 107

Boone, NC 28607

www.valorengineering.com

A goal unwritten is a wish. A goal without a time-frame is a dream.

-----Original Message-----

From: Anthony di Santi [mailto:asd@dwc-law.com]
Sent: Monday, July 18, 2011 12:34 PM
To: Deron Geouque
Cc: SCPAlA@aol.com; jason@valorengineering.com
Subject: Easement Plan for Curb & Gutter

Deron:

I am submitting a request on behalf of the Temple of the High Country which will be constructing a new temple of property that it owns which adjoins property owned by Watauga County on Poplar Grove Road. As noted below, and as shown on the attached plat, a construction easement for the installation of curb and gutter is needed for the construction. May I have Jason Gaston, the engineer for the project, contact you to discuss this issue in more detail so that the issue can be presented to the county commissioners?

I hope you are enjoying your work as the county manager. Thank you for your review and advice. ASD

Anthony S. di Santi
di Santi Watson Capua & Wilson



642 W. King Street

PO Box 193

Boone, NC 28607

828 264-6126 telephone

828 264-7743 telefax

adisanti@dwc-law.com email

SEARCHED
SERIAL 004 3000-00-2114-000
INDEXED
JUL 16 2011
WATAUGA COUNTY

From: Jason Gaston [mailto:jason@valorengineering.com]

Sent: Thursday, July 14, 2011 6:45 PM

To: Steven Price

Cc: Anthony di Santi

Subject: Easement Plan for Curb & Gutter

Steve/Tony,

Attached is the offsite construction easement plan for the curb and gutter required along Poplar Grove Rd (on Watauga County property). Please coordinate this with the County Attorney/County Manager so we can have a construction easement in place for NCDOT. Thanks!

Jason Gaston, P.E.

President



O: 828.262.9807

C: 770.722.9178

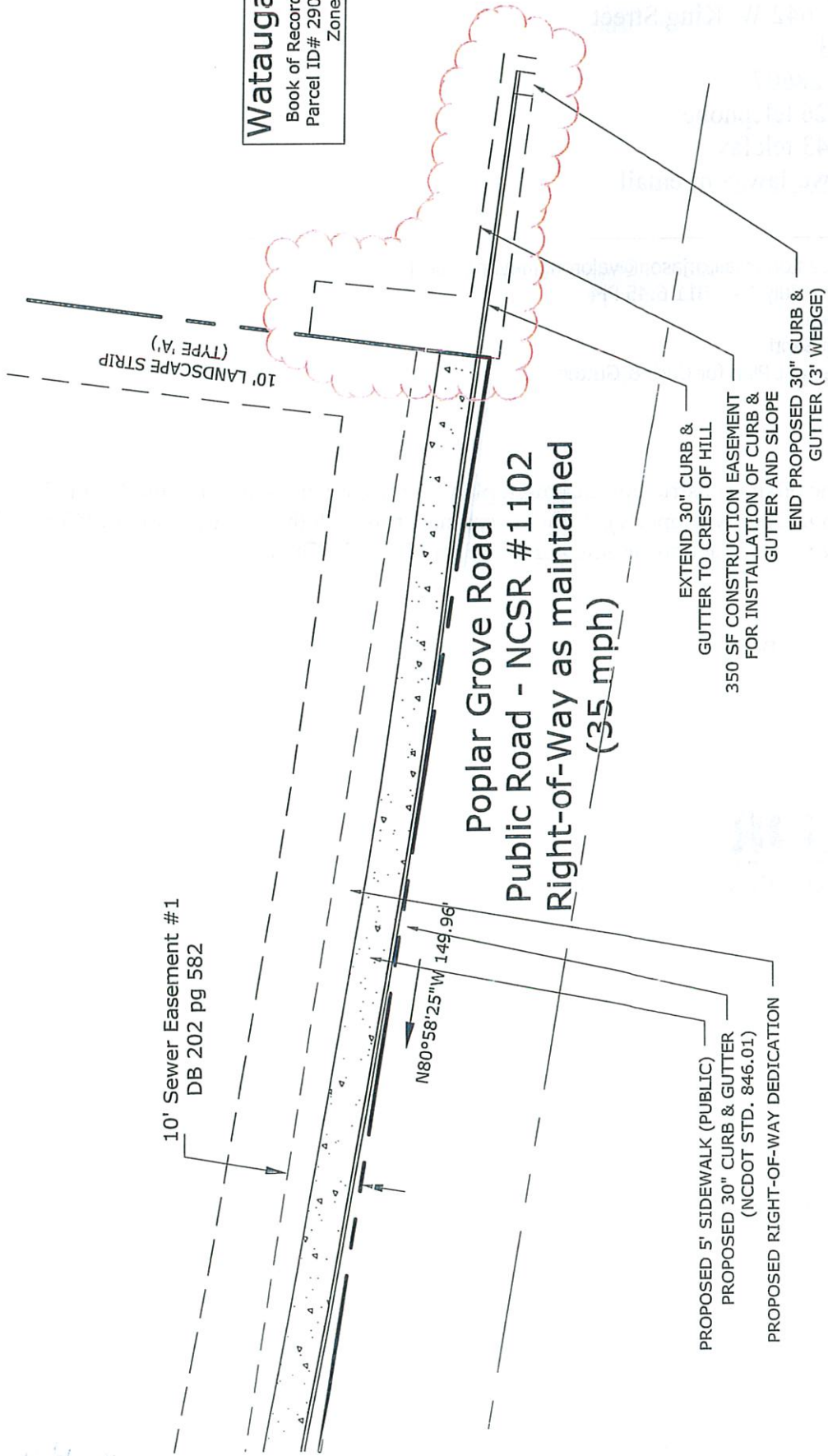
215 Boone Heights Dr., Ste. 107

Boone, NC 28607

www.valorengineering.com

A goal unwritten is a wish. A goal without a time-frame is a dream.

Watauga County
Book of Records 83 page 187
Parcel ID# 2900-69-5774-000
Zoned B-1



10' Sewer Easement #1
DB 202 pg 582

Poplar Grove Road
Public Road - NCSR #1102
Right-of-Way as maintained
(35 mph)

EXTEND 30" CURB &
GUTTER TO CREST OF HILL
350 SF CONSTRUCTION EASEMENT
FOR INSTALLATION OF CURB &
GUTTER AND SLOPE
END PROPOSED 30" CURB &
GUTTER (3' WEDGE)

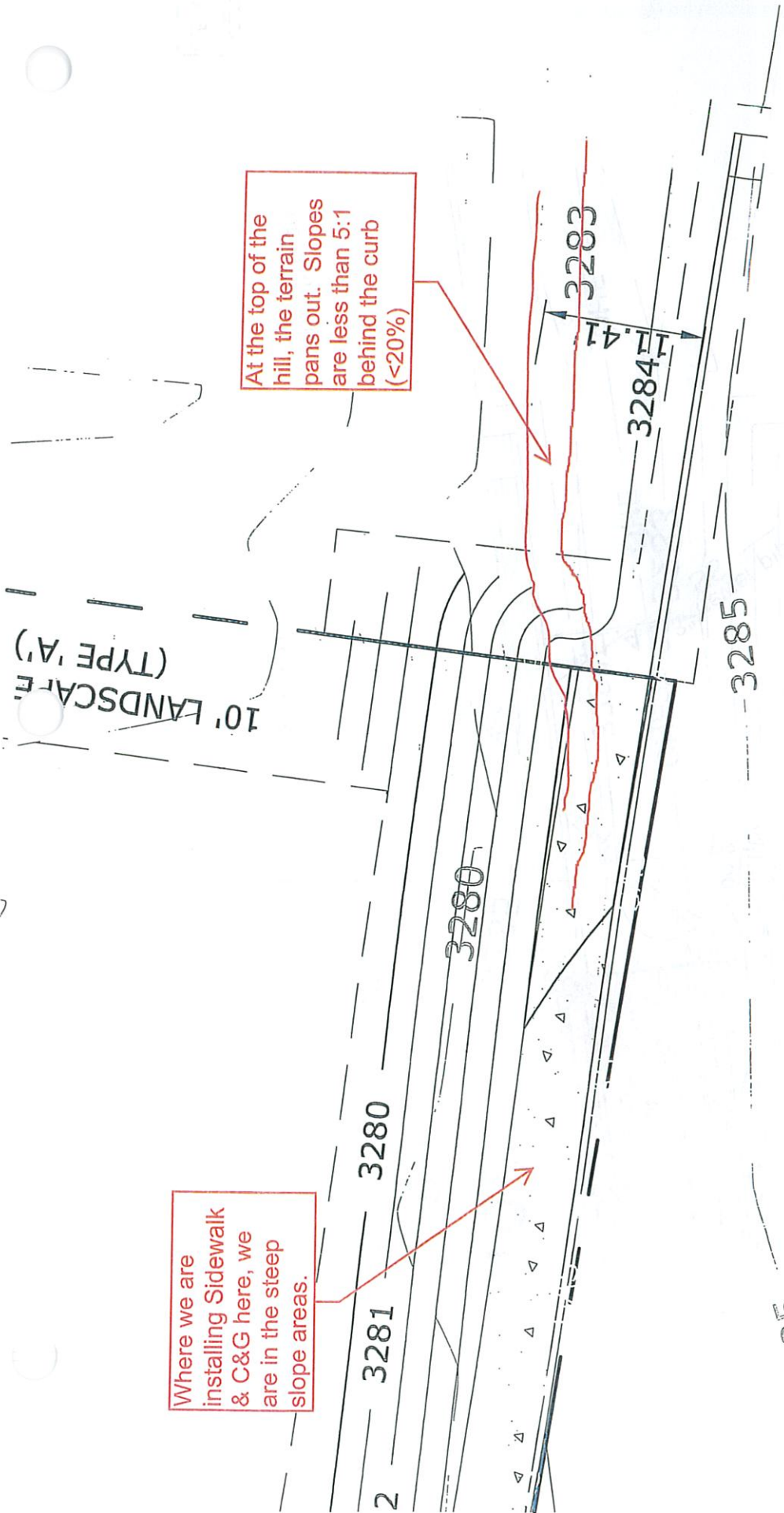
PROPOSED 5' SIDEWALK (PUBLIC)
PROPOSED 30" CURB & GUTTER
(NCDOT STD. 846.01)
PROPOSED RIGHT-OF-WAY DEDICATION

1" = 20'
8.5 X 11

At the top of the hill, the terrain pans out. Slopes are less than 5:1 behind the curb (<20%)

Where we are installing Sidewalk & C&G here, we are in the steep slope areas.

10' LANDSCAPE (TYPE 'A')



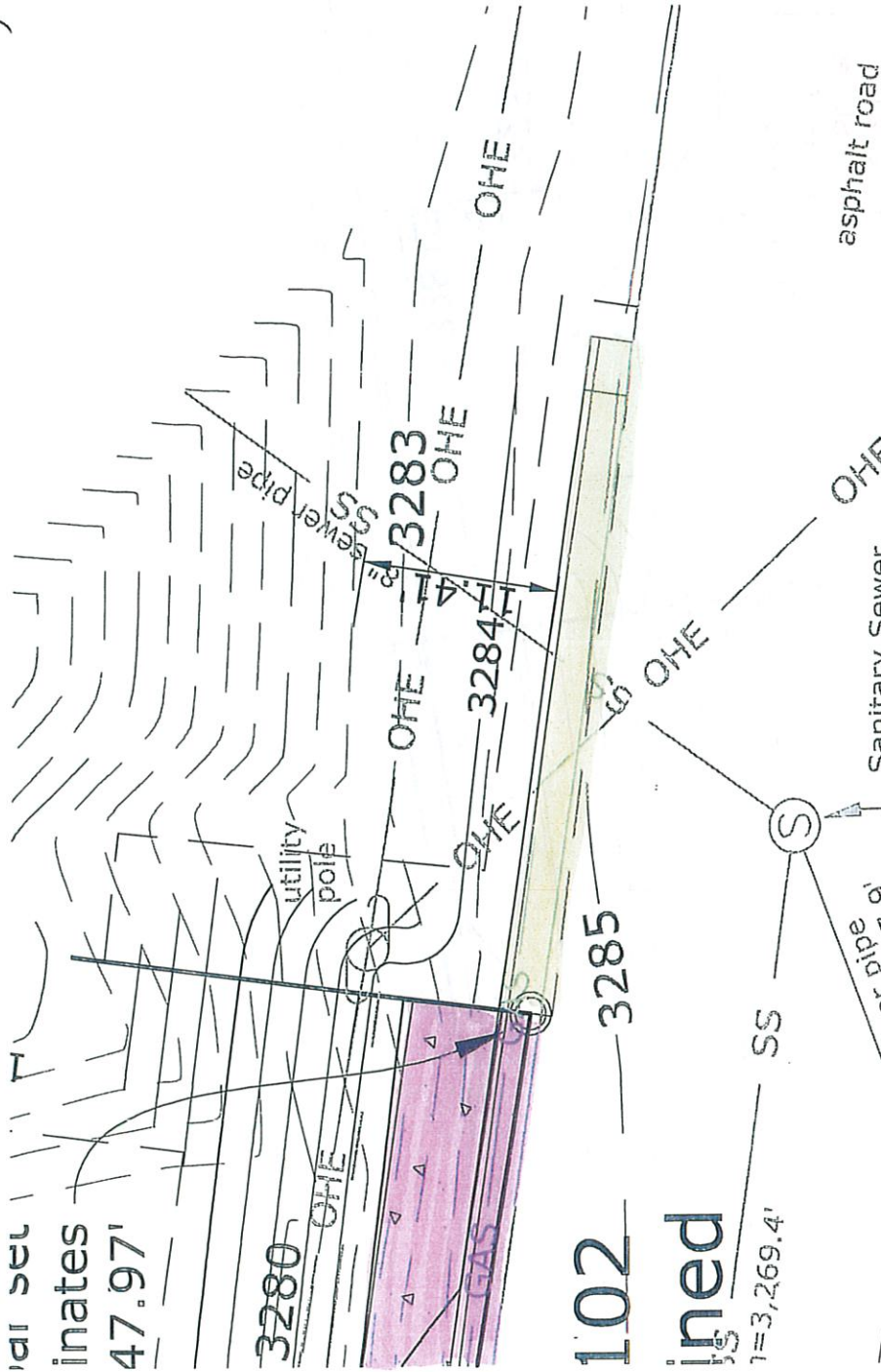
As per subject
discuss more & camp on
at [unclear]
MVA CO book

WAT Co. Prop.

Curb only

NC-DOT Standard 846.01

Sidewalk & Curb on
Valor Project



1" = 10'
8.5 x 11

AGENDA ITEM 7:

AppalCART Matters

A. Rural Operating Assistance Program (ROAP) Public Hearing Request

MANAGER'S COMMENTS:

Mr. Chris Turner, Director of AppalCART, will request the Board schedule a public hearing to allow citizen comment on Watauga County's Rural Operating Assistance Program (ROAP) application. County governments are the only eligible applicants for ROAP funds. All counties must submit an annual application to receive these funds. Mr. Turner will request the public hearing be scheduled for the August 16, 2011, meeting at 6:00 P.M. Board action is requested.

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Deron Geouque

From: Chris Turner [director@appalcart.com]
Sent: Monday, July 25, 2011 9:36 AM
To: Deron Geouque
Subject: public hearing request for August 16th

Deron,

I would like to request a public hearing on August 16th for the county's Rural Operating Assistance Program Application for FY 2012. I shall be at the meeting August 2nd.

Chris

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AGENDA ITEM 7:

AppalCART Matters

B. Contract Renewal Requests

- 1. Parks and Recreation**
- 2. Project on Aging**

MANAGER'S COMMENTS:

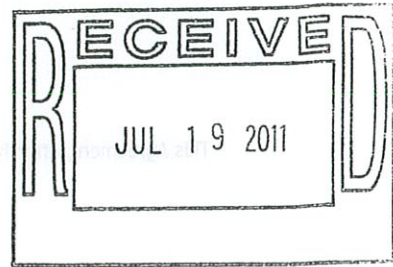
Mr. Turner will present the renewal of contracts for the Parks and Recreation Department and Project on Aging (POA). Each year POA and Parks and Recreation renew the contract with AppalCART to provide transportation to each of the departments. The contract amounts for FY 2012 for POA are the same. The Parks and Recreation contract increased ten cents on the per mileage rate from \$1.00 to \$1.10. The hourly rate remained the same at \$14.48. Staff requests Board approval of the contracts.

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Contract Renewal Requests
J. Parks and Associates
2. Project Funding

THE BOARD'S COMMENTS:

The Board has reviewed the information provided and has no comments at this time. The Board will continue to monitor the situation and will meet again on the next agenda item.



July 14, 2011

Hi again,

It's contract renewal time.

Please have both copies signed and return both back to AppalCART and then we'll return one back to you.

Thank you,

Joanna Wilcox, Secretary
AppalCART
POB 2357
Boone, NC 28607
appalcart@appalcart.com
828.264.2280 phone

Transportation Agreement

This Agreement, effective this 1st day of July 2011, by and between AppalCART and

Agency Name: Parks And Recreation

Contact Person: Sharon Greer

Address: 231 Complex Drive, Boone, NC 28607

Phone: 828-264-9512

Fax: 828-264-9523

Email: sharon.greer@ncmail.net

Rate Per Mile: 1.10

Rate Per Hour: 14.48

NORTH CAROLINA
WATAUGA COUNTY

AGREEMENT

THIS AGREEMENT, effective this 1st day of July 2011 by and between AppalCART and

PARKS AND RECREATION

hereinafter referred to as Parks And Recreation

NOW, THEREFORE,

in consideration of the mutual covenants set forth herein, the AppalCART and Parks And Recreation agree as follows:

Section 1 Purpose of Agreement

The purpose of this Agreement is to provide for the continued implementation of a consolidated, coordinated Public Transportation Project in Watauga County pursuant to the Watauga County Community Transportation Service Plan of December 2001, and to state the terms, conditions and mutual undertakings of the parties as to the manner in which AppalCART will provide transportation services for Parks And Recreation

Section 2 Adoption of Required Provisions

This Agreement incorporates the required provisions of the North Carolina Department of Transportation AppalCART Agreement under Project Number 12-CT-007 and subsequent agreements between the North Carolina Department of Transportation and AppalCART

Section 3 Scope of Work

1. The normal hours of operation shall be between 6:00a.m. and 6:00p.m. Monday through Friday:

- [a] AppalCART will provide regulary scheduled transportation services to Parks And Recreation as may be mutually agreed upon.
- [b] Parks And Recreation shall notify AppalCART at least three [3] working day in advance of any revisions in scheduling, or of any additions or deletions of pasengers. Failure to provide three days notification of cancellations will result in billing for services scheduled, unless adverse weather is the cause
- [c] Flexible scheduling for special activities may be implemented as deemed appropriate as long as at least three [3] days notice is given
- [d] Scheduling and routing of the AppalCART vehicles will be coordinated with Appalachian State University and routing requirements of the general public
- [e] The routes and schedules may be modified from time to time by AppalCART in order to provide for a more effective and efficient provision of service to the citizens of Watauga County

2. Insurance:

- [a] AppalCART will be responsible for maintaining insurance to meet the requirements of Section 13 of the North Carolina Department of Transportation AppalCART Project Number 12-CT-007

3. Lien holder:

- [a] AppalCART First lien holder on all vehicles titled to AppalCART shall be the Public Transportation Division of North Carolina Department of Transportation

4. Vehicle Operation:

- [a] AppalCART will ensure that the vehicles will be equipped, maintained, operated and managed in a safe, efficient and businesslike manner, and the parties do further agree that the driver shall have the final control regarding safety and whether or not the routes should be followed on days of bad weather.

5. Drivers' Training:

- [a] AppalCART will provide drivers training to ensure that all drivers have adequate knowledge of passenger safety, CPR first aid, defensive driving, and preventive vehicle maintenance.

6. Service Standards Parameter:

- [a] Vehicles will run the approved routes on established schedules within [+ or -] ten [10] minutes, and be equipped with land transportation communication radio systems.

7. Period of Performance:

- [a] AppalCART shall commence performance of this contract on the 1st day of July 2011 and shall complete, renew or amend this contract as appropriate to complete the terms, conditions and required provisions of the North Carolina Department of Transportation an AppalCART under Project Number 12-CT-007
- [b] Unit Rate. By mutual agreement, the unit rate of said service shall be 1.10 per vehicle mile and 14.48 per vehicle service hour. Mileage rates may change with major changes in price of fuel. All passenger routes will be billed at 100% of actual cost at the above unit rate.
- [c] Method of Invoicing. AppalCART will submit an itemized invoice to Parks And Recreation on a monthly basis, payment terms are thirty [30] days net.
- [d] Cost Documentation. All costs charged to Parks And Recreation including any approved services performed by AppalCART shall be supported by properly executed payrolls, time records, invoices, cancelled checks, deposit slips or vouchers evidencing in detail the nature and property of the charges.

8. Record Retention

- [a] AppalCART shall retain all records pertaining to this Project for a period of three [3] years from the date of this agreement
- [b] AppalCART shall permit North Carolina Department of Transportation/Public Transportation Division to inspect all work, materials, payrolls and other data and records with regard to the Project and to audit the books, records and account of the, Authority pertain to the Project

Section 4 Termination of Agreement

In the event of noncompliance with any provision of the Agreement, either party may terminate the Agreement by giving the other party sixty [60] days advance written notice.

IN WITNESS WHEREOF the parties here to have executed this Agreement the day and year first above written

By: _____
 Nathan A Miller
 Watauga County Commissioners Chair

By: _____
 Jerry C Moretz
 AppalCART Board Chair

Attest: _____
 Clerk
 To The County Commissioners

Attest: _____
 Joanna Wilcox
 Clerk to the AppalCART Board



Watauga County Project on Aging

132 Poplar Grove Connector, Suite A • Boone, North Carolina 28607
Telephone 828-265-8090 Fax 828-264-2060 TDD 1-800-735-2962 Voice 1-800-735-8262

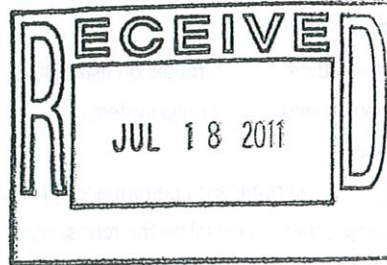
MEMORANDUM

TO: Deron Geouque, County Manager

FROM: Angie Boitnotte, Director *AB*

DATE: July 15, 2011

SUBJ: Request for Board of Commissioners' Consideration – FY 2012 AppalCART Contract Renewal



Each year, the Project on Aging renews the contract with AppalCART to provide transportation services to adults 60 and older in the County. The contract amounts for FY12 are the same as the current rates of \$13.09 per hour and .69 cents per mile.

Funds to cover the contracted amounts are included in the agency's requested FY 2012 budget.

Thank you for your consideration.

Enclosures

Transportation Agreement

This Agreement, effective this 1st day of July 2011, by and between AppalCART and

Agency Name: Project On Aging

Contact Person: Angie Boitnotte

Address: 132 Poplar Grove Connector, Suite A, Boone, NC 28607

Phone: 828-265-8092

Fax: 828-264-2060

Email: none listed

Rate Per Mile: 0.69

Rate Per Hour: 13.09

NORTH CAROLINA
WATAUGA COUNTY

AGREEMENT

THIS AGREEMENT, effective this 1st day of July 2011 by and between AppalCART and

PROJECT ON AGING

hereinafter referred to as Project On Aging

NOW, THEREFORE,

in consideration of the mutual covenants set forth herein, the AppalCART and Project On Aging agree as follows:

Section 1 Purpose of Agreement

The purpose of this Agreement is to provide for the continued implementation of a consolidated, coordinated Public Transportation Project in Watauga County pursuant to the Watauga County Community Transportation Service Plan of December 2001, and to state the terms, conditions and mutual undertakings of the parties as to the manner in which AppalCART will provide transportation services for Project On Aging

Section 2 Adoption of Required Provisions

This Agreement incorporates the required provisions of the North Carolina Department of Transportation AppalCART Agreement under Project Number 12-CT-007 and subsequent agreements between the North Carolina Department of Transportation and AppalCART

Section 3 Scope of Work

1. The normal hours of operation shall be between 6:00a.m. and 6:00p.m. Monday through Friday:

- [a] AppalCART will provide regular scheduled transportation services to Project On Aging as may be mutually agreed upon.
- [b] Project On Aging shall notify AppalCART at least three [3] working day in advance of any revisions in scheduling, or of any additions or deletions of passengers. Failure to provide three days notification of cancellations will result in billing for services scheduled, unless adverse weather is the cause
- [c] Flexible scheduling for special activities may be implemented as deemed appropriate as long as at least three [3] days notice is given
- [d] Scheduling and routing of the AppalCART vehicles will be coordinated with Appalachian State University and routing requirements of the general public
- [e] The routes and schedules may be modified from time to time by AppalCART in order to provide for a more effective and efficient provision of service to the citizens of Watauga County

2. Insurance:

- [a] AppalCART will be responsible for maintaining insurance to meet the requirements of Section 13 of the North Carolina Department of Transportation AppalCART Project Number 12-CT-007

3. Lien holder:

- [a] First lien holder on all vehicles titled to AppalCART shall be the Public Transportation Division of North Carolina Department of Transportation

4. Vehicle Operation:

- [a] AppalCART will ensure that the vehicles will be equipped, maintained, operated and managed in a safe, efficient and businesslike manner, and the parties do further agree that the driver shall have the final control regarding safety and whether or not the routes should be followed on days of bad weather.

5. Drivers' Training:

- [a] AppalCART will provide drivers training to ensure that all drivers have adequate knowledge of passenger safety, CPR first aid, defensive driving, and preventive vehicle maintenance.

6. Service Standards Paramenter:

- [a] Vehicles will run the approved routes on established schedules within [+ or -] ten [10] minutes, and be equipped with land transportation communication radio systems.

7. Period of Performance:

- [a] AppalCART shall commence performance of this contract on the 1st day of July 2011 and shall complete, renew or amend this contract as appropriate to complete the terms, conditions and required provisions of the North Carolina Department of Transportation an AppalCART under Project Number 12-CT-007
- [b] Unit Rate. By mutual agreement, the unit rate of said service shall be 0.69 per vehicle mile and 13.09 per vehicle service hour. Mileage rates may change with major changes in price of fuel. All passenger routes will be billed at 100% of actual cost at the above unit rate.
- [c] Method of Invoicing. AppalCART will submit an itemized invoice to Project On Aging on a monthly basis, payment terms are thirty [30] days net.
- [d] Cost Documentation. All costs charged to Project On Aging including any approved services performed by AppalCART shall be supported by properly executed payrolls, time records, invoices, cancelled checks, deposit slips or vouchers evidencing in detail the nature and property of the charges.

8. Record Retention

- [a] AppalCART shall retain all records pertaining to this Project for a period of three [3] years from the date of this agreement
- [b] AppalCART shall permit North Carolina Department of Transportation/Public Transportation Division to inspect all work, materials, payrolls and other data and records with regard to the Project and to audit the books, records and account of the, Authority pertain to the Project

Section 4 Termination of Agreement

In the event of noncompliance with any provision of the Agreement, either party may terminate the Agreement by giving the other party sixty [60] days advance written notice.

IN WITNESS WHEREOF the parties here to have executed this Agreement the day and year first above written

By: _____
 Nathan A Miller
 Watauga County Commissioners Chair

By: _____
 Jerry C Moretz
 AppalCART Board Chair

Attest: _____
 Clerk
 To The County Commissioners

Attest: _____
 Joanna Wilcox
 Clerk to the AppalCART Board

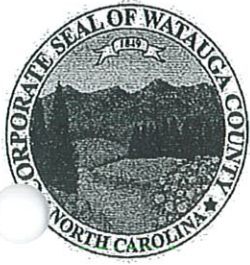
AGENDA ITEM 8:

Requested Acceptance of Senior's Health Insurance Information Program (SHIIP) Grant/Contract for FY 2012

MANAGER'S COMMENTS:

Ms. Angie Boitnotte, Director of Project on Aging (POA), will request the Board accept the FY 2012 grant/contract for the Senior's Health Insurance Information Program (SHIIP). The grant is for \$8,803 and requires no County funds. The funds are used to provide assistance and outreach to low-income citizens. Staff requests Board approval.

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Watauga County Project on Aging

132 Poplar Grove Connector, Suite A • Boone, North Carolina 28607

Website: www.wataugacounty.org/aging angie.boitnotte@watgov.org

Telephone 828-265-8090 Fax 828-264-2060 TTY 1-800-735-2962 Voice 1-800-735-8262 or 711

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MEMORANDUM

TO: Deron Geouque, County Manager

FROM: Angie Boitnotte, Director

DATE: July 22, 2011

SUBJ: Request for Board of Commissioners' Consideration – Acceptance of the FY 2012 SHIP Grant/Contract

The Project on Aging is eligible to receive a grant from the Senior's Health Insurance Information Program (SHIP) which is a division of the North Carolina Department of Insurance. The grant amount is \$8,803 and does not require a local match.

The funds are to be used to conduct outreach events, provide open enrollment for Medicare Part D, coordinate a volunteer recognition event, provide counseling clinics, expand Low Income Subsidy (LIS) outreach and enrollment, and to cover the cost of the SHIP Coordinator's attendance at the SHIP Coordinator's Training Conference.

I recommend acceptance of these funds and will be present for questions or discussion.

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MEMORANDUM

To: [Faint text]

From: [Faint text]

Subject: [Faint text]

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[Faint paragraph of text]

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AGENDA ITEM 9:

Proposed Contract for the Installation and Implementation of an Electronic Document Management System for the Department of Social Services

MANAGER'S COMMENTS:

Mr. Jim Atkinson will present a contract with Northwoods Consulting Partners, Inc. for the installation and implementation of an electronic document management system. The system will improve efficiency as staff will no longer be required to input client information multiple times. This efficiency will allow the department to reduce clerical services and thus some staff positions will be eliminated through attrition.

The Board approved the electronic document management system during the Fiscal Year 2011-12 budget process. The total contract price is \$210,624 in which staff estimates the County will be eligible for \$35,000 in reimbursements with the remaining \$175,000 appropriated in the Department of Social Services budget.

The County Attorney has already reviewed the contract. Staff requests approval from the Board.

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NORTHWOODS CONSULTING PARTNERS, INC.

PURCHASE AGREEMENT

This Purchase Agreement (hereinafter referred to as "Agreement") is made and entered into this ___ day of _____, 201__, by and between Northwoods Consulting Partners, Inc., an Ohio corporation with its principal offices at 5815 Wall Street, Dublin, Ohio 43017, USA, (hereinafter referred to as "Northwoods"), and the company, person or entity executing this Agreement as the "Licensee" in the space provided below (hereinafter referred to as "Licensee"):

Licensee's Name: Watauga County, N.C.
Department of Social Services

Licensee's Address: 132 Poplar Grove Connector
Suite C
Boone, North Carolina 28607

RECITALS

WHEREAS, Northwoods is the developer of a suite of highly configurable Commercial Off-The Shelf ("COTS") software marketed specifically to human and social services agencies throughout the United States; and

WHEREAS, Licensee desires to purchase the Northwoods software products and solution detailed herein; and

WHEREAS, Licensee understands that Northwoods has no obligation to customize the software provided pursuant to this Agreement, and that any request for customization of the software will be made at Northwoods' sole discretion and may require Licensee to pay additional money for such customization (any additional money or conditions to be subject to a change order or amendment signed by both parties).

WHEREAS, Northwoods understands that this software will be used by Watauga County Department of Social Services for paperless storage of data for its social services files.

NOW, THEREFORE, in consideration of the mutual covenants contained herein, and intending to be legally bound, the parties hereto agree as follows:

1. Northwoods will undertake the delivery, installation and implementation of a specified Electronic Document Management and Business Operations Integrated Solution (hereinafter referred to as "Project") for the Licensee according to the terms detailed in the Agreement Documents.
2. The term "Agreement Documents" includes the following:
 - (a) The price quote for this Project, detailed in "Watauga County DSS Document Management Solution," presented by Northwoods on July 18, 2011 (Attachment A);
 - (b) The Compass Software® End User License Agreement (or "EULA") (Attachment B);
 - (c) The Compass Software® Maintenance Agreement (Attachment C);
 - (d) The "Northwoods Remote Access Requirements" document (Attachment D);
 - (e) The Scope of Work for this Project as detailed in the _____ (Attachment E); and
 - (f) Any other document(s) submitted and accepted that detail(s) the terms and conditions of the Project.
3. The Agreement Documents are hereby incorporated into this Agreement by reference as if fully reproduced herein. Any inconsistencies between this Agreement and any of the Agreement Documents shall be resolved in the following order of preference: this Agreement; the price quote; the Compass Software® End User License Agreement (or "EULA"); the Compass Software® Maintenance Agreement; the Northwoods Remote Access Requirements document; the Scope of Work; and finally any other documents in order of their date with the most recent document receiving highest preference.
4. Northwoods will furnish all staff, materials, supplies, and labor as detailed in the Scope of Work for this Project.

5. This Agreement will be effective from _____, 201__ through _____, 201__, inclusive, unless otherwise terminated or extended by formal amendment. The expiration of this Agreement does not affect the existence and obligations of the Compass Software® End User License Agreement (or “EULA”) or the Compass Software® Maintenance Agreement.
6. Northwoods agrees to perform all of the work described in the Agreement Documents and comply with the terms therein for the total compensation amount of Two Hundred Seventy-Ten Thousand, Six Hundred Twenty-Four and 00/100 Dollars (\$210,624.00), which amount includes the first year’s annual maintenance costs for the solution. Failure to remit timely payment of any invoice without good cause on the part of the Licensee may result in Northwoods ceasing work on the Project upon giving fifteen (15) days written notice of its intent to do so.
7. The payment detail for the compensation due pursuant to this Agreement is as follows:
 - (a) One Hundred Two Thousand, Eight Hundred Seventy-Five and 00/100 Dollars (\$102,875.00) in consideration of all of the software detailed in the Scope of Work will be invoiced at the beginning of the Project. Payment will be due within thirty (30) days after the later of: (1) the date Licensee receives an invoice; or (2) the date Licensee receives the Project Plan. Licensee shall be prepared to receive all software components on the day a purchase order for such components is received by Northwoods, unless other arrangements have been previously made.
 - (b) Twenty Thousand, Five Hundred Seventy-Five and 00/100 Dollars (\$20,575.00) in consideration of the first year’s annual maintenance costs and technical point of contact (“TPOC”) training costs (if applicable) will be invoiced to Licensee at the beginning of the Project, and payment will be due within thirty (30) days after receipt of that invoice. The first annual software maintenance period begins on the day the software is licensed. Software is licensed on the day the software is installed on the customer’s server or client machines.
 - (c) Eighty-Seven Thousand, One Hundred Seventy-Four and 00/100 Dollars (\$87,174.00) in consideration of all professional services will be invoiced according to the following schedule, and each payment will be due within thirty (30) days after receipt of the pertinent invoice:
 - (1) Ten percent (10%) of the total compensation for services will be due after the completion of the Startup Phase of the Project;
 - (2) Twenty-five percent (25%) of the total compensation for services will be due after the completion of the Design Phase of the Project;
 - (3) Thirty-five percent (35%) of the total compensation for services will be after the Test Phase of the Project;
 - (4) Twenty percent (20%) of the total compensation for services will be due after the completion of the Deploy Phase of the Project; and
 - (5) Ten percent (10%) of the total compensation for services will be due after the Closeout Phase of the Project.

Notwithstanding Section 3, the compensation terms contained within this section of the Agreement supersede any contradictory compensation provisions found in any of the Agreement Documents.

8. Licensee acknowledges and agrees that Northwoods requires on-line access to the Software to be installed on Licensee’s systems in order for Northwoods to properly install and configure the system and to provide Maintenance and Support Services hereunder, and that the compensation detailed above is predicated on Northwoods having adequate secure remote access. Accordingly, Licensee agrees that it shall install and maintain, at Licensee’s sole cost and expense, properly functioning and appropriate, industry standard communications software approved by Northwoods; and Licensee shall establish and maintain, at Licensee’s sole cost and expense, an adequate secure connection with Northwoods to facilitate Northwoods’ remote Maintenance and Support Services. Details of the required ports and acceptable applications are found within the “Northwoods Remote Access Requirements” document incorporate by reference as if fully restated herein.
9. This Agreement may be terminated by either party upon thirty (30) days notice, in writing, delivered upon the other party prior to the effective date of termination. In the event of termination by either party, Licensee shall be responsible for payment of compensation for all software and services rendered by Northwoods through the date of termination. The

termination of this Agreement does not affect the existence and obligations of the Compass Software® End User License Agreement (or "EULA") or the Compass Software® Maintenance Agreement.

10. Northwoods understands that N.C. Gen. Stat. 7B-2901(c)(d)(h)(i), N.C. Gen. Stat. 108A-80, and 10A NCAC 70A.0113 and other State and federal laws prohibit the disclosure of information retained by the Department of Social Services. Northwoods and all of its agents and assigns shall keep confidential any and all information of the Watauga County Department of Social Services, its clients, applicants, or agents. The termination of this Agreement does not affect the existence and obligations of Northwoods in this regard. Northwoods shall forever treat Watauga County's data and information as confidential and shall safeguard said information.
11. This Agreement shall be binding upon all parties hereto and upon their respective heirs, executors, administrators, successors, and assigns.
12. This Agreement shall not be modified in any manner except by an instrument, in writing, executed by all parties to this Agreement.
13. This Agreement and any claim, action, suit, proceeding, or dispute arising out of this Agreement shall in all respects be governed by, and interpreted in accordance with, the substantive laws of the State of North Carolina without regard to its conflicts of laws provisions. Venue and jurisdiction for any action, suit, or proceeding arising out of this Agreement shall vest exclusively in the federal or state courts of general jurisdiction in Watauga County, North Carolina.
14. If any term or provision of this Agreement shall be held invalid or unenforceable, the remainder of this Agreement, or the application of such term or provision to persons or circumstances other than those as to which it is held invalid or unenforceable, shall not be affected thereby and each term and provision of this Agreement shall be valid and enforced to the fullest extent permitted by law.
15. Nothing in this Agreement is intended to, or shall be deemed to constitute a partnership, association or joint venture between the parties in the conduct of the provisions of this Agreement. Northwoods shall at all times have the status of an independent contractor.
16. NOTWITHSTANDING ANY DAMAGES THAT LICENSEE MIGHT INCUR FOR ANY REASON WHATSOEVER (INCLUDING, WITHOUT LIMITATION, ALL DAMAGES REFERENCED HEREIN AND ALL DIRECT OR GENERAL DAMAGES IN CONTRACT OR ANYTHING ELSE), THE ENTIRE LIABILITY OF NORTHWOODS UNDER ANY PROVISION OF THIS AGREEMENT AND LICENSEE'S EXCLUSIVE REMEDY HEREUNDER SHALL BE LIMITED TO THE ACTUAL DAMAGES INCURRED IN REASONABLE RELIANCE ON THE SOFTWARE. THE FOREGOING LIMITATIONS, EXCLUSIONS AND DISCLAIMERS SHALL APPLY TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, EVEN IF ANY REMEDY FAILS ITS ESSENTIAL PURPOSE. In no event shall Northwoods be liable for any special, incidental, punitive, indirect, or consequential damages whatsoever (including, but not limited to, damages for loss of profits or confidential or other information, for business interruption, for personal injury, for loss of privacy, for failure to meet any duty including of good faith or of reasonable care, for negligence, and for any other pecuniary or other loss whatsoever) arising out of or in any way related to the use of or inability to use the software, the provision of or failure to provide support or other services, information, software, and related content through the software or otherwise arising out of the use of the software, or otherwise under or in connection with any provision of this Agreement, even in the event of the fault, tort (including negligence), misrepresentation, strict liability, breach of contract or breach of warranty of Northwoods, and even if Northwoods has been advised of the possibility of such damages.
17. If by reason of *force majeure* either party is unable in whole or in part to act in accordance with this Agreement, the party shall not be deemed in default during the continuance of such inability. The term "*force majeure*" as used herein shall include without limitation: acts of God; strikes or lockout; acts of public enemies; insurrections; riots; epidemics; lightning; earthquakes; fire; storms; flood; washouts; droughts; arrests; restraint of government and people; civil disturbances; and explosions. Each party, however, shall remedy with all reasonable dispatch any such cause to the extent within its reasonable control which prevents the party from carrying out its obligations contained herein.
18. Any waiver by either party of any provision or condition of this contract shall not be construed or deemed to be a waiver of any other provision or condition of this Agreement, nor a waiver of a subsequent breach of the same provision or condition.

19. This Agreement may be executed in one or more identical counterparts, each of which shall be deemed an original but all of which together shall constitute but one and the same instrument.
20. All notices, consents, requests, bills, statements, demands, or other communication hereunder shall be in writing and shall be deemed to have been duly given and delivered when sent registered mail, return receipt requested, postage prepaid, to the following individuals at the following addresses:

To Northwoods Consulting Partners, Inc.:
Attn: Gary Heinze, President
5815 Wall Street
Dublin, OH 43017

To Watauga County:
Attn: Deron Geouque, County Manager
814 West King Street, Suite 205
Boone, NC 28607

With copies to:

Stacy C. Eggers, IV
Watauga County Attorney
Post Office Box 248
Boone, NC 28607

Jim Atkinson, Director
Watauga County Department of Social Services
132 Poplar Grove Connector, Suite C
Boone, NC 28607

21. It is anticipated that Watauga County shall purchase the hardware associated with this Project independently from this Agreement. Northwoods shall provide Watauga County a list of hardware specifications necessary to successfully run all aspects of its solution.
22. This contract anticipates that Northwoods will provide all necessary training to Watauga County DSS employees to make the software purchased herein complete the obligations of the employees and minimize the needs of paper records. Northwoods shall assist the Watauga County Department of Social Services in compliance regarding the North Carolina Department of Cultural Affairs, Division of Archives retention schedule for documents and ensuring compliance with electronic retention requirements for documents.

*Signature Page Follows
Remainder of Page Intentionally Blank*

IN WITNESS WHEREOF, the parties hereto have executed, or caused to be executed by their duly authorized officials, this Agreement in duplicate, each of which shall be deemed an original, as of the date first above written.

WATAUGA COUNTY, N.C.

Nathan A. Miller, Chairman
Watauga County Board of Commissioners
814 West King Street, Suite 205
Boone, North Carolina 28607

Attest:

_____(SEAL)
Anita Fogle, Clerk to the Board

NORTHWOODS CONSULTING PARTNERS, INC.

Gary Heinze, President

NORTHWOODS CONSULTING PARTNERS, INC.
5815 Wall Street
Dublin, Ohio 43017

Watauga County Northwoods Contract dated the ____ day of July, 2011

This instrument has been pre-audited in the manner required by the Local Government Budget and Fiscal Control Act.

Margaret Pierce, Watauga County Finance Director

IN WITNESS WHEREOF, the parties have executed this Agreement in duplicate, and the original shall be deemed as one of the copies.

17 AUGUST 2017

Name of the Party
Address of the Party
City of the Party

ATTACHMENT A

Name of the Party
Address of the Party
City of the Party

System Functionality Requirements by Group/User

	Appt Mgt				Software				Form Mgt				Appt				Hardware				Firm				
	Compass Appts/Exam Software	Compass Self Scan Kiosk	Compass Capture Scan Station	Compass Capture Desktop	Compass Pkg	Essential User Named	Laetefide User - Grant	Cardload	Compass Form	Compass Self Scan Proc	Compass Appts Channel	Compass Self Scan Cabinet	Fullsize Scanner	Desktop Scanning PC	Desktop System Monitor	Desktop Scanning Receipt Printer	Desktop Scanning Printer	Label Printer	Receipt Printer	Mid-Val Scanner	High Val Scanner	17" Monitor	Dual VGA Adapter	LCD Structure Pod	
Income Maintenance																									
Adult Medicaid Supervisor					1	1																1		1	1
Melissa McCurry					4	4	4															4		4	4
Sandy Phillips-IMC																									
Kim Grigsby-IMC																									
Hilda Gatling-IMC																									
Judy Miller-IMC					1	1																			
Processing Asst Leisa Gunter																						1		1	1
F & C Med/WF Supervisor					1	1																1		1	1
Maureena Denny					5	5	5															5		5	5
Case Managers Angela Pariso																									
Connie Lichtenhahn																									
Rick Cornejo					1	1																			
Ralph Sorrell																									
Vacant																									
Processing Asst Miranda Norris																						1		1	1
FNS																									
Supervisor Janie Trivette					1	1																			
Case Managers Annette Sluder					4	4																4		4	4
Julie Farthing																									
Vacant																									
Judy Matheson																									
Data Entry Specialist Lynne Austin					1	1																1		1	1
Admin Asst Karen Ward					1	1																			
Front Desk Charlotte Greene					1	1																			
Teresa Halbedel					1	1																			
Scan Stations																									
Totals	0	0	0	4	22	22	9	19	0	19	0	4	2	2	2	2	2	1	1	0	0	19	19	19	

**Watauga County DSS
Document Management Solution
7/18/2011 Fixed Cost Estimate**

Functional Group - Electronic Document Management

Compass Software

Description	Code	Price Each	Qty	Total Price
<i>Client Software Modules</i>				
Capture Scan Station (1st)	SW-CAP-W1	\$4,000.00	1	\$4,000.00
Capture Scan Station (2-5)	SW-CAP-W2	\$2,800.00	3	\$8,400.00
Pilot (1-5)	SW-PLT-U1	\$1,200.00	5	\$6,000.00
Pilot (6-25)	SW-PLT-U2	\$975.00	17	\$16,575.00
<i>Server Software Modules</i>				
Plug-in for Laserfiche	SW-PLF-U1	N/A	22	\$5,500.00
Data Migrator	SW-DTM-C1	N/A	9	\$2,800.00
Total for Compass Software				\$46,075.00

Laserfiche Software

Description	Price Each	Qty	Total Price
Laserfiche Avante Server	\$5,000.00	1	\$5,000.00
Laserfiche Audit Trail Standard	\$75.00	24	\$1,800.00
Laserfiche Named User Client	\$500.00	24	\$12,000.00
Total for Laserfiche Software			\$18,800.00

Hardware and Other Software

Description	Price Each	Qty	Total Price
<i>Distributed Capture Systems</i>			
Fujitsu Scanner	\$1,026.00	4	\$4,104.00
Accufax Document Carriers	\$39.00	1	\$39.00
Scanning Station	\$1,075.00	2	\$2,150.00
Touch Screen Monitor	\$514.00	2	\$1,028.00
Receipt Printer	\$143.00	2	\$286.00
Scanning Furniture	\$306.00	2	\$612.00
Label Printer	\$144.00	1	\$144.00
USB Numeric Keypad	\$27.00	1	\$27.00
<i>Server Hardware and Software</i>			
Server Rack & UPS	\$3,274.00	1	\$3,274.00
KVM & Cables	\$888.00	1	\$888.00
Laserfiche Database & Application Server	\$15,142.00	1	\$15,142.00
Pilot/RightFax Database & Application Server	\$15,142.00	1	\$15,142.00
LTO5 Tape Drive Autoloader	\$7,983.00	1	\$7,983.00
Symantec Antivirus 5 Pack	\$246.00	1	\$246.00
<i>Other Hardware and Software</i>			
Dual VGA Adapters	\$69.00	19	\$1,311.00
17" Flat Panel Monitors	\$163.00	19	\$3,097.00
Total for Hardware and Other Software			\$55,473.00

Northwoods Professional Services

Description	Code	Price Each	Qty	Total Price
Total for Professional Services				\$65,972.00

Electronic Document Management Total Solution Price..... \$186,320.00

Annual Maintenance Agreements

Description	Code	Price Each	Qty	Total Price
Compass Software Maintenance	MS-SMA-A1	\$9,215.00	1	\$9,215.00
Laserfiche Software Maintenance	MAINT1	\$3,760.00	1	\$3,760.00
Northwoods OnSite Maintenance Plan	MS-NMP-A1	\$210.00	0	\$0.00
Total for Annual Maintenance Agreements				\$12,975.00

Total Solution Price Including First Year Maintenance..... \$199,295.00



Functional Group - Electronic Forms

Compass Software

Description	Code	Price Each	Qty	Total Price
Forms (1-5 Users)	SW-FRM-U1	\$2,000.00	5	\$10,000.00
Forms (6-25 Users)	SW-FRM-U2	\$1,000.00	14	\$14,000.00
Forms Center Manager	SW-FCM-Y1	\$8,000.00	1	\$8,000.00
Print Stream Processor (1-5 Users)	SW-PSP-U1	\$500.00	5	\$2,500.00
Print Stream Processor (6-25 Users)	SW-PSP-U2	\$250.00	14	\$3,500.00
Total for Compass Software				\$38,000.00

Hardware and Other Software

Description	Price Each	Qty	Total Price
Signature Pad	\$306.00	19	\$5,814.00
Total for Hardware and Other Software			\$5,814.00

Northwoods Professional Services

Description	Code	Price Each	Qty	Total Price
Total for Professional Services				\$21,202.00

Electronic Forms Total Solution Price..... \$65,016.00

Annual Maintenance Agreements



Description	Code	Price Each	Qty	Total Price
Compass Software Maintenance	MS-SMA-A1	\$7,600.00	1	\$7,600.00
Northwoods OnSite Maintenance Plan	MS-NMP-A1	\$210.00	0	\$0.00
Total for Annual Maintenance Agreements				\$7,600.00

Total Solution Price Including First Year Maintenance..... \$72,616.00



Pricing Summary

Functional Group	Solution Price	Maintenance Price	Total First Year
Document Management	\$186,320.00	\$12,975.00	\$199,295.00
Forms Management	\$65,016.00	\$7,600.00	\$72,616.00
Totals by Functional Group	\$251,336.00	\$20,575.00	\$271,911.00 *

Category	Solution Price	Maintenance Price	Total First Year
Compass Software	\$84,075.00	\$16,815.00	\$100,890.00
Laserfiche Software	\$18,800.00	\$3,760.00	\$22,560.00
Hardware and Other Software	\$61,287.00	\$0.00	\$61,287.00
Northwoods Professional Services	\$87,174.00	\$0.00	\$87,174.00
OnSite Maintenance Services	\$0.00	\$0.00	\$0.00
Totals by Category	\$251,336.00	\$20,575.00	\$271,911.00 *

Cost Breakdown for Contract	Price
Hardware & Software	\$164,162.00
First Year Maintenance	\$20,575.00
Northwoods Professional Services	\$87,174.00
Totals by Contract Cost	\$271,911.00 *

NOTE: The following items are NOT included in the pricing above. It is the Customer's responsibility to plan for and purchase these items if applicable for Customer's project.

1. Electrical outlets for Servers, Distributed Scan Stations, Appointment Kiosks, etc.
2. Network drops for Servers, Distributed Scan Stations, Appointment Kiosks, etc.
3. Fax lines for Fax Server
4. Consumables for Printers, Scanners, etc.

* - Sales Tax Not Included



NORTHWOODS

IMPORTANT - READ CAREFULLY

This Compass Software® End User License Agreement ("EULA") is made and entered into this ___ day of _____, 201___, by and between Northwoods Consulting Partners, Inc., an Ohio corporation with its principal offices at 5815 Wall Street, Dublin, Ohio 43017, USA, (the Licensor, hereinafter "Northwoods"), and the company, person or entity executing this Agreement as the "Licensee" in the space provided below (hereinafter "Licensee"):

Licensee's Name: **Watauga County, N.C. Department of Social Services**

Licensee's Address: **132 Poplar Grove Connector
Suite C
Boone, North Carolina 28607**

NOW, THEREFORE, in consideration of the mutual covenants contained herein, and intending to be legally bound, the parties hereto agree as follows:

1. LICENSE.

- a. Software licensed, not sold, for use pursuant to the EULA ("Software"):
 - 1) Compass-branded Software modules with respect to which Licensee properly submits a written purchase order to, and pays Software license fees to, Northwoods or its authorized solution provider. All such modules listed on Northwoods' invoices submitted to Licensee shall, upon payment in full of the Software license fees, automatically be deemed to be added to the Software described in this EULA, whether or not the parties actually amend this EULA.
 - 2) All "Upgrades or Enhancements" to the Software described in paragraph (1) above that Licensee properly obtains pursuant to the terms of a Software Maintenance Agreement between Licensee and Northwoods or its authorized solution provider.
- b. Subject to payment in full of the Software license fees, Northwoods grants to Licensee a perpetual (except as herein provided), non-exclusive, non-assignable (except as herein provided), limited license to the Software detailed in subsection (a) above, in machine-readable object code form only, solely for use by Licensee internally, and only for capturing, storing, processing and accessing Licensee's own data, and not for use for the processing of third-party data as a service bureau, application service provider or otherwise. Licensee shall not make any use of the Software in any manner not expressly permitted by this EULA.
- c. Licensee acknowledges that each module of the Software is licensed for a specific type of use, such as concurrently or on a specified workstation or by a specified individual and that Northwoods Software controls such use. Use of software or hardware that reduces the number of users directly accessing or utilizing the Software (sometimes called "multiplexing" or "pooling" software or hardware) does not reduce the number of Software licenses required. The required number of Software licenses would equal the number of distinct inputs to the multiplexing or pooling software or hardware. Licensee is prohibited from using any software other than the Software Client modules or Software API modules to access the Software or any data stored in the Software database for any purpose other than generating reports or statistics regarding system utilization, unless Northwoods has given its prior written consent to Licensee's use of such other software and Licensee has paid to Northwoods Software license fees with respect to such access to the Software or data stored in the Software database in accordance with Northwoods' licensing policies applicable to the Software modules that provide access to the Software application modules and data stored in the Software database.
- d. Licensee shall be entitled to use one (1) production copy of each Software module licensed. In addition, Licensee shall be entitled to license: one (1) additional copy of each Software module licensed for customary remote disaster recovery purposes ("Disaster Recovery System"); and one (1) additional copy of each Software module licensed to be used exclusively in a non-production environment and solely for the purposes of experimenting, development, integrating and testing the Software and training Licensee's employees on the Software ("Test System"). Northwoods reserves the right to further define the permitted use(s) and/or restrict the use(s) of the Test System. NORTHWOODS MAKES NO WARRANTIES WITH RESPECT TO ANY SOFTWARE USED IN ANY NON-PRODUCTION SYSTEM AND PROVIDES THE SOFTWARE "AS IS." Licensee's sole recourse in the event of any dissatisfaction with any Software used in any non-production system is to stop using such Software and return it to Northwoods. Licensee shall not make additional copies of the Software.
- e. Licensee agrees: (1) not to remove, obscure, make illegible, or alter any Northwoods, Compass or other proprietary notices, trademarks, logos, or copyrights in the Software from any packaging or documentation; (2) not to sell, transfer, rent, lease or sub-license the Software or documentation to any third party; (3) not to alter or modify the Software; (4) not to reverse engineer, disassemble, decompile or attempt to derive source code from the Software, or prepare derivative works therefrom; and (5) not to publish to a third party any results of benchmark tests run on the Software without Northwoods' prior, written consent.
- f. Licensee may not assign, transfer or sublicense all or part of this EULA without the prior written consent of Northwoods.
- g. Licensee may not make any use of the Disaster Recovery System in a production environment concurrently with the operation of any other copy of the Software in a production environment.

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7. **MAINTENANCE.** Licensee may purchase software maintenance and technical support services from Northwoods or the Northwoods authorized solution provider through which Licensee has ordered the Software pursuant to the terms of a separate Software Maintenance Agreement and a separate Onsite Maintenance Services Agreement.
8. **INVOICES AND PAYMENTS.** An invoice will be provided to the Licensee within ten (10) business days from the date the software is delivered to the Licensee and will be due payable within sixty (60) days after receipt of invoice. Failure to remit payment within sixty (60) days may result in the termination of this EULA.
9. **TERMINATION.** Northwoods may terminate this EULA immediately and any license to use the Software will automatically terminate without notice if Licensee fails to comply with any provision of this EULA. Upon termination of this EULA for any reason, including, but not limited to, those specified in this Section 9 or in Sections 5 or 8, Licensee shall immediately: (a) discontinue any and all use of the Software and related documentation; (b) return the Software and any related documentation to Northwoods; and (c) certify in writing to Northwoods that Licensee has completed the preceding actions. The obligations of Licensee under the preceding sentence and all disclaimers of warranties and limitations of liability set forth in this EULA shall survive any termination. Documents, images, and/or records created utilizing the Software that reside on Licensee's server will remain accessible to Licensee upon termination of the EULA.
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11. **SEVERABILITY.** In the event that a court of competent jurisdiction determines that any portion of this EULA is unenforceable, it shall not affect any other provisions of this EULA.
12. **NOTICE.** All notices, requests or other communications required to be given pursuant to this EULA shall be in writing, shall be addressed to the recipient party at its principal place of business or to such other address as the recipient party may direct in writing, and shall be personally delivered or sent by certified or registered U.S. mail, return receipt requested, or by prepaid commercial overnight courier. All notices, requests or other communications delivered as specified herein shall be deemed to have been given and received on the date personally delivered or on the date deposited in the U.S. mail or with the commercial overnight courier.
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14. **JURISDICTION.** This Agreement and any claim, action, suit, proceeding, or dispute arising out of this Agreement shall in all respects be governed by, and interpreted in accordance with, the substantive laws of the State of North Carolina without regard to its conflicts of laws provisions. Venue and jurisdiction for any action, suit, or proceeding arising out of this Agreement shall vest exclusively in the federal or state courts of general jurisdiction in Watauga County, North Carolina.
15. **ENTIRE AGREEMENT.** This EULA (including the exhibits and schedules attached hereto) constitutes the entire agreement and understanding of the parties with respect to the subject matter hereof and supersedes all prior and contemporaneous agreements, documents proposals, oral or written, between the parties with respect thereto. This EULA may be amended or modified only by an agreement in writing signed by each of the parties and may not be modified by course of conduct.
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NORTHWOODS

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Licensee's Name: **Watauga County, N.C. Department of Social Services**
 Licensee's Address: 132 Poplar Grove Connector
 Suite C
 Boone, North Carolina 28607

RECITALS:

WHEREAS, Licensee has licensed the specified software from Northwoods pursuant to the terms of a Compass Software® End User License Agreement (as the same may be amended or modified from time to time, hereinafter referred to as the "EULA"); and

WHEREAS, Licensee desires to obtain, and Northwoods is willing to provide, maintenance and technical support services for the specified software and the delivery of generally released upgrades and enhancements with respect to such software from Northwoods.

NOW, THEREFORE, in consideration of the mutual covenants contained herein, and intending to be legally bound, the parties hereto agree as follows:

1. **DEFINED TERMS.** The following terms shall have the meanings set forth below for all purposes of this Agreement:

- a. **"Documentation"** means electronic on-line material, including user manuals, provided by Northwoods for the Software and that relate to the functional, operational or performance characteristics of the Software.
- b. **"Error"** means any defect or condition inherent in the Software that causes the Software to fail to perform in accordance with the current Documentation published by Northwoods.
- c. **"EULA"** is defined in the recitals to this Agreement.
- d. **"Maintenance and Support Services"** means all professional services provided under this Agreement by Northwoods.
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- b. **On-Site Services.** Upon the reasonable request of Licensee, and submission of a purchase order for such services agreeing to pay for such services on a time and materials basis or as covered by an onsite maintenance services agreement in accordance with Section 5(a)(4), Northwoods may provide on-site Maintenance and Support Services at Licensee's facilities in connection with the correction of any Error(s) involving the Software that is not functioning in a production environment.
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- 1) **Initial Software.** The invoice that will be provided pursuant to this Agreement shall set forth the aggregate invoice amounts for initial annual maintenance fees for each Software module initially licensed, and for all Software modules initially licensed in the aggregate. Licensee shall be required to submit a purchase order for this Agreement, in the amount of the initial annual maintenance fees due hereunder, simultaneously with Licensee's submission of its purchase order for the license of the Software under the EULA.
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- 4) **Time and Materials Charges.** Notwithstanding anything to the contrary, if Licensee requests: (1) Maintenance and Support Services that Northwoods is not obligated to provide because of the provisions of Section 2(c), and Northwoods agrees to provide such requested Services notwithstanding the provisions of Section 2(c); (2) on-site Maintenance and Support Services in accordance with Section 2(b) (unless covered under an Onsite Maintenance Services Agreement); or (3) any other services in the nature of Maintenance and Support Services that Northwoods is not obligated to provide, or is not obligated to provide in the manner requested, and Northwoods agrees to provide the requested Maintenance and Support Services, then Licensee agrees that such Maintenance and Support Services shall not be covered by the annual maintenance fees under Section 5(a). Licensee agrees to pay for such Maintenance and Support Services at Northwoods' standard time and materials charges payable by end users who have not purchased a continuing Onsite Maintenance Services Agreement from Northwoods. Northwoods shall invoice Licensee for all time and materials charges hereunder.
- b. **Incidental Costs and Expenses.** Licensee shall be responsible for all incidental costs and expenses incurred by Northwoods in connection with the performance of this Agreement. Examples of incidental costs and expenses include, without limitation, all costs and expenses for tools, supplies, accessories, media and other expendables purchased or otherwise used by Northwoods, on-line connection charges and out-of-pocket expenses incurred at Licensee's request, including but not limited to travel, meals and lodging expenses for on-site Maintenance and Support Services. Northwoods shall invoice Licensee for all incidental costs and expenses hereunder.
- c. **Payments; Remedies.**
- 1) **Annual Maintenance Fees.** Licensee shall pay all invoices for annual maintenance fees in full net sixty (60) days from the date of invoice.
- 2) **Other Payments.** Licensee shall pay all other invoices hereunder in full net sixty (60) days from the date of invoice.
- 3) **Remedies.** In the event of any default by Licensee in the payment of any amounts due hereunder, which default continues un-remedied for at least ten (10) calendar days after the due date of such payment, Northwoods shall have the right to cease to provide any Maintenance and Support Services and Upgrades and Enhancements to Licensee unless and until such default, and any and all other defaults by Licensee hereunder, have been cured.
- 4) **U.S. Dollars.** All payments by Licensee to Northwoods shall be made in U.S. dollars.
- d. **Taxes and Governmental Charges.** In addition to any and all other payments required to be made by Licensee hereunder, Licensee shall pay all taxes and governmental charges, foreign, federal, state, local or otherwise (other than income or franchise taxes of Northwoods), however designated, which are levied or imposed by reason of the transactions contemplated by this Agreement, including but not limited to sales and use taxes, excise taxes and customs duties or charges. Licensee agrees to make any and all required tax payments directly to the appropriate taxing authority.
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7. **LIMITATIONS OF LIABILITY.** THE ENTIRE LIABILITY OF NORTHWOODS UNDER ANY PROVISION OF THIS AGREEMENT AND LICENSEE'S EXCLUSIVE REMEDY HEREUNDER SHALL BE LIMITED TO THE ACTUAL DAMAGES INCURRED IN REASONABLE RELIANCE ON THE SOFTWARE. IN NO EVENT SHALL NORTHWOODS BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO ANY LOST PROFITS, LOST SAVINGS, BUSINESS INTERRUPTION DAMAGES OR EXPENSES, THE COSTS OF SUBSTITUTE SOFTWARE OR SERVICES, LOSSES RESULTING FROM ERASURE, DAMAGE, DESTRUCTION OR OTHER LOSS OF FILES, DATA OR PROGRAMS OR THE COST OF RECOVERING SUCH INFORMATION, OR OTHER PECUNIARY LOSS, EVEN IF NORTHWOODS HAS BEEN ADVISED OF THE POSSIBILITIES OF SUCH DAMAGES OR LOSSES.

8. **TERM, RENEWAL AND TERMINATION.**

- a. **Term.** Subject to the early termination provisions of Section 8(b), the initial term of this Agreement (the "Initial Term") shall commence on the day that Northwoods issues to Licensee license codes for the Software modules licensed by Licensee under the EULA and shall expire on the first anniversary of such date. Except as otherwise provided in Section 8(c)(3) below, the Agreement will automatically renew for consecutive one (1) year terms upon the payment by Licensee of the next year's Software Maintenance fee.
- b. **Early Termination.**
- 1) **Automatic.** This Agreement shall terminate automatically, without any other or further action on the part of either of the parties, immediately upon any termination of the EULA.
- 2) **By Northwoods for Cause.** Northwoods shall be entitled to give written notice to Licensee of any breach by Licensee or other failure by Licensee to comply with any material term or condition of the EULA or this Agreement, specifying the nature of such breach or non-compliance and requiring Licensee to cure the breach or non-compliance. If Licensee has not cured, or commenced to cure (if a cure cannot be performed within the time period set forth below), the breach or non-compliance within (A) in the case of non-payment, any breach of Section 1 of the EULA, or any breach of Section 3 of this Agreement, ten (10) calendar days after receipt of such written notice, or (B) in the case of any other breach or non-compliance, twenty (20) business days after receipt of such written notice, Northwoods shall be entitled, in addition to any other rights it may have hereunder, or otherwise at law or in equity, to immediately terminate this Agreement.
- 3) **By Licensee.**
- A) **For Convenience.** Licensee may terminate this Agreement at any time, for any reason, upon not less than sixty (60) days advance written notice to Northwoods.
- B) **For Cause.** Licensee shall be entitled to give written notice to Northwoods of any breach by Northwoods or other failure by Northwoods to comply with any material term or condition of this Agreement, specifying the nature of such breach or non-compliance and requiring Northwoods to cure the breach or non-compliance. If Northwoods has not cured, or commenced to cure (if a cure cannot be performed within the time period set forth below), the breach or non-compliance within twenty (20) business days after receipt of written notice, Licensee shall be entitled, in addition to any other rights it may have under this Agreement, or otherwise at law or in equity, to immediately terminate this Agreement; and thereafter, so long as Licensee has complied in all material respects with its obligations under the EULA and this Agreement, and is current on all payment obligations under the EULA and this Agreement, Licensee shall be entitled to a refund from Northwoods of the "unused portion of the annual maintenance fees" for the then-current term of this Agreement. For these purposes, the "unused portion of the annual maintenance fees" shall mean that portion of the annual maintenance fees paid by Licensee with respect to the term of this Agreement during which such termination of this Agreement is effective, equal to the total of such annual maintenance fees multiplied by a fraction, the numerator of which shall be the number of calendar months during the then-current term of this Agreement that remain until the end of such then-current term, commencing with the calendar month after the calendar month in which such termination is effective, and the denominator of which shall be the total number of calendar months in such then-current term determined without regard to such termination.
- C. **Non-Renewal.** Licensee may elect not to renew this Agreement at the end of the then-current term of this Agreement by written notice to Northwoods on or prior to the date



NORTHWOODS

payment is due under Section 5(c)(1) of Northwoods' invoice for annual maintenance fees for the next succeeding renewal term of this Agreement.

4) *By Either Party in Accordance with Section 9.* Either party may terminate this Agreement in accordance with the procedures set forth in Section 9.

c. Effect of Termination.

1) *Payments.* Notwithstanding any termination of this Agreement, Licensee shall be obligated to pay Northwoods for (A) all Maintenance and Support Services provided on a time and materials basis in accordance with this Agreement at any time on or prior to the effective date of termination; (B) all annual maintenance fees due with respect to any period commencing prior to the effective date of termination; and (C) all incidental costs and expenses incurred by Northwoods at any time on or prior to the effective date of termination. All such payments shall be made in accordance with Section 5, which shall survive any such termination for these purposes.

2) *Survival of Obligations.* The termination of this Agreement will not discharge or otherwise affect any pre-termination obligations of either party existing under the Agreement at the time of termination. The provisions of this Agreement which by their nature extend beyond the termination of the Agreement will survive and remain in effect until all obligations are satisfied, including, but not limited to, Section 3 (as it relates to title and ownership), Section 5(d), Section 6(c), Section 7, Section 8, Section 10 and Section 11. No action arising out of this Agreement, regardless of the form of action, may be brought by Licensee more than three (3) years after the earlier of the date of actual discovery of the cause of action or the date a reasonable person should have discovered the cause of action.

3) *Reinstatement of Agreement.* In the event of the termination of this Agreement by Licensee under Section 8(b)(3)(C) (Non-Renewal), Licensee may at any time after the effective date of such termination elect to reinstate this Agreement in accordance with this Section 8(c)(3). To obtain reinstatement, Licensee shall deliver written notice to such effect to Northwoods, together with payment in full of: (A) annual maintenance fees, based upon Northwoods' Annual Maintenance Fee Schedule in effect as of the time of such reinstatement, for all periods (as determined under Section 8(a) as if the Agreement had not been terminated under Section 8(b)(3)(C)) that have elapsed from the effective date of such termination through the effective date of such reinstatement; and (B) an amount equal to one hundred ten percent (110%) of the annual maintenance fee, based upon Northwoods' Annual Maintenance Fee Schedule in effect as of the time of such reinstatement, for the renewal term of this Agreement commencing on the effective date of such reinstatement. Any reinstatement under this Section 8(c)(3) shall be effective as of the first business day after Northwoods has received the notice of reinstatement and all payments required to be made hereunder in connection with such reinstatement. The renewal term commencing with the effective date of this Agreement shall be for a period ending on the first annual anniversary of such effective date; and thereafter the term of this Agreement shall be renewed: (i) at the end of such first renewal term, for a period of one year; and (ii) thereafter, annually on a year by year basis.

EXCEPT AS EXPRESSLY PROVIDED BY THIS SECTION 8(c)(3), LICENSEE SHALL HAVE NO RIGHT TO REINSTATE THIS AGREEMENT FOLLOWING THE TERMINATION THEREOF FOR ANY REASON.

9. **FORCE MAJEURE.** No failure, delay or default in performance of any obligation of a party to this Agreement (except the payment of money) shall constitute a default or breach to the extent that such failure to perform, delay or default arises out of a cause, existing or future, beyond the control (including, but not limited to: action or inaction of governmental, civil or military authority; fire; strike, lockout or other labor dispute; flood; war; riot; theft; earthquake; natural disaster or acts of God; national emergencies; unavailability of materials or utilities; sabotage; viruses; or the act, negligence or default of the other party) and without negligence or willful misconduct of the party otherwise chargeable with failure, delay or default. Either party desiring to rely upon any of the foregoing as an excuse for failure, default or delay in performance shall, when the cause arises, give to the other party prompt notice in writing of the facts which constitute such cause; and, when the cause ceases to exist, give prompt notice of that fact to the other party. This Section 9 shall in no way limit the right of either party to make any claim against third parties for any damages suffered due to said causes. If any performance date by a party under this Agreement is postponed or extended pursuant to this Section 9 for longer than ninety (90) calendar days, the other party, by written notice given during the postponement or extension, and at least thirty (30) days prior to the effective date of termination, may terminate this Agreement.

10. **NOTICES.** Unless otherwise agreed to by the parties in a writing signed by both parties, all notices required under this Agreement shall be deemed effective: (a) when sent and made in writing by either (1)(A) registered mail, (B) certified mail, return receipt requested, or (C) overnight courier, in any such case addressed and sent to the address set forth herein and to the attention of the person executing this Agreement on behalf of that party or that person's successor, or to such other address or such other person as the party entitled to receive such notice shall have notified the party sending such notice of; or (2) facsimile transmission appropriately directed to the attention of the person identified as the appropriate recipient and at the appropriate address under (a)(1) above, with a copy following by one of the other methods of notice under (a)(1) above; or (b) when personally delivered and made in writing to the person and address identified as appropriate under (a)(1) above.

11. **GENERAL PROVISIONS.**

- a. **Jurisdiction.** This Agreement and any claim, action, suit, proceeding, or dispute arising out of this Agreement shall in all respects be governed by, and interpreted in accordance with, the substantive laws of the State of North Carolina without regard to its conflicts of laws provisions. Venue and jurisdiction for any action, suit, or proceeding arising out of this Agreement shall vest exclusively in the federal or state courts of general jurisdiction in Watauga County, North Carolina.
- b. **Interpretation.** Headings used in this Agreement are for reference and convenience purposes only and shall not in any way limit or affect the meaning or interpretation of any of the terms hereof. All defined terms in this Agreement shall be deemed to refer to the masculine, feminine, neuter, singular or plural, in each instance as the context or particular facts may require. Use of "hereunder," "herein," "hereby" and similar terms refer to this Agreement.
- c. **Waiver.** No waiver of any right or remedy on one occasion by either party shall be deemed a waiver of such right or remedy on any other occasion.
- d. **Integration.** This Agreement, including any and all exhibits and schedules referred to herein or therein set forth the entire agreement and understanding between the parties pertaining to the subject matter and merges all prior discussions between them on the same subject matter. Neither of the parties shall be bound by any conditions, definitions, warranties, understandings or representations with respect to the subject matter other than as expressly provided in this Agreement. This Agreement may only be modified by a written document signed by duly authorized representatives of the parties. This Agreement shall not be supplemented or modified by any course of performance, course of dealing or trade usage. Variance from or addition to the terms and conditions of this Agreement in any purchase order or other written notification or documentation, from Licensee or otherwise, will be of no effect unless expressly agreed to in writing by both parties. This Agreement will prevail over any conflicting stipulations contained or referenced in any other document.
- e. **Binding Agreement and Assignment.** This Agreement shall be binding upon and shall inure to the benefit of the parties and their respective successors and permitted assigns. Northwoods may assign this Agreement or its rights or obligations under this Agreement, in whole or in part, to any other person or entity. Licensee may not assign this Agreement or its rights or obligations under this Agreement, in whole or in part, to any other person or entity without the prior written consent of Northwoods. Any change in control of Licensee resulting from an acquisition, merger or otherwise shall constitute an assignment under the terms of this provision. Any assignment made without compliance with the provisions of this Section 11(e) shall be null and void and of no force or effect.
- f. **Severability.** In the event that any term or provision of this Agreement is deemed by a court of competent jurisdiction to be overly broad in scope, duration or area of applicability, the court considering the same will have the power and is hereby authorized and directed to limit such scope, duration or area of applicability, or all of them, so that such term or provision is no longer overly broad and to enforce the same as so limited. Subject to the foregoing sentence, in the event any provision of this Agreement is held to be invalid or unenforceable for any reason, such invalidity or unenforceability will attach only to such provision and will not affect or render invalid or unenforceable any other provision of this Agreement.
- g. **Independent Contractor.** The parties acknowledge that Northwoods is an independent contractor and that it will be responsible for its obligations as employer for those individuals providing the Maintenance and Support Services.
- h. **Export.** Licensee agrees to comply fully with all relevant regulations of the U.S. Department of Commerce and all U.S. export control laws, including but not limited to the U.S. Export Administration Act, to assure that the Upgrades and Enhancements are not exported in violation of United States law.
- i. **Injunctive Relief.** The parties to this Agreement recognize that a remedy at law for a breach of the provisions of this Agreement relating to confidential information and intellectual property rights will not be adequate for Northwoods' protection and, accordingly, Northwoods shall have the right to obtain, in addition to any other relief and remedies available to it, specific performance or injunctive relief to enforce the provisions of this Agreement.

ATTACHMENT D

Northwoods Remote Access Requirements – Watauga County, NC – DSS

The Northwoods Team is dedicated to providing exceptional customer support and the highest quality of service. We also strive to help keep projects on time and reduce costs for our customers. To this end, we require remote access from each of our customers. The ability to work remotely greatly reduces the cost and time needed to setup and maintain your solution.

In order to effectively perform the tasks associated with installation and maintenance, Northwoods requires that customers provide a secure VPN (Virtual Private Network) application to handle remote access. Applications like Hamachi, Cisco, Check Point, Windows VPN, and similar programs are preferred because they offer robust virtual network solutions. Remote products such as GotoMeeting, Webex, or remote sessions hosted through a web browser are not accepted VPN solutions, as these systems do not provide enough flexibility to allow Northwoods engineers to perform their required work.

The tasks that Northwoods engineers need to perform while connected to customer systems require specific network ports to be open through the VPN solution. The table below lists these ports and the tasks performed by the Northwoods Engineering Team:

Port Number	Task
80 : TCP, UDP <i>HTTP</i>	Allows Northwoods engineers to use web resources during install and maintenance of the solution
443 : TCP, UDP <i>HTTPS (TLS/SSL)</i>	Allows Northwoods Engineers to use secure web resources during install and maintenance of the solution
139 and 445 : TCP, UDP <i>NetBIOS and Microsoft SMB</i>	Allows Northwoods engineers to copy Compass files to shares on the Compass application server(s)
3389 : TCP <i>RDP</i>	Allows Northwoods engineers to use RDP (Remote Desktop Protocol) to connect to Compass application server(s) using Microsoft's Remote Desktop Connection
1433 or configured SQL Server port : TCP <i>Microsoft SQL Server</i>	Allows Northwoods engineers to use SQL tools to upgrade the Compass Framework database and troubleshoot database issues

Northwoods understands that our customers use Compass applications every day for their daily work. Maintenance of the system is generally done during non-business hours to cause the least amount of interruption to workers and to provide adequate time for the proper maintenance of the Compass solution. Remote access to the system is required at all times so that Northwoods engineers can provide timely customer support.

AGENDA ITEM 10:

Proposed Memorandum of Understanding (MOU) Between the NC Department of Agriculture and Consumer Services and the Watauga County Soil and Water Conservation District

MANAGER'S COMMENTS:

Mr. Brian Chatham with the Watauga County Soil and Water Conservation District will present a Memorandum of Understanding (MOU) between the North Carolina Department of Agricultural and Consumer Services (NCDA) and the Soil and Water Conservation District. In 2008, the NCDA awarded a grant to the New River Community Partners (NRCP) in the amount of \$22,020. The NRCP was to use these funds to purchase farm equipment for the use by growers in northwestern North Carolina to improve their productivity and profitability.

The grant agreement required the NRCP to retain ownership of their equipment for five years from the date of purchase and maintain the equipment; however, NRCP is no longer able to carryout the responsibilities under the current agreement with the NCDA. The NCDA is now requesting that the Watauga County Soil and Water Conservation District take over operation of the equipment and be responsible for its care, maintenance, and leasing. The Watauga County Soil and Water Conservation District has reviewed and approved the MOU. Staff requests approval of the MOU, contingent upon County Attorney review.

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**MEMORANDUM OF UNDERSTANDING
BETWEEN THE
NORTH CAROLINA DEPARTMENT OF AGRICULTURE
AND
CONSUMER SERVICES
AND
THE WATAUGA COUNTY SOIL AND WATER CONSERVATION DISTRICT**

This Memorandum of Understanding (MOU) entered into this ___ day of _____, 2011, by and between the North Carolina Department of Agriculture and Consumer Services, hereinafter "Department", and the Watauga County Soil and Water Conservation District, hereinafter "District."

- I. **Purpose.** The purpose of this MOU is to set forth the terms and conditions under which the District agrees to assume ownership and provide semi-annual reports on the location and condition of certain farm equipment purchased by the New River Community Partners pursuant to a grant from the Department.
- II. **Background.** The Department operates a program known as the Agricultural Development and Farmland Preservation Trust Fund, which provides grants to nonprofit organizations and counties for agricultural development and farmland preservation projects for the benefit of North Carolina farmers. In November of 2008, the Department awarded a grant to New River Community Partners (hereinafter "NRCP") in the amount of \$22,020.00. A copy of the grant agreement is attached as Attachment A and incorporated by reference. NRCP used these funds to purchase farm equipment for use by growers in northwestern North Carolina to improve their productivity and profitability. A list of the equipment purchased, along with its current location and condition, is attached as Attachment B. The grant agreement provided that NRCP would retain ownership of the equipment for five years from the date of purchase, and maintain the equipment in good working order during that time period. As grantee, NRCP was responsible for ensuring compliance with the terms of the grant agreement. NRCP is no longer able to carry out these responsibilities under the grant agreement, and the Department has requested that the District enter into this MOU as a service to the growers in the area.

III. Both parties agree as follows:

- A. A representative of each party has inspected the equipment listed in Attachment B, and both parties agree as to the location and condition of the equipment on the date set forth therein.
- B. The District agrees to accept ownership and control of the equipment on the effective date of this MOU. Beginning on November 1, 2011, the District will provide the Department with semi-annual reports on the location and condition of the equipment in

the same or similar format as Attachment B. The District will provide these semi-annual reports in November and May through May 1, 2014.

- C. The District shall have the authority to determine where the equipment shall be stored, how it shall be maintained, and the terms and conditions for use of the equipment by farmers in the northwestern area of the State. The District may charge reasonable user fees to cover the costs of maintaining, insuring, servicing and repairing the equipment. The District may enter into formal or informal cooperative agreements with other soil and water conservation districts, counties or nonprofit organizations for the purpose of carrying out this MOU.
- D. The District shall not be liable for any loss, theft, damage or destruction of the equipment, or for any loss, personal injury, property damage or any other type of damages related to the use of the equipment, or for any act or omission related to this agreement.
- E. The District shall not be obligated to expend any funds or to use any resources, including staff time, to carry out this MOU. The District shall determine, in its sole discretion, the best means of carrying out this MOU. The District shall not receive any compensation or reimbursement from the Department for the services provided or expenses incurred pursuant to this MOU.
- F. Modifications of this MOU may be proposed at any time by either party and shall become effective upon written approval by both parties.
- G. This MOU shall terminate on May 1, 2014, unless cancelled sooner. This MOU may be cancelled by either party upon 30 days written notice to the other party.
- H. Notices to the Department shall be addressed as follows:

North Carolina Department of Agriculture and Consumer Services
Agricultural Development and Farmland Preservation Trust Fund
Attention: Dewitt Hardee
1001 Mail Service Center
Raleigh, NC 27699

- I. Notices to the District shall be addressed as follows:

Watauga County Soil and Water Conservation District
Attention: Brian Chatham
971 West King Street
Boone, NC 28607

The parties have caused this MOU to be executed by their authorized representatives to become effective as of the first date written above.

(REMAINDER OF THIS PAGE LEFT BLANK)

WATAUGA COUNTY SOIL AND WATER CONSERVATION DISTRICT

By: _____ **Date:** _____

Title: _____

N. C. DEPARTMENT OF AGRICULTURE AND CONSUMER SERVICES

By: _____ **Date:** _____

Title: _____

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AGENDA ITEM 11:

Tax Matters

A. Monthly Collections Report

MANAGER'S COMMENTS:

Tax Administrator Kelvin Byrd will present the monthly collections report and be available for questions and discussion. No Board action is required as the report is for your information only.

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ITEM 11

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AGENDA ITEM 11:

Tax Matters

B. Refunds and Releases

MANAGER'S COMMENTS:

Mr. Byrd will present the Refunds and Releases Report. Board action is required to accept the Refunds and Releases Report.

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GRADUATE

The Matter

B. Schmidt

WAGNER'S COMPANY

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AGENDA ITEM 12:

Contract Cleaning Bids

MANAGER'S COMMENTS:

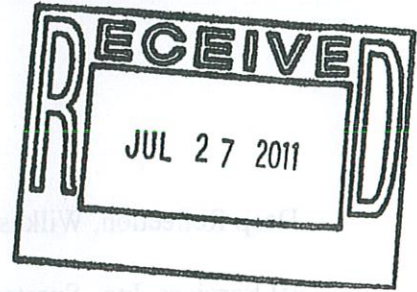
In August 2010, Watauga County awarded a three-year custodial services contract to American Cleaning Services, Inc. After approximately ten months, the contractor was unable to fulfill their obligations per the contract. The County Attorney is currently investigating damages and penalties against American Cleaning Services, Inc.

The Maintenance Department is providing limited services to all County facilities until a replacement contract or another suitable arrangement can be determined.

The County has solicited bids for custodial services for a three-year contract period. Five bidders expressed interest in the contract; however, upon bidding, only four proposals were received. Mr. Robert Marsh, Maintenance Director, reviewed the bids and deemed two bidders non-responsive, leaving only two eligible vendors. Both of the remaining vendor bids exceeded the \$74,799 budgeted for contracted custodial services for FY 2011-2012. The cost to the County to provide in-house cleaning services at the current bid level would cost approximately \$154,129 annually, thus exceeding both the two eligible bid amounts and the budgeted amount for FY 2011-2012.

The County Manager, in consultation with Mr. Marsh, has developed an alternative plan to meet custodial needs for County facilities. The plan proposes to hire two Custodian II positions and one part-time position. In addition, existing Maintenance staff may be reclassified to help meet the current custodial needs. There would, however, be a reduction in the level of service for facility maintenance should this option be selected. The proposed option would stay within the existing \$74,799 budgeted for custodial services. Should the Board wish to accept Mr. Marsh's recommended bidder or the other responsive bidder, funds would need to be appropriated from the Administrative Contingency line to cover the additional cost. Staff seeks direction from the Board.

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WATAUGA COUNTY MAINTENANCE DEPARTMENT

969 West King St., Boone, NC 28607 - Phone (828) 264-1430
Fax (828) 264-1473

MEMORANDUM

TO: Deron Geouque, County Manager

FROM: Robert Marsh, Maintenance Director *RM*

SUBJECT: Custodial Contract Bid Results

DATE: July 25, 2011

BACKGROUND

Watauga County awarded a three-year Custodial Services Contract in August 2010 to the low bidder, American Cleaning Service, Inc. After working ten months, the contractor defaulted on the contract. The contractor cited problems finding dependable workers to fulfill their contractual obligations. The County Attorney is investigating pursuing damages and penalties against the former contractor. County Maintenance is currently providing a limited service to all County facilities until a replacement contractor can be found.

BID RESULTS

In July 2011 a Public Notice was published in the Winston-Salem Journal and the Watauga Democrat for the purpose of soliciting bidders for the 2011-2013 Watauga County Custodial Services Contract. Five prospective bidders toured the buildings and attended the pre-bid meeting on July 14th. Bids were opened at the Maintenance Office on July 21, 2011. The bid results are summarized below for your review.

Bid Summary

Deep Reflection, Wilkesboro, NC	\$131,734.70
IH Services, Inc., Spartanburg, SC	\$119,450.83
Teresa Kimbrough, Clemmons, NC (non-responsive)	\$ 89,266.74
Carolina Cleaning Services, Deep Gap, NC (non-responsive)	\$ 69,028.00

Upon review of the contract documents and the bid forms, it appears that Deep Reflection is the only bidder that based their bid on a realistic amount of time to complete the full scope of the contract. Deep Reflection estimated their time to perform the contract at 7,644 hours annually (excluding all Parks facilities). IH Services, the low bidder, estimated it would require 5,057 hours annually (excluding all Parks facilities) to perform the contract.

STAFF RECOMMENDATION

I recommend Deep Reflection for award of this contract with Watauga County. Deep Reflection has been providing contract cleaning services for 14 years and has numerous references to document their list of clientele. Deep Reflection is a NC Minority-owned business.

FUNDING

The 2011-12 budget contains the original appropriation of \$74,799 for cleaning services based on the 2010 contract. An additional amount of \$56,935 will need to be identified prior to the award of this contract. The annual contract amount of \$131,734.70 is fixed for the term of the three year contract.

ALTERNATIVE PLANS FOR PROVIDING CLEANING SERVICES

-Option One (Exceeds 2011-12 budget)

The County can provide cleaning services in-house if staff and equipment are increased to cover the new workload. The Maintenance Department will need to hire four additional Custodian II or Custodian I positions. In addition, part-time staff will need to be hired to cover 2,325 hours of work.. The cost to hire these workers and to purchase equipment and supplies is estimated to be \$154,129 annually. This plan will increase the Maintenance Department custodial staff back to the level that was in place in 2008 prior to the hiring of the first contract cleaner.

-Option 2 (Cost not to exceed 2011-12 budget)

Address facility cleaning needs by hiring additional staff, but keeping costs within the \$74,799 allotted in the 2011-12 budget for contract cleaning.

Two Custodian II positions and one part-time position will be hired to clean the Library, Health Department and to perform weekend cleaning duties at the Parks and Recreation facilities. Other buildings will be covered by existing staff, however there will be a reduction in services at all levels of facility maintenance if this option is selected. The County Manager and Maintenance Supervisor will prioritize and address the most essential functions of the facility maintenance needs and address those needs appropriately. Management will select the best methods to implement this option, including reclassification of existing staff, staggered cleaning schedules or other means.

Please contact me if you have questions.

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DEEP REFLECTION PRODUCTS & SERVICES, INC.
215 Elkin Highway, North Wilkesboro, NC 28659

"Service Disabled Veteran Owned Small Business"

July 21, 2011

Watauga County Maintenance Department
 969 West King Street
 Boone, NC 28607

Attention: Mr. Robert Marsh
 Maintenance Director

First and foremost, on behalf of the staff at Deep Reflection Products & Services, Inc., I would like to thank you for the opportunity to bid on the Janitorial Services in support of Watauga County Maintenance Department.

Because we believe so strongly in a partnership commitment with our clients and our ability to service the contracts we undertake both professionally and responsibly, we would like to provide a brief outline of the costs we have based our proposal on. It is our intention to service this contract with our personnel from the Wilkesboro area who will travel to and from the contracted sites as a team.

COSTS	RATES	ANNUAL COSTS	MONTHLY COSTS
Direct Labor (Taxed)	\$8.50 per hour – four (4) Janitors \$11.00 per hour – one (1) Supervisor	\$94,780.68	\$7,898.39
Insurances/Taxes	Payroll Taxes – 11.69% Workers' Comp – 2.12% General Liability – 2.00%	\$4,326.96	\$360.58
Uniforms		\$929.65	\$77.47
Supplies/Chemicals		\$6,404.88	\$533.74
Equipment/Fuel Costs		\$7,613.77	\$634.48
Overhead/G&A @ 10%		\$11,405.64	\$950.47
Fee @ 5%		\$6,273.12	\$522.76

2010 SBA NC Minority Small Business Champion of the Year
 Tel. 336-667-3034 • Fax: 336-667-6125 • www.deep-reflection.com





DEEP REFLECTION PRODUCTS & SERVICES, INC
215 Elkin Highway, North Wilkesboro, NC 2865

"Service Disabled Veteran Owned Small Business"

Please note that the hours recorded in Appendix D do not reflect the position of a Working Supervisor that we have allotted 1,560 annual hours for. The costs associated with this position have been pro-rated across the buildings costs based on both manpower and square footage.

In conclusion, we have estimated our overall average charge-out hourly rate to be approximately \$14.16 and the average square foot cost to be around \$0.18, both of which are very reasonable and acceptable in our industry today.

Once again, thank you in advance for your consideration of our company for the janitorial services at your facilities.

Respectfully,

Julius A. Howell, Sr.
President/CEO
Deep Reflection Products & Services, Inc.
president@deep-reflection.com
www.deep-reflection.com

2010 SBA NC Minority Small Business Champion of the Year
Tel. 336-667-3034 • Fax: 336-667-6125 • www.deep-reflection.com



DEEP REFLECTION PRODUCTS & SERVICES, INC.



Program Reference: Acquisition of Janitorial Services in Support
of Watauga County Maintenance
Department, Boone, NC

Volume: Technical and Cost Proposal - ORIGINAL

Solicitation Number: County of Watauga 2011 Custodial Services

Submission Date: July 21, 2011 5:00 P.M.

Submitted To: Watauga County Maintenance Department
969 West King Street, Boone, NC 28607

Offeror: Deep Reflection Products and Services
Address: 215 Elkin Highway
North Wilkesboro, NC 28659-3443

Phone: 336.667.3034

Point of Contact: Julius Howell, President/CEO

E-mail: president@deep-reflection.com

Website: www.deep-reflection.com

Federal Tax ID Number: 56-2059788

Cage Number: 1QB51

DUNS Number: 012220393

NAICS Code: 561720

Commodity Code: 91039

WATAUGA COUNTY MAINTENANCE DEPARTMENT

Contract Support for Janitorial Services in Support of Watauga County Maintenance Department

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CONFIDENTIALITY STATEMENT

INVOKE EXCLUSION FROM DISCLOSURE

This is written notification that Deep Reflection Products & Services, Inc. hereby invokes our right to suppress the disclosure of all financial data including, but not limited to, financial statements and Client Reference Contract amounts contained within this proposal and marked "CONFIDENTIAL".

Due to the fact that a number of our major clients are various Government agencies which from time to time deem that specific contract requirements and values are not to be disclosed, we therefore invoke this confidentiality requirement on their behalf. We have provided this information to support our ability to service the janitorial contract at Watauga County Maintenance Department.

CAPABILITY STATEMENT

Deep Reflection Products and Services, Inc. has been providing custodial services for over a decade and consistently receives high customer satisfaction marks. Deep Reflection takes pride and ownership in the work we perform. Since Deep Reflection's inception, customers have relied on our teams of experts to deliver tailored cost-effective solutions for maintaining pristine facilities and improving operating efficiency. Knowing our performance has a direct relationship to a client's ability to meet their mission, places a level of responsibility on us that demands our utmost focus and attention. The following information reflects present and past contracts where we performed relevant scopes of work related to the Watauga County Maintenance Department Janitorial Services contract. Deep Reflection is dedicated to providing quality services in a firm, fixed price environment.

1. U.S. AIR FORCE, SEYMOUR JOHNSON AIR FORCE BASE, JANITORIAL SERVICES CONTRACT

Contracting Agency/Customer: U.S. Air Force, Seymour-Johnson Air Force Base
Contract Number: FA4809-06-C-V001

Description of Service(s) provided: Deep Reflection provided all management, equipment, and labor necessary to deliver custodial services across the installation at Seymour Johnson. The facilities included office buildings, fitness center, child care center, and youth center.

Performance: Deep Reflection's mission statement "Responsive and Responsible" was embraced, practiced, and exhibited each day by the entire staff. Determining the frequencies to attain the level of service required for the best value to the Air Force was at our discretion. A recent CPAR statement best describes our dedication to delivering customer satisfaction, *"The contractor exhausted every effort to meet or exceed the requirements of this contract. All building occupants interviewed had positive comments about the contractor's performance."*

Quality: Deep Reflection's greatest assets are the professionals we employ. They are customer service oriented and strive to give 110% every day. We consistently received a rating of **Very Good** on CPARs. *"Given what I know today about the Contractor's ability to execute what they promised in their proposal, I definitely would award to them today given that I had a choice."* (Eric Wilson, Contracting Officer)

Schedule: Deep Reflection made it a priority to remain flexible to the needs of the customer and determine how to fulfill immediate and future needs. The contracting officer stated on a CPAR that, *"The contractor's routine and periodic cleaning schedule ensured 100% completion of services and compliance"*

with the contract requirements. The contractor was also very flexible with the adjustment of this schedule to meet the needs of the Government upon short notification of events that included, but were not limited to, down days and distinguished visitor visits."

Management: Deep Reflection provides hands-on, experienced managers supported by a seasoned team of professionals. We had very little turnover on this contract. On-site managers were provided for each cleaning team, as well as a rotating working field supervisor to assist the project manager with overseeing all work being accomplished. All contract documentation and invoices were submitted on time.

2. DEPARTMENT OF HOMELAND SECURITY, FEDERAL EMERGENCY MANAGEMENT AGENCY, MT. WEATHER EMERGENCY OPERATION CENTER, CUSTODIAL SERVICES CONTRACT

Contracting Agency/Customer: Department of Homeland Security, FEMA, Mt. Weather Emergency Operation Center Deep Reflection Products and Services

Description of Service(s) provided: Deep Reflection currently provides custodial services at a high profile facility where classified information is processed and stored. Specialized cleaning requirements and maintaining a strict schedule are critical in this environment.

Performance: Deep Reflection continues to receive high marks at this facility and was awarded the continuation Contract #HSFEMW-7-D-0376 in 2007. *"I wanted to let you know we have received numerous compliments about how clean the rooms and buildings are. The guests and tenants are delighted."* (Stephanie Morris, DHS, Logistics Division)

Quality: We are consistently receiving great feedback on the following:

- ✓ Customer Notification - Leaving a survey to inform them that the work has been completed and who to contact for follow-up.
- ✓ Responsiveness - Our staff is constantly thanked for responding so quickly. Most tasks are addressed the day they are received.
- ✓ Professionalism - Tenants have indicated frequently how they detect a sense of pride in the work conducted. They have also indicated how they appreciate the time our professionals take to answer questions and help them.

Schedule: Recently Deep Reflection was asked to go above and beyond contract requirements and received the following comment from the contracting officer, *"Your staff at Mount Weather did a superb job during our recent exercise. I did not receive one complaint during it and all extra services requests I called in were taken care of ASAP. I am proud of the service we received and the working relationship I have with yourself (Jay Howell) and all of the Deep Reflection staff on site. I want to say "THANK YOU" to you and the Mount Weather staff."*

Management: *"The contractor's strongest management attribute is responsiveness to government requirements and changes to those requirements. The contractor continually seeks new methods to ensure a continued high level of service in meeting government expectations, and frequently requests government feedback on performance independent of the incentive fee process." (Lori Smith, DHS, Mt. Weather Contracting Office)*

3. FEDERAL AVIATION ADMINISTRATION, FLIGHT STANDARDS DISTRICT OFFICE

Contracting Agency/Customer: Flight Standards District Office (FSDO-05)

Description of Service(s) provided: Deep Reflection currently provides all custodial services for the multi-level facility.

Performance: Deep Reflection continues to meet or exceed customer expectations. *"The contractor has been very proactive and demonstrates a sense of ownership related to infrastructure improvements."*

Quality: Deep Reflection strongly believes in partnering, not only with our customers, but also with our customer's partners, subcontractors, and the surrounding community. Since contract start, we have successfully supported our customer and partnering agencies who utilize the facility by providing quality services in a firm, fixed price environment.

Schedule: Deep Reflection has adapted the schedule to meet the needs of the customer due to constant communication with the customer and the financial stability to support the contract. Professionalism is strongly emphasized by management and expressed as a part of our corporate culture in both demeanor and appearance.

Management: Deep Reflection has successfully managed this contract by staying within budget despite the tremendous fluctuation in staffing with no schedule delays, failure to meet requirements, or corrective actions/measures. We are constantly seeking new methods and improvements to save money.

4. CURTISS-WRIGHT CONTROLS

Contracting Agency/Customer: Curtiss-Wright Controls

Description of Service(s) provided: Provide all equipment, personnel, supplies and management necessary to maintain the manufacturing and administrative facility for the flight controls division of Curtiss-Wright Controls, Inc.

Performance: We empower our professionals by providing them with the resources to perform effectively and efficiently; motivating them to think outside the box and be proactive for continuous improvement to deliver more efficient service; and supporting our professionals by listening and assisting to them in an effort to improve the work environment, ethics, processes, and employee morale. These are the essential attributes of delivering customer satisfaction.

Quality: Quality Management is responsible for quality control, risk management, industrial and personnel Safety, and training. Our quality control plan has served us well, delivering total customer satisfaction and positive feedback.

Schedule: Deep Reflection has not experienced any cost growth, schedule delays or failed to meet any requirements. We are successfully managing and performing on this contract, and have not encountered any significant problems or circumstances having a negative impact on contract deliverables, schedules, or costs.

Management: Deep Reflection's approach to successful management is to hire the right people, give them the tools to do their job, provide for them autonomy with management, and have corporate support available as needed.

5. APPALACHIAN STATE UNIVERSITY

Contracting Agency/Customer: Appalachian State University

Description of Service(s) Provided: Furnish all necessary materials, equipment, labor and supervision to completely clean all carpeted areas within the suites, rooms, and public areas of Appalachian Heights, APH, Coltrane Hall, Gardner Hall, and Lovill Hall totaling 182,806 square feet completed between May 21st and June 2nd, 2010.

Performance: Howell & Sons' Chem-Dry LLC, a wholly owned company by the ownership of, and sister company to, Deep Reflection Products & Services, Inc. was contacted by ASU to perform the service described above on an emergency basis after the University released the original contractor for non-performance of the contract. Our crew was assembled and onsite within 24 hours to complete the work as requested.

Quality: Both the work and professionalism of our floor crew, as well as the management of Howell & Sons' Chem-Dry was highly praised by the housekeeping manager of ASU, Mr. Brad Smith. Our ability to provide high quality service and complete the work necessary on extremely short notice has rendered both Howell & Sons' and Deep Reflection as preferred vendors for this facility.

Schedule: The crew of Howell & Sons' Chem-Dry LLC was successful in bringing the contract back on schedule and completing all work within the remaining time frame as required by ASU and well within budget.

Management: Howell & Sons' successfully managed this contract by staying within budget and completing the necessary work on time in spite of the emergency short notice and reduced time period for completion than the original contract allowed for. No schedule delays occurred or any corrective measures necessary.

NOTE: Please see Attachment #2 – CPAR ASSESSMENTS

Please see Attachment #3 – CLIENT REFERENCES

TECHNICAL PROPOSAL

FLOOR MAINTENANCE CAPABILITIES

Deep Reflection Products and Services, Inc. has acquired a tremendous amount of experience in maintaining carpet and VCT through formal training as well as hands-on experience in facilities such as Seymour Johnson Air Force Base in Goldsboro, NC; FEMA, Mt Weather Emergency Operations Center, in Mt. Weather, VA; Curtiss-Wright Controls in Shelby, NC; FAA Flight Standards Facility in Greensboro, NC; and Department of Transportation in Raleigh and North Wilkesboro, NC.

This experience is utilized daily in our custodial maintenance of more than 473,000 square feet of carpet and 117,000 square feet of VCT.

CARPET CARE

Deep Reflection provides a wide range of cleaning methods to meet every carpet care need. All of our methods meet the Institute of Inspection, Cleaning and Restoration Certification (IICRC) carpet cleaning standard.

- At the Watauga County Maintenance Department facilities we recommend the utilization of a low moisture carpet extraction system. This system was developed by Pacific Steamex Products, Inc and is recognized throughout the cleaning industry. Utilizing this system of faster drying periods and first-rate cleaning performance makes it easy to keep carpets clean and ready to use at all times.
- Through an affiliate we can provide low moisture hot water extraction which utilizes the power of carbonation for a deep clean that typically dries in one (1) to two (2) hours.
- We incorporate encapsulation chemistry which uses emulsifiers to dissolve soil, oils and grease from the carpet. Following a short drying time (usually 30 to 60 minutes), the soil is easily removed when the carpet is vacuumed. This method provides flexibility and enables us to quickly clean in a 24/7/365 environment.
- Deep Reflection also uses an absorbent particulate product that is impregnated with cleaning agents and solvents. The powder is spread on the carpet and releases the chemical cleaner onto the soil, which is then emulsified and suspended, absorbed back into the powder and then vacuumed away. This method is usually dry in less than one (1) hour which makes it useful for spot cleaning in facilities such as airports that never close.

VCT FLOORS

It is our customary practice to sweep, dust mop, damp mop, dry buff, and spray buff VCT floors as needed, to ensure tile floors have a uniform, glossy appearance and are free of dirt, debris, dust, scuff marks and other stains and discoloration. Upon request, we will also place the VCT maintenance on a schedule to either strip and wax, or top scrub and recoat in accordance with industry standards. In an effort to maintain our fragile environment, Deep Reflection has also implemented the utilization of "E-Clean" green strippers and waxes for all customers.

TERRAZZO FLOORS

Terrazzo floors are also maintained to industry standards. The floor is maintained clean and free of dirt, debris, scuff marks, and heel marks. If requested, Deep Reflection can utilize a nonskid acrylic floor finish to achieve a uniform glossy appearance free of omissions, swirls, and mop strands.

DEEP REFLECTION'S PROCESS FOR MAINTAINING FLOORS IN HIGH TRAFFIC FACILITIES

Planning is the key to great looking floors at a reasonable cost. By planning schedules for vacuuming, spot removal and strategic cleaning, we can keep your floors looking their best. We employ a four step plan of prevention, detection, extraction and inspection. The first course of action is keeping dirt out of the building. Ninety percent of the dirt that ends up in the carpet and hard floors comes in on peoples shoes and eighty-five percent of that dirt is dry and can be vacuumed. Walk-off mats should be used at all entrances to reduce the amount of tracked in soil. Mats will be vacuumed often and kept clean to limit the amount of dirt entering the building. Second, we will detect and eliminate the dirt quickly. The most important areas are the entrances, elevators, lobbies, food service areas and main traffic areas. High traffic areas are identified and scheduled for vacuuming and cleaning frequencies for the best result. The third step is to extract the dirt before build up occurs. The majority of the dirt in carpet and on hard floors is dry and can be removed by effective vacuuming or sweeping. Our plan calls for daily vacuuming and pile lifting of the most high traffic areas to remove any buildup. Spots and spills will be removed as they occur. Lastly, floor areas will be monitored and inspected to achieve best result.

GENERAL CUSTODIAL CAPABILITIES**RESTROOMS**

Bathrooms will be cleaned starting with the sinks and ending with the floors. Color coded Microfiber cloths shall be used to prevent cross contamination. A general cleaner will be utilized for walls, partitions and sinks, and followed up with a sanitizer to destroy all viral and infectious matter. Care will be given to allow disinfectants to dwell for at least 30 seconds to achieve maximum infectious kill. Restrooms that contain showers will require thorough cleaning and disinfecting of shower walls, floors and drains. Shower curtains/doors will be sprayed with a disinfectant to prevent the buildup of mold or algae as well. Showers that show no or limited use may require the use of enzymes in the drain traps to eliminate odor-causing bacteria. The bathroom floor will be mopped with a light amount of hot water solution containing a disinfecting agent. Wet floor signs will be placed at the bathroom entry until the floor is completely dry, at which time it will be removed. Restocking of all items such as soaps, towels and tissues will be the final step. Deep Reflection requires stocking as a final action to ensure floors are dry and to prevent staff from leaving wet floor signs out past their required time.

OFFICES

Unoccupied offices or offices with staff access will be cleaned as outlined in the Task Frequency Charts. Waste cans will be emptied and relined, desks, credenzas, bookshelves and wooden furniture will be dusted with a treated feather duster or microfiber cloth. Computer screens, keyboards, PDA's and mobile devices will not be disturbed. Our custodians will also utilize backpack vacuums to vacuum all floor surfaces, including area rugs. Spots on carpeted areas will be removed. Additional tasks such as the dusting of chair legs, glass and blind cleaning will be accomplished in accordance with the Task Frequency Charts.

DRINKING FOUNTAINS

Drinking fountains will be cleaned and sanitized daily and more frequent if required. Care will be taken to assure that a non-abrasive cleaner and cloth is used so as not to tarnish the high polish bowl surface. All water marks will be removed from the entire fountain and wall surfaces with a paper or microfiber cloth.

JANITORS CLOSETS

Janitor's closets will be utilized only to house those items necessary to perform the custodial duties. They will be arranged and maintained in a clean and organized fashion. The storing of trash, wet mops, dirty mop buckets, food items, and broken equipment will be strictly prohibited. The interior and exterior door surfaces will also be wiped weekly, or as needed, to remove smudges and unsightly marks and abrasions.

STAIRWAYS/ELEVATORS AND LIFTS

These high gloss surfaces will be cleaned utilizing a non-streaking, neutral disinfecting liquid agent. The products will be applied with a soft sponge or microfiber cloth and then dry buffed to a luster.

WALK-OFF MATTING

Each entryway will be vacuumed/swept as required and the walk off matt will be displaced to facilitate cleaning beneath its surface. The matt will be replaced and vacuumed to remove and exterior soil. Any spots noticed will be removed with a mild detergent or carpet shampoo.

TRASH REMOVAL

All trash, waste and recyclable materials shall be removed from the building at the end of each day and deposited in the appropriate exterior containers. Any soiled waste containment devices will be washed or wiped to remove soil and odor causing contaminants prior to being placed back in service. Waste or trash of any type will not be allowed to be placed in any custodial closet at any time.

RESUMES

215 Elkin Highway
North Wilkesboro, NC 28659
(336) 667-3034
(336) 667-6125

JULIUS A. HOWELL, SR

CIVILIAN EXPERIENCE

1997 – Present Deep Reflection Products & Services, Inc.

PRESIDENT/CEO

- Serves as President/CEO of Deep Reflection Products & Services, Inc. Responsible for all day-to-day operations including purchasing, hiring, shipping, accounts payable & receivable. Responsible for overseeing all sub-contractors and contract employees. Manages operations at the North Wilkesboro, NC office as well as the location in Bluemont, VA. Makes all decisions about product purchases. Also schedules trade shows and products demonstration seminars.

1995 - 1997 H&H Products, Inc. Dunn, NC

GENERAL MANAGER

- Responsible of all day to day operations of the business, to include personnel, shipping, receiving, purchasing, and customer relations. I was directly responsible for all hiring, firing and pay increases of all personnel. I assumed this position at a point when the companies' annual sales were approximately 750,000 and departed with sales annually of 1.2 million.

1982 - 1995 Seymour Johnson, AFB Goldsboro, NC

SUMMARY OF MILITARY QUALIFICATIONS

FLIGHT INSTRUCTOR SUPERVISOR, COMPUTER NETWORK ADMINISTRATOR, OFFICE MANAGER, CONFLICT COORDINATOR

- Responsible for screening new flight candidates for the Air Force KC-10A program and training them to a level of flight instructor.
- As a network administrator I was responsible of determining the network need of three co-located buildings each housing approximately 75 staff personnel and acquiring the proper computer equipment necessary to link communication's between them.
- As a Conflict Coordinator I was responsible to coordinate all available military assets throughout the Strategic Air Command during times of conflict. This experience was put into play during: The Falkland Islands Incident, The Libyan Raid, Operation Desert Storm/Shield, The Kurdish Relief Program, and Operation Restore Hope (Somalia).

1979 - 1982 Wurthsmith, AFB Oscoda, MI

FLIGHT INSTRUCTOR

- Responsible for the platform and flight instruction of fifteen new flight students.

1975 - 1979 Chanute, AFB Rantoul, IL

PLATFORM INSTRUCTOR, STUDENT SUPERVISOR

- Responsible for the platform instruction of new maintenance students. Class sizes averaged approximately 25 students, and were received every six weeks. It was also necessary for me to write lesson plans, academic flowcharts, and conduct academic counseling.

CIVILIAN & MILITARY EDUCATION

1971 WILKES CENTRAL HIGH SCHOOL N. WILKESBORO, NC

- High School Diploma

1971-1976 COMMUNITY COLLEGE OF AIR FORCE

- Academic Counseling
- Academic Instructor Course
- Central Flight Instructor Course
- Hazardous Material Transportation Course
- USAF Supervisors Course
- Instructional Systems Development Course
- Computer Systems Administrator Training

PROFESSIONAL MEMBERSHIPS

- Air Force Sergeants Association
- Toast Masters International

SECURITY CLEARANCE

- Top Secret with Background Investigation

AWARDS RECEIVED

- Academic Excellence in Training
- Twenty-three Good Conduct Medals
- 2500 Hrs of Hazard Free Flight Award
- Kuwait Liberation Medal

SHERRY THOMAS

151 BELL COURTDRIIVE LOT #18 , NORTH WILKESBORO, NC 28659

(336) 838- 1705

SHERRY.THOMAS@DEEP-REFLECTION.COM

DEEP REFLECTION PRODUCTS & SERVICES, QUALITY CONTROL MANAGER

EXPERIENCE

2005 TO PRESENT

Deep Reflection Products & Services, Inc. . North Wilkesboro, NC

QUALITY CONTROL MANAGER / CORPORATE TRAINER

- Responsible for the quality assurance function of the company
- Work with staff personnel to design and implement task frequency charts so as to meet the contract objectives in the most efficient manner
- Develop and oversee department and project specific training plans
- Perform regularly scheduled inspections
- Inspect any and all work performed at site by subcontractors to ensure compliance to company quality standards
- Note and correct all deficiencies
- Make recommendations for changes and improvements when necessary
- Monitor the environment to identify areas where quality procedure can be implemented or improved
- Maintain and update MSDS book for all chemical supplies
- Maintain proper documentation and reports
- Handle customer compliant tracking and reporting
- Manage multiple contract projects simultaneously with aggressive timelines

2003 TO 2005

Deep Reflection Products & Services, Inc. North Wilkesboro, NC

PROJECT COORDINATOR

- Responsible for planning, directing, executing, and managing department projects
- Develop project plans and maintain project specific documentation
- Facilitate and coordinate the work of multiple project teams engaged in the establishment and implementation of new strategic information to support the company's various core business operations
- Provide timely project status updates to the president; submit to the president resolutions to those problems and issues that cannot be resolved at lower levels of management
- Serve as personnel consultant which includes work allocation, training, and problem resolution; evaluated performance and make recommendations for personnel actions; motivate employees to achieve peak productivity and performance
- Monitor costs to ensure that projects are completed within planned budgetary constraints
- Maintain control of equipment inventory

1994 TO 2003

Carolina Factory Store

North Wilkesboro, NC

STORE MANAGER

- Open and close store
- Screened, hired, and trained all new employees
- Made all employee work schedules
- Tracked all employee work hours
- Processed all payroll information and transmitted to accounting department
- Ordered all prints, mirrors, and accessories
- Priced all merchandise
- Set up displays of store products
- Conducted monthly inventory
- Reported company profits and loss
- Coordinated all local advertising
- Collected daily proceeds and made bank deposits

1988 TO 1993

Carolina Mirror, Inc.

North Wilkesboro, NC

QUALITY CONTROL SPECIALIST

- Inspected decorative mirrors
- Filled orders per customer's specifications

EDUCATION

1972 TO 1975

East Wilkes High School

Ronda, NC

DIPLOMA

COST PROPOSAL

BID FORM

COUNTY OF WATAUGA

2011 CUSTODIAL SERVICES

BID FORM

SECTION D

DEEP REFLECTION PRODUCTS & SERVICES, INC.

Name of Bidder

In compliance with your legal Request for Bids for the County of Watauga 2011 Custodial Services, the undersigned bidder, a corporation organized and existing under the laws of the State of NC, or a partnership of _____, or an individual doing business as _____, of the City of _____, State of _____, having examined the specifications and contract forms thereto attached, and being fully advised as to the extent and character of the work to be performed, and the equipment to be furnished, hereby proposes to furnish all labor, tools, material and equipment necessary for the project.

The undersigned further proposes to perform all work and furnish all equipment in accordance with the specifications and contract stipulations thereof, for the price stated below.

	FREQUENCY PER WEEK	COST PER SERVICE	COST PER WEEK	COST PER YEAR
Appalachian Enterprise Ctr.	3X	\$76.35	\$229.05	\$11,910.60
Health Department	5X	\$196.00	\$980.00	\$50,960.00
Library	6X	\$48.75	\$292.50	\$15,210.00
West Annex	5X 6X CONFIRM	\$65.10	\$390.60	\$20,311.20
Sanitation Bldgs.				
Maintenance Shop	3X	\$7.00	\$21.00	\$1,092.00
Office	3X	\$26.95	\$80.85	\$4,204.20
Recycling Ctr.	3X	\$12.75	\$38.25	\$1,989.00
Transfer Station	3X	\$4.35	\$13.05	\$678.60

BID FORM

	FREQUENCY PER WEEK	COST PER SERVICE	COST PER WEEK	COST PER YEAR
Parks				
Anne Marie Park	2X	\$15.30	\$30.60	\$1,224.00
Brookshire Park	2X	\$22.95	\$45.90	\$1,836.00
Complex	2X	\$22.95	\$45.90	\$1,836.00
Howard's Knob (Morning Svc.)	2X	\$11.80	\$23.60	\$590.00
Howard's Knob (Evening Service)	7X	\$15.30	\$107.10	\$2,677.50
Industrial Fields	2X	\$22.95	\$45.90	\$1,836.00
Mountaineer Ruritan Field	2X	\$15.30	\$30.60	\$1,224.00
Old Cove Creek Gym & Field	2X	\$15.30	\$30.60	\$1,224.00
Optimist Clubhouse	1X	\$24.80	\$24.80	\$1,289.60
Optimist Field	2X	\$22.95	\$45.90	\$1,836.00
Tot Lot	2X	\$15.30	\$30.60	\$1,224.00
Ted Mackorell Soccer Complex	7X	\$30.65	\$214.55	\$8,582.00
			GRAND TOTAL	\$131,734.70

TOTAL BID PRICE FOR CUSTODIAL SERVICES:

One Hundred Thirty-One Thousand, Seven Hundred Thirty-Four DOLLARS AND Seventy CENTS

UNIT PRICING FOR ADDITIONAL SERVICES

SERVICE	COST PER SQUARE FOOT
Exterior window washing	\$0.20
Stripping/Waxing	\$0.15
Carpet – Wet Extraction Cleaning	N/A
Carpet – Chemical Extraction Cleaning	\$0.18
Carpet – Bonnet Cleaning	\$0.08

Bidder understands that the County reserves the right to reject any or all bids and to waive any informality in bidding.

The bidder agrees that his bid shall be good and may not be withdrawn for a period of FIFTEEN (15) days after the scheduled closing time for receiving bids.

BID FORM

Upon receipt of written notice of acceptance of this, Bidder will execute the formal contract attached with TEN (10) days and deliver insurance coverage as required by the Instructions to Bidders.

BY: Julius A. Howell, Sr. President/CEO

Bidder's Name



Deep Reflection Products & Services, Inc.

215 Elkin Highway, North Wilkesboro, NC 28659

COUNTY OF WATAUGA
2011 CUSTODIAL SERVICES

STATEMENT OF QUALIFICATIONS

Appendix A

Number of years engaged in janitorial services: 14 years

Client References (Please give contact information): **PLEASE SEE ATTACHMENT #3: CLIENT REFERENCES**

	Name	Telephone Number
1.		
2.		
3.		

Number of full-time personnel: 23

Number of part-time personnel: 44

List of equipment in good repair that will be used for the completion of this contract.
Please list the condition, type, model and age of the **contractor owned equipment**.

PLEASE SEE ATTACHMENT #4: PROPOSED EQUIPMENT AND SUPPLY LIST

All equipment used by Deep Reflection Products & Services, Inc. is meticulously maintained, serviced regularly and within 5 years of age. Any piece of equipment that fails during the course of our service on a client's contract is replace immediately.

Chemicals that will be used for the completion of this contract:

PLEASE SEE ATTACHMENT #4: PROPOSED EQUIPMENT AND SUPPLY LIST

- Neutral Floor Cleaner _____
- Bathroom Disinfectant _____
- Bathroom Cleaner _____
- Multi-Surface Cleaner _____
- Glass Cleaner _____
- SS Cleaner/Polish _____
- Toilet Bowl Cleaner _____
- Floor Stripper _____
- Floor Sealer _____
- Floor Wax _____

BID FORM

COUNTY OF WATAUGA
2011 CUSTODIAL SERVICES

NON-COLLUSION AFFIDAVIT OF PRIME BIDDER

State of North Carolina County of Wilkes
Julius A. Howell, Sr., being first duly sworn, deposes and says that:

1. He is Julius A. Howell, Sr., President and CEO of Deep Reflection Products & Services, Inc., the bidder that has submitted the attached bid;
2. He is fully informed respecting the preparation and contents of the attached bid and of all pertinent circumstances respecting such bid;
3. Such bid is genuine and is not a collusive or sham bid;
4. Neither the said bidder nor any of its officers, partners, owners, agents, representatives, employees or parties in interest, including this affiant, has in any way colluded, conspired, connived or agreed, directly or indirectly with any other bidder, firm or person to submit a collusive or sham bid in connection with the contract for which the attached bid has been submitted or to refrain from bidding in connection with such contract, or has in any manner, directly or indirectly, sought by agreement or collusion or communication or conference with any other bidder, firm or person to fix the price or prices in the attached bid or of any other bidder, or to fix any overhead, profit or cost element of the bid price or the bid price of any other bidder, or to secure through any collusion, conspiracy connivance or unlawful agreement any advantage against the County of Watauga or any person interested in the proposed contract; and
5. The price of prices quoted in the attached bid are fair and proper and are not tainted by any collusion, conspiracy, connivance or unlawful agreement on the part or the bidder or any of its agents, representatives, owners, employees, or parties in interest, including this affiant.

(Signed) 

Julius A. Howell, Sr. President/CEO

Title

Subscribed and sworn to before me this
20
19 Day of July, 2011

Personal Banker
Title

My Commission Expires 11/2/13

ANTHONY LOZANO
Notary Public
Wilkes County, NC
My Commission Expires November 2, 2013

WATAUGA COUNTY MAINTENANCE DEPARTMENT

2011 Custodial Services

Contract for Janitorial Services in Support of Watauga County Maintenance Department

ATTACHMENTS

ATTACHMENT #1: ADDENDUM

NONE RECEIVED

ATTACHMENT #2 – CPAR ASSESSMENTS

CONTRACTOR PERFORMANCE ASSESSMENT REPORT (CPAR)

SERVICES
INFORMATION TECHNOLOGY
OPERATIONS SUPPORT

1. Name/Address of Contractor (Division):

Company Name: DEEP REFLECTION PRODUCTS & SERVICES,

Division Name:

Street Address: 215 ELKIN HWY

City, State, Zip Code: NORTH WILKESBORO, NC 286593443

Province/Country: USA

CAGE Code: 1QB51

FSC: S201

DUNS+4 Number: 012220393

NAICS Code: 561720

2. Report Type: Initial

3. Period of Performance Being Assessed: 12/01/2005 - 09/30/2006

4a. Contract Number: FA480906CV001

4b. DoD Business Sector & Sub-Sector: Installations

5. Contracting Office: 4TH CONTRACTING SQUADRON FA4809

6. Location of Contract Performance:

Seymour Johnson AFB, NC

7a. Contracting Officer: ERICA WILSON

7b. Phone Number: 919-722-5405

8a. Contract Award Date: 11/08/2005

8b. Contract Effective Date: 12/01/2005

9. Contract Completion Date: 09/30/2008

10. N/A

11. Awarded Dollar Value: \$2,661,644

12. Current Contract Dollar Value: \$828,135

13. Non-Competitive

Mixed/Other:

14. Contract Type: FFP

15. Key Subcontractors and Effort Performed:

16. Program Title and Phase of Acquisition:

Custodial Services

17. Contract Effort Description:

The contractor shall provide all management, equipment, and labor necessary to ensure that custodial services are performed at Seymour Johnson AFB, NC. The contractor shall perform required cleaning services to the level of cleanliness required: basic, prestige and clinical. It is at the Contractor's discretion to determine the levels of frequencies to attain the level of service required at the best value.

18. Evaluate the following Areas:

a. Quality of Product or Service

Past Rating

Rating

Trend

b. Schedule

N/A

Very Good

N/A

c. Cost Control

N/A

Exceptional

N/A

d. Business Relations

N/A

Exceptional

N/A

e. Management of Key Personnel

N/A

Very Good

N/A

f. Other Areas:

(1):

N/A

(2):

N/A

(3):

N/A

(4):

N/A

(5):

N/A

(6):

N/A

(7):

N/A

(8):

N/A

19. N/A

20. Assessing Official Narrative:

QUALITY OF PRODUCT OR SERVICE: The contractor successfully accomplished all contract requirements.

SCHEDULE: The contractor was very flexible and determined to fulfill all the needs of the government.

COST CONTROL: The contractor's performance was exceptional in this area. The contractor was a tremendous asset in assisting the government when the contract had to be descope due to funding constraints. The contractor eagerly recommended various cost saving ideals to aid the government in determining what areas of the contract to descope without significantly affecting contract performance. The contractor also responded expeditiously to all request for proposals and provided reasonable pricing.

BUSINESS RELATIONS: The company president and project manager were very proactive in resolving issues and suggested innovative ways of improving performance. The contractor had an excellent working relationship with government personnel.

MANAGEMENT OF KEY PERSONNEL: The contractor's personnel turnover rate was low. The project manager was very experienced in managing personnel and knowledgeable of the contract requirements. During the occasions where there was a change in personnel, the work was still performed on schedule and with the same quality of service. The contractor's staff provided timely and accurate invoices and other required documentation. The contractor's organization was well managed.

ADDITIONAL/OTHER: The contractor exhausted every effort to meet or exceed the requirements of this contract. The contractor corrected any and all discrepancies immediately after being notified. All building occupants interviewed had positive comments about the contractor's performance.

RECOMMENDATION: Given what I know today about the Contractor's ability to execute what they promised in their proposal, I definitely would award to them today given that I had a choice.

21. Name and Title of Assessing Official:

Name: ERICA WILSON

FOR OFFICIAL USE ONLY / SOURCE SELECTION INFORMATION - SEE FAR 2.101 and 3.104

Title: CONTRACTING OFFICER
Office: 4 CONS/LGCB
Phone Number: 919-722-5405
Email Address: erica.wilson@seymourjohnson.af.mil
Date: 04/25/2007

Fax Number: 919-722-5404

22. Contractor Comments:

ADDITIONAL/OTHER: The efforts of the contracting staff has greatly assisted Deep Reflection, Inc in its efforts. Their positive attitudes coupled with their openness for suggestions have been instrumental in assisting us in implementing cost cutting measures. Deep Reflection, Inc is proud to be associated with such a professional group of contracting offices, contract specialists, technical representatives and uniformed personnel.

CONCURRENCE: I concur with this assessment.

23. Name and Title of Contractor Representative:

Name: LAUREN BURKE

Title: COMPTROLLER

Phone Number: 336-667-3034

Fax Number: 336-667-6125

Email Address: Comptroller@deep-reflection.com

Date: 04/25/2007

24. Review by Reviewing Official:

Review not required as Contractor and Assessing Official agree on assigned ratings.

25. Name and Title of Reviewing Official:

Name:

Title:

Office:

Phone Number:

Fax Number:

Email Address:

Date:

CONTRACTOR PERFORMANCE ASSESSMENT REPORT (CPAR)

**SERVICES
INFORMATION TECHNOLOGY
OPERATIONS SUPPORT**

INCOMPLETE-RATED

1. Name/Address of Contractor (Division):

Company Name: DEEP REFLECTION PRODUCTS & SER

Division Name:

Street Address: 215 ELKIN HWY

City, State, Zip Code: NORTH WILKESBO NC 28659

Province/Country:

CAGE Code: 1QB51

FSC: S201

DUNS+4 Number: 012220393

NAICS Code: 561720

2. Report Type: Intermediate

3. Period of Performance Being Assessed: 10/01/2006 - 09/30/2007

4a. Contract Number: FA480906CV001

4b. DoD Business Sector & Sub-Sector: Installations

5. Contracting Office: FA4809 4 CONS LGCP

6. Location of Contract Performance:

Seymour Johnson AFB, NC

7a. Contracting Officer: ERICA WILSON

7b. Phone Number: 919-722-5405

8a. Contract Award Date: 11/08/2005

8b. Contract Effective Date: 12/01/2005

9. Contract Completion Date: 03/31/2008

10. N/A

11. Awarded Dollar Value: \$2,697,787

12. Current Contract Dollar Value: \$1,729,789

13. Non-Competitive

14. Contract Type: FFP

Mixed/Other:

15. Key Subcontractors and Effort Performed:

16. Program Title and Phase of Acquisition:

Custodial Services

17. Contract Effort Description:

The contractor shall provide all management, equipment, and labor necessary to ensure that custodial services are performed at Seymour Johnson AFB, NC. The contractor shall perform required cleaning services to the level of cleanliness required: basic, prestige and clinical. It is at the Contractor's discretion to determine the frequencies to attain the level of service required at the best value.

18. Evaluate the following Areas:

a. Quality of Product or Service

Past Rating

Rating

Trend

b. Schedule

Very Good

Exceptional

N/A

c. Cost Control

Exceptional

Exceptional

N/A

d. Business Relations

Exceptional

Exceptional

N/A

e. Management of Key Personnel

Very Good

Exceptional

N/A

f. Other Areas:

(1):

N/A

(2):

N/A

(3):

N/A

(4):

N/A

(5):

N/A

(6):

N/A

(7):

N/A

(8):

N/A

19. N/A

20. Assessing Official Narrative:

QUALITY OF PRODUCT OR SERVICE: The contractor completed all contract requirements in an exceptional manner. Every effort was exhausted to ensure the Government received the highest quality of service. The contractor always put the customer first and ensured customer satisfaction when performing services. All employees adhered to the contractor's strict professional appearance and conduct requirements.

SCHEDULE: The contractor's routine and periodic cleaning schedule ensured 100% completion of services and compliance with the contract requirements. The contractor also was very flexible with the adjustment of this schedule to meet the needs of the Government upon short notification of events that included, but were not limited to, down days and distinguished visitor visits.

COST CONTROL: The contractor continued to respond expeditiously to all request for proposals and provided fair and reasonable pricing.

BUSINESS RELATIONS: The company president and project manager were very professional and continued to be proactive in resolving any and all issues. They identified and resolved issues, and provided solutions to prevent issues from reoccurring.

MANAGEMENT OF KEY PERSONNEL: The contractor provided on-site managers for each cleaning team, a rotating working field supervisor and a project manager to oversee all work being accomplished. The project manager was very efficient in monitoring work progress. He performed daily quality assurance checks to ensure compliance with contract requirements and customer satisfaction with services performed. The contractor's staff was very professional and well organized. All required contract documentation was provided in a timely manner.

ADDITIONAL/OTHER: No customer complaints were received during this reporting period, which directly reflects the high quality of service provided by the contractor. The contractor was always willing, without question, to respond to customer needs to ensure complete satisfaction with services performed.

RECOMMENDATION: Given what I know today about the Contractor's ability to execute what they promised in their proposal, I definitely would award to them today given that I had a choice.

21. Name and Title of Assessing Official:

Name: ERICA WILSON

Title: CONTRACTING OFFICER
Office: 4 CONS/LGCB
Phone Number: 919-722-5405
Email Address: erica.wilson@seymourjohnson.af.mil
Date: 12/05/2007

Fax Number: 919-722-5404

22. Contractor Comments:

ADDITIONAL/OTHER: The success of Deep Reflection, Inc in this contract must be directly contributed to the professional assistance we have received from all members of the Seymour Johnson, AFB contracting staff. Their willingness to acknowledge the challenges faced by a custodial contractor at a facility of their size and mission has resulted in Deep Reflection, Inc receiving timely, accurate and useful information on matters that affect us most. This includes, but is not limited to weather, Change of Command functions, facility changes, personnel moves, etc.

The quarterly contractor meetings have also been professional, informative and positive. Ms. Erica Wison, Mr. Terry Wooley, Mr. Robert Leary and Ms. Deborah Scott have gone above and beyond in their efforts to keep Deep Reflection, Inc informed of changes at Seymour Johnson, AFB that could or would affect our ability to perform. The working relationship with this office is noting short of Dynamic!!

CONCURRENCE: I concur with this assessment.

23. Name and Title of Contractor Representative:

Name: JULIUS A. HOWELL, SR
Title: PRESIDENT/CEO
Phone Number: 336-667-3034
Email Address: president@deep-reflection.com
Date:

Fax Number: 336-667-6125

24. Review by Reviewing Official:

25. Name and Title of Reviewing Official:

Name:
Title:
Office:
Phone Number:
Email Address:
Date:

Fax Number:

ATTACHMENT #3 – CLIENT REFERENCES

PAST PERFORMANCE INFORMATION AND CLIENT REFERENCES

1. 4th Contracting Squadron
1695 Wright Brothers Avenue
Seymour Johnson AFB, NC 27531-2459
Contracting Officer: SSgt Johnson
Ph # 919-722-7145
Janitorial Contract
Start Date: December 1, 2005
End Date: May 31, 2008
Total Amount: \$ 2,344,780.39
2. 4th Contracting Squadron
1695 Wright Brothers Avenue
Seymour Johnson AFB, NC 27531-2459
Contracting Officer: SSgt Johnson
Ph # 919-722-7145
Recycling Contract
Start Date: March 1, 2006
End Date: December 31, 2008
Total Amount: \$ 607,862.57
3. Federal Aviation Administration
Flight Standards District Office (FSDO-05)
6433 Bryan Boulevard
Greensboro, NC 27409
Contracting officer: Tracie Harris
Ph # 404-305-5779
Janitorial Contract
Start Date: October 1, 2005
End Date: September 30, 2009 (Renewed & Current)
Total Amount: \$112,177.56
4. Curtiss-Wright Controls
201 Old Boiling Springs Road
Shelby, NC 28152
Contracting Officer: Phillip Felkel
Ph # 704-481-2211
Janitorial Contract
Start Date: July 1, 2006
End Date: October 31, 2008 (Renewed & Current)
Total Amount: \$414,227.54
5. Appalachian State University
Purchasing Department
1039 State Farm Road
Boone, NC 28608
Contracting Officer: Brad Smith
Ph # 828-964-1403
Carpet Cleaning
Start Date: May 21, 2010
End Date: June 2, 2010
Total Amount: \$ 13,710.00
6. Federal Emergency Management Agency
19844 Blue Ridge Mountain Road
Mt. Weather, VA 20135-2006
Contracting Officer: Lori Smith
Ph # 540-542-2307
Janitorial Contract
Start Date: September 16, 2002
End Date: September 15, 2007
Total Amount: \$ 2,908,688.41
7. Federal Emergency Management Agency
19844 Blue Ridge Mountain Road
Mt. Weather, VA 20135-2006
Contracting Officer: Lori Smith
Ph # 540-542-2307
Janitorial Contract
Start Date: September 16, 2007
End Date: September 15, 2012
Total Amount: \$ 3,589,859.90
8. Wilkes County Health Department
306 College Street
Wilkesboro, NC 28697
POC: Donna Reeves
Ph # 336-651-7574
Janitorial Contract
Start Date: March 1, 2010
End Date: February 29, 2013
Total Amount: \$ 112,437.00

CONFIDENTIAL

This information requires written approval from the President of Deep Reflection Products & Services, Inc before being utilized in any manner.

ATTACHMENT #4 – PROPOSED EQUIPMENT AND SUPPLY LIST

FLOOR MAINTENANCE EQUIPMENT LIST

- WINDSOR LIGHTING 20 BATTERY BURNISHER
- MINUTEMAN E20 AUTO SCRUBBER W/ONBOARD CHARGER
- “EXPRESS” CLEANMASTER MULTI-SURFACE CARPET MACHINE
- PACIFIC “SEARAY 175” LOW SPEED BUFFER/STRIPPER
- PACIFIC “FURY 1500” HIGH SPEED BURNISHER
- PROTEAM BACKPACK VACUUM CLEANERS

GENERAL JANITORIAL EQUIPMENT LIST

- RUBBERMAID MOP BUCKET & WRINGER COMBO
- QUICK CHANGE MOP HANDLES
- RUBBERMAID MAIDS CARTS
- AMMEX SYNTHETIC (POWDER FREE) EXAM GLOVES
- MICROFIBER CLEANING CLOTHS
- LOBBY DUSTPANS
- BRUTE TRASH CANS W/DOLLY
- L OOPED END MOP HEADS
- LAMBSKIN SPECIALTIES LAMBSWOOL DUSTERS

CLEANING CHEMICALS LIST

- PAK-IT (READY TO USE) CITRUS ALL-PURPOSE CLEANER
- PAK-IT (READY TO USE) GLASS & HARD SURFACE CLEANER
- PAK-IT (READY TO USE) NEUTRAL DISINFECTANT CLEANER
- PAK-IT (READY TO USE) AUTUMN FRESH ODOR COUNTERACTANT
- PAK-IT (READY TO USE) NON-ACID BOWL & BATHROOM CLEANER
- ES 53 CRÈME CLEANSER
- ES 78+ STAINLESS STEEL CLEANER/POLISH

Deep Reflection Products & Services, Inc. proposes the use of the following products in the Floor Maintenance Program at Watauga County Maintenance Department:

- ✓ E-Clean Floor Stripper – This product is an EPA (DFE) Designed for the Environment, Odor free “Green” stripper.
- ✓ E- Clean Floor Wax – This product is also an EPA (DFE) Designed for the Environment, Odor free “Green” floor wax. This product produces a higher brilliance and durability than zinc based waxes.
- ✓ E-Clean Dri-Buffer – This product is another EPA (DFE) Designed for the Environment, Odor free “Gel Buffer”. This product will extend the life of conventional floor finishes and enhance their gloss. Because this product is a “Gel”, there is no overspray to deal with on equipment or floor surfaces. This means there is little to no dust left behind after floor burnishing.

We feel that being allowed to implement these items into the Floor Maintenance Program would generate the following benefits:

- Reduced Contract Costs
- Improve Facility Cleanliness
- Reduce Labor Hours

MSDA and product spec sheets are attached for the above requested products.

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Clean right to get GREEN

Floor Finish



e-clean Floor Finish is a Zinc free interlock polymer coating that dries to a deep gloss and is extremely durable under heavy traffic. When used with e-clean Dri-Buffer, the finish is easily repaired, cleaned, and restored to a brilliant gloss.

Use with the companion e-clean Stripper, Dri-buffer and Floor Cleaner to produce a safer, clean, floor surface.

Use our other e-clean products for building maintenance: Restroom Cleaner, Glass Cleaner, Spray Cleaner, Carpet Cleaner and Carpet Spotter.

How to use:

Can be applied over other hard, non-wax finishes. For best results, the old brand of finish should be completely removed and the new finish applied to a clean, dry floor.

1. Apply finish in straight, even strokes that will cover fully, but not so liberally as to run into spots.
2. Allow to dry completely. Do not re-work finish while it is drying.
3. When dry, an additional coat, or coats, may be applied if needed. Apply each succeeding coat a little less liberally than the previous one.

Specifications

Appearance.....	Milky White Liquid
Odor.....	Mild acrylic
Zinc.....	None
Green Certified.....	Yes
pH.....	8.0
Flash Point.....	>200°F

Packaged in 4/1 gallons, 2.5 gallon BIB

e-clean products are powerful solutions that are carefully formulated to give superior performance while respecting the balance with nature. e-clean products are certified safer for the environment and for the user. Clean right to get Green!

e-clean products is a division of The Bullen Companies, Folcroft, Pa 19032
Phone 610-534-8900 • Fax 610-534-8912 • www.e-cleanproducts.com



Recognized for Safer Chemistry

MATERIAL SAFETY DATA SHEET

(Prepared According to 29 CFR 1910.1200)

SECTION 1 - PRODUCT IDENTIFICATION			
Trade Name E-CLEAN FLOOR FINISH		Product Type D/E Floor Finish (Acabado Para Pisos)	
SECTION 2 - HAZARDOUS INGREDIENTS			
CHEMICAL NAME/COMMON NAME	CAS NO.	PERCENT(optional)	TLV(Source)
Acrylic Copolymer	Mixture	<= 45.0	none
Other ingredients in this product are : <input type="checkbox"/> Less than 1% by weight or less than 0.1% for carcinogens <input checked="" type="checkbox"/> Not hazardous <input type="checkbox"/> Declared to be Trade Secret			
SECTION 3 - PHYSICAL DATA			
Boiling point(°F.) Near 212		Specific Gravity(H ₂ O=1.0) (± 0.005) 1.02	
Vapor Pressure(mm Hg) 17 mm @ 20C		pH (± 0.5) 8.5	
Vapor Density(Air=1) > 1			
Solubility in water <input type="checkbox"/> Complete <input type="checkbox"/> Insoluble <input checked="" type="checkbox"/> Emulsifiable (or Dispersible) <input type="checkbox"/> Slight (or Partial)			
Evaporation Rate(vs. H ₂ O) <input type="checkbox"/> Faster <input checked="" type="checkbox"/> Slower <input type="checkbox"/> About the Same			
Appearance and Odor Milk white liquid with mild acrylic odor.			
SECTION 4 - FIRE AND EXPLOSION HAZARD DATA			
Flash Point(T.C.C.) > 200 °F. <input type="checkbox"/> None to Boiling		Flammable Limits Upper Unknown Lower Unknown	
Extinguishing Media CO ₂ , dry chemical, foam, water sprav.			
Special Firefighting Procedures Do not enter confined fire-spaces without protective clothing and self-contained air supply.			
Unusual Fire and Explosion Hazards None known.			
SECTION 5 - REACTIVITY DATA			
Stability Stable		Incompatibility Strong oxidizers	
Hazardous Decomposition Products Carbon monoxide and other unidentified organic gases may occur during incomplete combustion.			
SECTION 6 - HEALTH HAZARDS			
Primary Routes of Exposure <input checked="" type="checkbox"/> Eye <input checked="" type="checkbox"/> Skin <input type="checkbox"/> Oral <input checked="" type="checkbox"/> Inhalation <input type="checkbox"/> Other			
Signs and Symptoms of Overexposure (Acute) Eyes: causes eye irritation. Skin: may be irritating to skin. Inhalation: may be irritating to nose and throat - anesthetic effects.			
Signs and Symptoms of Overexposure(Chronic) None known			
Medical Conditions Aggravated by Overexposure None known		Carcinogen/Suspect Carcinogen Ingredients <input type="checkbox"/> NTP <input type="checkbox"/> OSHA <input type="checkbox"/> IARC <input checked="" type="checkbox"/> NONE	
SECTION 7 - EMERGENCY AND FIRST AID PROCEDURES			
Eyes Flush immediately with water for at least 15 minutes. If persistent irritation occurs, call a physician.			
Skin Wash thoroughly with soap and water.			
Ingestion Drink large quantities of milk or water. Call a physician.			
Inhalation Remove exposed person to fresh air. Treat symptomatically.			
SECTION 8 - SPECIAL PROTECTION INFORMATION			
Respiratory Protection Not needed under normal conditions of use.			
Ventilation Requirements <input type="checkbox"/> Local Exhaust <input checked="" type="checkbox"/> Mechanical <input type="checkbox"/> Room Ventilation Is Adequate			
Protective Gloves Yes Eye Protection Yes Other Protective Clothing Not required for normal use			
SECTION 9 - SPILL OR LEAK PROCEDURES			
Steps to be Taken if Released or Spilled Dike and contain spill with suitable absorbent and collect for disposal. Floors may be slippery. Care should be exercised to avoid falls.			
Waste Disposal Methods Dispose of in accordance with applicable Federal, State and Local ordinances.			
SECTION 10 - STORAGE AND HANDLING INFORMATION			
Precautions to be Taken in Handling and Storage Avoid freezing. Product may coagulate. Use with adequate ventilation. Avoid contact with eyes. Wash thoroughly after handling.			

The health hazards given on the Material Safety Data Sheet apply to this product in its concentrated form (as supplied) and may differ significantly at use dilution. The signs and symptoms of over exposure apply only to negligence in handling or misuse of the concentrated product and not to the routine exposure to the product, under normal conditions of use.



Clean right to get GREEN



Stripper for Floors

e-clean Stripper is an aggressive, non-ammoniated, emulsifying stripper that is concentrated, fast acting and very low in odor. It has superior stripping efficiency that translates into real labor cost savings.

Use with the companion e-clean Finish, Dri-Buffer and Floor Cleaner to have a safe, clean floor surface.

Use with companion e-clean products for building maintenance: Restroom Cleaner, Glass Cleaner, Spray Cleaner Carpet Cleaner, Spot Cleaner.

How to use:

LIGHT/MEDIUM BUILD UP: Dilute 1 part e-clean Stripper to 8 parts water. **HEAVY:** Dilute 1 part e-clean Stripper to 4 parts water.

Apply e-clean Stripper solution to floor so it covers approximately 100 square feet. Apply enough material to insure complete wetting. Allow to stand 3-5 minutes minimum.

DO NOT ALLOW SOLUTION TO DRY. For best results wet vac residue. If not possible, use a damp mop for recovery. Rinse with clear water.

e-clean products are powerful solutions that are carefully formulated to give superior performance while maintaining balance with nature. e-clean products are certified safe for the environment and for the user. Clean right to get Green!

e-clean products is a division of The Bullen Companies, Folcroft, Pa 19032
Phone 215-724-8100 • Fax 610--534-8912 • www.e-cleanproducts.com

Specifications

Appearance.. Clear colorless liquid
Odor..... Mild
Biodegradability..... Complete
Phosphates..... None
Green Certified..... Yes
pH..... 10.0
Flash Point..... >212f

Packaged in 4/1 gallons, 2.5 gallon BIB



Recognized for Safer Chemistry

MATERIAL SAFETY DATA SHEET

(Prepared According to 29 CFR 1910.1200)

SECTION 1 - PRODUCT IDENTIFICATION			
Distributor		Emergency Phone	
Address			
Trade Name E-CLEAN STRIPPER FOR FLOORS		Product Type Floor finish remover	
SECTION 2 - HAZARDOUS INGREDIENTS			
CHEMICAL NAME/COMMON NAME	CAS NO.	PERCENT(optional)	TLV(Source)
Dipropylene Glycol Methyl Ether	34590-94-8		
SARA HAZARD TITLE III, SECTION 313-CONTAINS THE STARRED INGREDIENT(S) AT THE INDICATED PERCENTAGES			
Other ingredients in this product are : <input type="checkbox"/> Less than 1% by weight or less than 0.1% for carcinogens <input type="checkbox"/> Not hazardous <input type="checkbox"/> Declared to be Trade Secret			
SECTION 3 - PHYSICAL DATA			
Boiling point(°F.) Near 212		Specific Gravity(H ₂ O=1.0) (± 0.005) 1.00	
Vapor Pressure(mm Hg) Unknown		pH (± 0.5) 11.0	
Vapor Density(Air=1) Unknown			
Solubility in water <input checked="" type="checkbox"/> Complete <input type="checkbox"/> Insoluble <input type="checkbox"/> Emulsifiable (or Dispersible) <input type="checkbox"/> Slight (or Partial)			
Evaporation Rate(vs. H ₂ O) <input checked="" type="checkbox"/> Faster <input type="checkbox"/> Slower <input type="checkbox"/> About the Same			
Appearance and Odor Liquid, glycol ether odor			
SECTION 4 - FIRE AND EXPLOSION HAZARD DATA			
Flash Point(T.C.C.) °F. <input checked="" type="checkbox"/> None to Boiling		Flammable Limits Upper Unknown Lower Unknown	
Extinguishing Media CO ₂ , dry chemical, foam, water spray.			
Special Firefighting Procedures Do not enter confined fire-spaces without protective clothing and self-contained air supply.			
Unusual Fire and Explosion Hazards None known.			
SECTION 5 - REACTIVITY DATA			
Stability Stable		Incompatibility Strong oxidizers	
Hazardous Decomposition Products Carbon monoxide and other unidentified organic gases may occur during incomplete combustion.			
SECTION 6 - HEALTH HAZARDS			
Primary Routes of Exposure <input checked="" type="checkbox"/> Eye <input checked="" type="checkbox"/> Skin <input type="checkbox"/> Oral <input type="checkbox"/> Inhalation <input type="checkbox"/> Other			
Signs and Symptoms Prolonged or repeated contact of concentrated product with eyes will cause irritation and reddening. May cause skin irritation with certain individuals. Ingestion of this product may cause exposed person to vomit and may result in some diarrhea.			
of Overexposure (Acute)			
Signs and Symptoms of Overexposure(Chronic)None known			
Medical Conditions Aggravated by Overexposure None known		Carcinogen/Suspect Carcinogen Ingredients <input type="checkbox"/> NTP <input type="checkbox"/> OSHA <input type="checkbox"/> ARC <input checked="" type="checkbox"/> NONE	
SECTION 7 - EMERGENCY AND FIRST AID PROCEDURES			
Eyes Flush immediately with water for at least 15 minutes. If persistent irritation occurs, call a physician.			
Skin Not applicable			
Ingestion Drink large quantities of milk or water. Call a physician.			
Inhalation Not applicable			
SECTION 8 - SPECIAL PROTECTION INFORMATION			
Respiratory Protection Not needed under normal conditions of use.			
Ventilation Requirements <input type="checkbox"/> Local Exhaust <input type="checkbox"/> Mechanical <input checked="" type="checkbox"/> Room Ventilation Is Adequate			
Protective Gloves Not required. Eye Protection Safety glasses/goggles Other Protective Clothing Not required for normal use			
SECTION 9 - SPILL OR LEAK PROCEDURES			
Steps to be Taken if Released or Spilled Dilute with much water and flush to drain.			
Waste Disposal Methods Dispose of in accordance with applicable Federal, State and Local ordinances.			
SECTION 10 - STORAGE AND HANDLING INFORMATION			
Precautions to be Taken in Handling and Storage Do not get in eyes.			

The health hazards given on the Material Safety Data Sheet apply to this product in its concentrated form (as supplied) and may differ significantly at use dilution. The signs and symptoms of over exposure apply only to negligence in handling or misuse of the concentrated product and not to the routine exposure to the product, under normal conditions of use.

DATE PREPARED
6/17/2008



Clean right to get GREEN

Dri-Buffer



e-clean Dri-Buffer is a product of entirely new technology that provides the ultimate in floor appearance, protection and safety at the lowest cost of labor and material. It can be used to maintain any floor finish including other "green" floor finishes.

One pint treats 120,000 square feet! It will virtually eliminate stripping and re-coating needed with regular floor care programs.

Use with the companion **e-clean Floor Finish, Stripper and Floor Cleaner** to produce a safe, clean, floor surface.

How to use:

If the floor is relatively clean, only dust mopping is required. If heavily soiled, clean first with **e-clean Floor Cleaner**.

Use a high speed buffing pad and burnishing machine. Apply 4 nickel diameter size drops of **e-clean Dri-Buffer** onto the floor in a circular pattern. Center the buffing pad over the drops and burnish the floor over a 30-40 square foot area. Repeat application of the **e-clean Dri-Buffer**. Note: Less product per square foot is needed if more floor area is covered by the machine with each 4 drop application. If floor was dirty before application, dust mop after the floor is burnished.

e-clean products are powerful solutions that are carefully formulated to give superior performance while maintaining balance with nature. **e-clean products** are certified safer for the environment and for the user. Clean right to get Green!

e-clean products is a division of The Bullen Companies, Folcroft, Pa 19032
Phone 215-724-8100 • Fax 610--534-8912 • www.e-cleanproducts.com

Specifications

Appearance.....	Clear
Odor.....	Mild
Biodegradability.....	Complete
Phosphates.....	None
Green Certified.....	Yes
pH.....	7.0
Flash Point.....	>212°F

Packaged in 6/1 pints bottles



Recognized for Safer Chemistry

MATERIAL SAFETY DATA SHEET

(Prepared According to 29 CFR 1910.1200)

SECTION 1 - PRODUCT IDENTIFICATION			
Trade Name E-CLEAN DRI-BUFFER		Product Type Floor Maintainer	
SECTION 2 - HAZARDOUS INGREDIENTS			
CHEMICAL NAME/COMMON NAME	CAS NO.	PERCENT(optional)	TLV(Source)
Other Ingredients in this product are : <input type="checkbox"/> Less than 1% by weight or less than 0.1% for carcinogens <input type="checkbox"/> Not hazardous <input checked="" type="checkbox"/> Declared to be Trade Secret			
SECTION 3 - PHYSICAL DATA			
Bolling point(°F.) Near 212	Specific Gravity(H2O=1.0) (± 0.005) 1.000	pH (± 0.5) 7.0	
Vapor Pressure(mm Hg) Unknown	Vapor Density(Air=1) Unknown		
Solubility in water <input checked="" type="checkbox"/> Complete <input type="checkbox"/> Insoluble <input type="checkbox"/> Emulsifiable (or Dispersible) <input type="checkbox"/> Slight (or Partial)	Evaporation Rate(vs. H2O) <input type="checkbox"/> Faster <input checked="" type="checkbox"/> Slower <input type="checkbox"/> About the Same		
Appearance and Odor Translucent white paste			
SECTION 4 - FIRE AND EXPLOSION HAZARD DATA			
Flash Point(T.C.C.) °F. <input checked="" type="checkbox"/> None to Boiling	Flammable Limits Upper Unknown Lower Unknown		
Extinguishing Media COO, dry chemical, foam, water spray.			
Special Firefighting Procedures Do not enter confined fire-spaces without protective clothing and self-contained air supply.			
Unusual Fire and Explosion Hazards None known.			
SECTION 5 - REACTIVITY DATA			
Stability Stable	Incompatibility Strong oxidizers		
Hazardous Decomposition Products Carbon monoxide and other unidentified organic gases may occur during incomplete combustion.			
SECTION 6 - HEALTH HAZARDS			
Primary Routes of Exposure <input checked="" type="checkbox"/> Eye <input checked="" type="checkbox"/> Skin <input checked="" type="checkbox"/> Oral <input type="checkbox"/> Inhalation <input type="checkbox"/> Other	Signs and Symptoms Prolonged or repeated contact of concentrated product with eyes will cause irritation and reddening. May cause skin irritation with certain individuals. Ingestion of this product may cause exposed person to vomit and may result in some diarrhea.		
of Overexposure (Acute)			
Signs and Symptoms of Overexposure(Chronic)None known			
Medical Conditions Aggravated by Overexposure None known	Carcinogen/Suspect Carcinogen Ingredients <input type="checkbox"/> NTP <input type="checkbox"/> OSHA <input type="checkbox"/> IARC <input checked="" type="checkbox"/> NONE		
SECTION 7 - EMERGENCY AND FIRST AID PROCEDURES			
Eyes Flush immediately with water for at least 15 minutes. If persistent irritation occurs, call a physician.	Skin Not applicable		
Ingestion Drink large quantities of milk or water. Call a physician.	Inhalation Not applicable		
SECTION 8 - SPECIAL PROTECTION INFORMATION			
Respiratory Protection Not needed under normal conditions of use.			
Ventilation Requirements <input type="checkbox"/> Local Exhaust <input type="checkbox"/> Mechanical <input checked="" type="checkbox"/> Room Ventilation Is Adequate	Protective Gloves Not required. Eye Protection Other Protective Clothing Not required for normal use		
SECTION 9 - SPILL OR LEAK PROCEDURES			
Steps to be Taken if Released or Spilled Dilute with much water and flush to drain.			
Waste Disposal Methods Dispose of in accordance with applicable Federal, State and Local ordinances.			
SECTION 10 - STORAGE AND HANDLING INFORMATION			
Precautions to be Taken in Handling and Storage Do not get in eyes.			

The health hazards given on the Material Safety Data Sheet apply to this product in its concentrated form (as supplied) and may differ significantly at use dilution. The signs and symptoms of over exposure apply only to negligence in handling or misuse of the concentrated product and not to the routine exposure to the product, under normal conditions of use.

**FREQUENCY OF SERVICE
APPENDIX D**

APPALACHIAN ENTERPRISE CENTER
150 Poplar Grove Road, Knoxville, TN 37907
Phone: (615) 592-1000

	S	M	T	W	TH	F	SAT	SUN
BUILDING ENTRANCE								
Vacuum walk mats		X						
Sweep - exterior walk to		X						
Door cleaning								
Front entrance								
REPAIRS MAINTENANCE								
Light								
Office - Glass								
DRINKING FOUNTAIN								
Trash								
RESTROOMS								
Hand soap		X						
Hand sanitizer		X						
Wipe down surfaces		X						
Wipe down door handles		X						
Wipe down restrooms		X						
Wipe down drinking fountain		X						
Wipe down trash		X						
Wipe down exterior		X						
Wipe down interior		X						
Wipe down restrooms		X						
Wipe down drinking fountain		X						
Wipe down trash		X						
Wipe down exterior		X						
Wipe down interior		X						

APPALACHIAN ENTERPRISE CENTER
130 Poplar Grove Road Connector
 Boone, NC 28607

SQ FT: 8,531

	<u>S</u>	<u>M</u>	<u>T</u>	<u>W</u>	<u>TH</u>	<u>F</u>	<u>S</u>	<u>2/MTH</u>	<u>1/MTH</u>	<u>2/YR</u>	<u>1/YR</u>
BUILDING ENTRANCE											
Vacuum walk mats		X		X		X					
Sweep - exterior within 10'		X		X		X					
Clean glass/frame						X					
Empty smoke urns						X					
VENDING MACHINES											
Dust	N/A										
Clean Glass	N/A										
DRINKING FOUNTAINS											
Clean/disinfect		X		X		X					
Polish						X					
RESTROOMS											
Sweep/mop		X		X		X					
Clean/sanitize fixtures		X		X		X					
Stock paper supplies/soap		X		X		X					
Polish mirrors/chrome		X									
Scrub ceramic tile										X	
Spot clean walls to 70" from floor		X		X		X					
Empty trash receptacles		X		X		X					
ELEVATOR											
Vacuum floor	N/A										
Mop VCT	N/A										
Polish chrome	N/A										
COMMON AREAS											
CONFERENCE ROOMS, LOBBYS,											
CORRIDORS, STAIRWAYS											
Vacuum carpet		X		X		X					
Sweep/mop VCT		X		X		X					
Spray buff VCT								X			
Strip/wax VCT											X
Clean baseboards								X			
Empty trash receptacles		X		X		X					
Spot clean walls		X		X		X					
Spot clean floors		X		X		X					
Bonnet clean carpet									X		
Extract clean carpet											X
Clean countertops, tables		X		X		X					

BLDG: App. Enterprise Ctr. S M T W TH F S 2/MTH 1/MTH 2/YR 1/YR

OFFICES

Vacuum carpet		X				X						
Clean baseboards									X			
Empty trash receptacles		X		X		X						
Spot clean walls									X			
Spot clean floors		X		X		X						
Bonnet clean carpet												X
Extract clean carpet												X

KITCHEN

Clean countertops	N/A											
Clean sink												
Sweep VCT												
Mop VCT												
Spray buff VCT												
Strip/wax VCT												
Clean baseboards												
Spot clean walls												
Polish chrome/stainless steel												
Polish glass												

BREAK ROOMS

Clean countertops, tables		X		X		X						
Clean sink		X		X		X						
Sweep VCT		X		X		X						
Mop VCT		X		X		X						
Spray buff VCT									X			
Strip/wax VCT												X
Clean baseboards									X			
Spot clean walls		X		X		X						
Polish chrome/stainless steel												
Polish glass												
Vacuum carpet	N/A											
Spot clean carpet	N/A											
Bonnet clean carpet	N/A											
Extract clean carpet	N/A											
Empty waste receptacles		X		X		X						
Stock paper towels		X		X		X						

General Notes

- 1) Clean trash receptacles inside and out as needed.
- 2) Clean light fixtures as needed.
- 3) Dust door frames and window sills (if cleared) 4 times per year.
- 4) Vacuum all air vents 4 times per year.
- 5) Report problems with items found in disrepair to Watauga County Maintenance at 828.264.1430.
- 6) Building should be left in a secure and locked condition each night.
- 7) All door facings, door edges, door knobs and light switches shall be kept clean of dirt, grease, fingerprints, etc.

TOTAL LABOR HOURS PER YEAR TO PROVIDE SERVICE: 624

COST PER YER (BID AMOUNT) \$11,910.60

APP. DISTRICT HEALTH DEPARTMENT
 126 POPLAR GROVE RD. CONN.
 Boone, NC 28607

SQ FT 23,273

	<u>S</u>	<u>M</u>	<u>T</u>	<u>W</u>	<u>TH</u>	<u>F</u>	<u>S</u>	<u>2/MTH</u>	<u>1/MTH</u>	<u>2/YR</u>	<u>1/YR</u>
BUILDING ENTRANCE											
Vacuum walk mats		X	X	X	X	X					
Sweep - exterior within 10'		X	X	X	X	X					
Clean glass/frame		X	X	X	X	X					
Empty smoke urns	N/A										
VENDING MACHINES											
Dust						X					
Clean Glass						X					
DRINKING FOUNTAINS											
Clean/disinfect		X	X	X	X	X					
Polish			X		X						
RESTROOMS											
Sweep/mop		X	X	X	X	X					
Clean/sanitize fixtures		X	X	X	X	X					
Stock paper supplies/soap		X	X	X	X	X					
Polish mirrors/chrome		X	X	X	X	X					
Scrub ceramic tile								X			
Spot clean walls to 70" from floor		X	X	X	X	X					
Empty trash receptacles		X	X	X	X	X					
ELEVATOR											
Vacuum floor		X	X	X	X	X					
Mop VCT		X		X		X					
Polish chrome						X					
COMMON AREAS											
CONFERENCE ROOMS, LOBBYS,											
CORRIDORS, STAIRWAYS											
Vacuum carpet		X	X	X	X	X					
Sweep/mop VCT		X	X	X	X	X					
Spray buff VCT								X			
Strip/wax VCT											X
Clean baseboards								X			
Empty trash receptacles		X	X	X	X	X					
Spot clean walls		X	X	X	X	X					
Spot clean floors		X	X	X	X	X					
Bonnet clean carpet									X		
Extract clean carpet											X
Clean countertops, tables		X	X	X	X	X					

APP. DISTRICT HEALTH DEPT. S M T W TH F S 2/MTH 1/MTH 2/YR 1/YR

OFFICES

Vacuum carpet			X		X						
Clean baseboards								X			
Empty trash receptacles		X	X	X	X	X					
Spot clean walls								X			
Spot clean floors								X			
Bonnet clean carpet										X	
Extract clean carpet											X

KITCHEN

N/A

Clean countertops											
Clean sink											
Sweep VCT											
Mop VCT											
Spray buff VCT											
Strip/wax VCT											
Clean baseboards											
Spot clean walls											
Polish chrome/stainless steel											
Polish glass											

BREAK ROOMS

Clean countertops, tables		X	X	X	X	X					
Clean sink		X	X	X	X	X					
Sweep VCT		X	X	X	X	X					
Mop VCT		X		X		X					
Spray buff VCT								X			
Strip/wax VCT											X
Clean baseboards											X
Spot clean walls											X
Polish chrome/stainless steel		X	X	X	X	X					
Polish glass		X	X	X	X	X					
Vacuum carpet	N/A										
Spot clean carpet	N/A										
Bonnet clean carpet	N/A										
Extract clean carpet	N/A										
Empty waste receptacles		X	X	X	X	X					
Stock paper towels		X	X	X	X	X					

EXAM ROOMS

Sweep VCT		X	X	X	X	X					
Mop VCT		X		X		X					
Spray buff VCT								X			
Strip/wax VCT											X
Clean baseboards											X
Spot clean walls		X	X	X	X	X					
Polish chrome/stainless steel		X	X	X	X	X					
Polish glass		X	X	X	X	X					

APP. DISTRICT HEALTH DEPT.

General Notes

- 1) Clean trash receptacles inside and out as needed.
- 2) Clean light fixtures as needed.
- 3) Dust door frames and window sills (if cleared) 4 times per year.
- 4) Vacuum all air vents 4 times per year.
- 5) Report problems with items found in disrepair to Watauga County Maintenance at 828.264.1430.
- 6) Building should be left in a secure and locked condition each night.
- 7) All door facings, door edges, door knobs and light switches shall be kept clean of dirt, grease, fingerprints, etc.

TOTAL LABOR HOURS PER YEAR TO PROVIDE SERVICE: 3120

COST PER YER (BID AMOUNT) \$50,960.00

WATAUGA COUNTY LIBRARY
140 QUEEN STREET
 Boone, NC 28607

SQ FT 16,625

	<u>S</u>	<u>M</u>	<u>T</u>	<u>W</u>	<u>TH</u>	<u>F</u>	<u>S</u>	<u>2/MTH</u>	<u>1/MTH</u>	<u>2/YR</u>	<u>1/YR</u>
BUILDING ENTRANCE											
Vacuum walk mats		X	X	X	X	X	X				
Sweep - exterior within 10'		X	X	X	X	X	X				
Clean glass/frame		X	X	X	X	X	X				
Empty smoke urns			X			X					
VENDING MACHINES											
Dust						X					
Clean Glass						X					
DRINKING FOUNTAINS											
Clean/disinfect		X	X	X	X	X	X				
Polish					X						
RESTROOMS											
Sweep/mop		X	X	X	X	X	X				
Clean/sanitize fixtures		X	X	X	X	X	X				
Stock paper supplies/soap		X	X	X	X	X	X				
Polish mirrors/chrome		X	X	X	X	X	X				
Scrub ceramic tile									X		
Spot clean walls to 70" from floor		X	X	X	X	X	X				
Empty trash receptacles		X	X	X	X	X	X				
ELEVATOR N/A											
Vacuum floor											
Mop VCT											
Polish chrome											
COMMON AREAS											
CONFERENCE ROOMS, LOBBYS,											
CORRIDORS, STAIRWAYS											
Vacuum carpet		X	X	X	X	X	X				
Sweep/mop VCT		X	X	X	X	X	X				
Spray buff VCT									X		
Strip/wax VCT											X
Clean baseboards									X		
Empty trash receptacles		X	X	X	X	X	X				
Spot clean walls		X	X	X	X	X	X				
Spot clean floors		X	X	X	X	X	X				
Bonnet clean carpet										X	
Extract clean carpet											X
Clean countertops, tables		X	X	X	X	X	X				

BLDG: LIBRARY

S M T W TH F S 2/MTH 1/MTH 2/YR 1/YR

OFFICES

Vacuum carpet		X		X		X						
Clean baseboards												
Empty trash receptacles		X	X	X	X	X	X			X		
Spot clean walls										X		
Spot clean floors										X		
Bonnet clean carpet												X
Extract clean carpet												X

KITCHEN

Clean countertops		X	X	X	X	X	X					
Clean sink		X	X	X	X	X	X					
Sweep VCT		X	X	X	X	X	X					
Mop VCT		X	X	X	X	X	X					
Spray buff VCT										X		
Strip/wax VCT												X
Clean baseboards										X		
Spot clean walls		X	X	X	X	X	X					
Polish chrome/stainless steel		X	X	X	X	X	X					
Polish glass		X	X	X	X	X	X					

BREAK ROOMS

Clean countertops, tables		X	X	X	X	X	X					
Clean sink		X	X	X	X	X	X					
Sweep VCT		X	X	X	X	X	X					
Mop VCT		X	X	X	X	X	X					
Spray buff VCT										X		
Strip/wax VCT												X
Clean baseboards										X		
Spot clean walls		X	X	X	X	X	X					
Polish chrome/stainless steel		X	X	X	X	X	X					
Polish glass		X	X	X	X	X	X					
Vacuum carpet		X	X	X	X	X	X					
Spot clean carpet		X	X	X	X	X	X					
Bonnet clean carpet											X	
Extract clean carpet												X
Empty waste receptacles		X	X	X	X	X	X					
Stock paper towels		X	X	X	X	X	X					

General Notes

- 1) Clean trash receptacles inside and out as needed.
- 2) Clean light fixtures as needed.
- 3) Dust door frames and window sills (if cleared) 4 times per year.
- 4) Vacuum all air vents 4 times per year.
- 5) Report problems with items found in disrepair to Watauga County Maintenance at 828.264.1430.
- 6) Building should be left in a secure and locked condition each night.
- 7) All door facings, door edges, door knobs and light switches shall be kept clean of dirt, grease, fingerprints, etc.

TOTAL LABOR HOURS PER YEAR TO PROVIDE SERVICE: 624

COST PER YER (BID AMOUNT) \$15,210.00

WEST ANNEX
971 West King Street
Boone, NC 28607

SQ FT: 9,668

	<u>S</u>	<u>M</u>	<u>T</u>	<u>W</u>	<u>TH</u>	<u>F</u>	<u>S</u>	<u>2/MTH</u>	<u>1/MTH</u>	<u>2/YR</u>	<u>1/YR</u>
BUILDING ENTRANCE											
Vacuum walk mats		X		X		X					
Sweep - exterior within 10'		X		X		X					
Clean glass/frame						X					
Empty smoke urns						X					
VENDING MACHINES											
Dust						X					
Clean Glass						X					
DRINKING FOUNTAINS											
Clean/disinfect		X	X	X	X	X					
Polish						X					
RESTROOMS											
Sweep/mop		X	X	X	X	X					
Clean/sanitize fixtures		X	X	X	X	X	X				
Stock paper supplies/soap		X	X	X	X	X	X				
Polish mirrors/chrome			X		X						
Scrub ceramic tile											X
Spot clean walls to 70" from floor		X	X	X	X	X					
Empty trash receptacles		X	X	X	X	X	X				
ELEVATOR N/A											
Vacuum floor											
Mop VCT											
Polish chrome											
COMMON AREAS											
CONFERENCE ROOMS, LOBBYS,											
CORRIDORS, STAIRWAYS											
Vacuum carpet		X	X	X	X	X					
Sweep/mop VCT		X	X	X	X	X					
Mop VCT			X		X						
Spray buff VCT								X			
Strip/wax VCT											X
Clean baseboards						X					
Empty trash receptacles		X	X	X	X	X					
Spot clean walls		X	X	X	X	X	X				
Spot clean floors		X	X	X	X	X	X				
Bonnet clean carpet									X		
Extract clean carpet											X
Clean countertops, tables		X	X	X	X	X	X				

BLDG: WEST ANNEX

S M T W TH F S 2/MTH 1/MTH 2/YR 1/YR

OFFICES

Vacuum carpet			X		X							
Clean baseboards								X				
Empty trash receptacles		X		X								
Spot clean walls								X				
Spot clean floors								X				
Bonnet clean carpet												X
Extract clean carpet												X

KITCHEN

Clean countertops		X	X	X	X	X	X					
Clean sink		X	X	X	X	X	X					
Sweep VCT		X	X	X	X	X	X					
Mop VCT			X		X							
Spray buff VCT								X				
Strip/wax VCT												X
Clean baseboards							X					
Spot clean walls		X	X	X	X		X	X				
Polish chrome/stainless steel							X					
Polish glass							X					

BREAK ROOMS

Clean countertops, tables		X	X	X	X	X						
Clean sink		X	X	X	X	X						
Sweep VCT												
Mop VCT												
Spray buff VCT												
Strip/wax VCT												
Clean baseboards										X		
Spot clean walls							X					
Polish chrome/stainless steel							X					
Polish glass			X		X							
Vacuum carpet		X	X	X	X	X						
Spot clean carpet						X						
Bonnet clean carpet												X
Extract clean carpet												X
Empty waste receptacles		X	X	X	X	X						
Stock paper towels		X	X	X	X	X						

General Notes

- 1) Clean trash receptacles inside and out as needed.
- 2) Clean light fixtures as needed.
- 3) Dust door frames and window sills (if cleared) 4 times per year.
- 4) Vacuum all air vents 4 times per year.
- 5) Report problems with items found in disrepair to Watauga County Maintenance at 828.264.1430.
- 6) Building should be left in a secure and locked condition each night.
- 7) All door facings, door edges, door knobs and light switches shall be kept clean of dirt, grease, fingerprints, etc.

TOTAL LABOR HOURS PER YEAR TO PROVIDE SERVICE: 1248

COST PER YER (BID AMOUNT) \$20,311.20

SANITATION MAINTENANCE SHOP

512 LANDFILL ROAD

SQ FT 437

Boone, NC 28607

(1) Office, Laundry Area

(2) Restrooms

(1) Downstairs Break Area

BUILDING ENTRANCE

Vacuum walk mats

Sweep - exterior within 10'

Clean glass/frame

Empty smoke urns

VENDING MACHINES

Dust

Clean Glass

DRINKING FOUNTAINS

Clean/disinfect

Polish

RESTROOMS

Sweep/mop

Clean/sanitize fixtures

Stock paper supplies/soap

Polish mirrors/chrome

Scrub skid resistant epoxy

Spot clean walls to 70" from floor

Empty trash receptacles

ELEVATOR

Vacuum floor

Mop VCT

Polish chrome

COMMON AREAS

CONFERENCE ROOMS, LOBBYS,

CORRIDORS, STAIRWAYS

Vacuum carpet

Mop/sweep skid resistant epoxy

Scrub skid resistant epoxy

Strip/wax VCT

Clean baseboards

Empty trash receptacles

Spot clean walls

Spot clean floors

Bonnet clean carpet

Extract clean carpet

Clean countertops, tables

S M T W TH F S 2/MTH 1/MTH 2/YR 1/YR

N/A

N/A

N/A

N/A

N/A

N/A

Sanitation Maintenance Shop **S** **M** **T** **W** **TH** **F** **S** **2/MTH** **1/MTH** **2/YR** **1/YR**

OFFICES

Sweep/mop skid resistant epoxy		X		X		X					
Clean baseboards						X					
Empty trash receptacles		X		X		X					
Spot clean walls						X					
Scrub skid resistant epoxy									X		
Bonnet clean carpet	N/A										
Extract clean carpet	N/A										

KITCHEN

Clean countertops	N/A										
Clean sink											
Sweep VCT											
Mop VCT											
Spray buff VCT											
Strip/wax VCT											
Clean baseboards											
Spot clean walls											
Polish chrome/stainless steel											
Polish glass											

BREAK ROOMS

Clean countertops, tables		X		X		X					
Clean sink		X		X		X					
Sweep skid resistant epoxy		X		X		X					
Mop skid resistant epoxy		X		X		X					
Scrub skid resistant epoxy						X					
Strip/wax VCT	N/A										
Clean baseboards						X					
Spot clean walls						X					
Polish chrome/stainless steel		X		X		X					
Polish glass									X		
Vacuum carpet	N/A										
Spot clean carpet	N/A										
Bonnet clean carpet	N/A										
Extract clean carpet	N/A										
Empty waste receptacles		X		X		X					
Stock paper towels		X		X		X					

General Notes

- 1) Clean trash receptacles inside and out as needed.
- 2) Clean light fixtures as needed.
- 3) Dust door frames and window sills (if cleared) 4 times per year.
- 4) Vacuum all air vents 4 times per year.
- 5) Report problems with items found in disrepair to Watauga County Maintenance at 828.264.1430.
- 6) Building should be left in a secure and locked condition each night.
- 7) All door facings, door edges, door knobs and light switches shall be kept clean of dirt, grease, fingerprints, etc.

TOTAL LABOR HOURS PER YEAR TO PROVIDE SERVICE: 61

COST PER YER (BID AMOUNT) \$1,092.00

SANITATION OFFICE
336 LANDFILL ROAD
 Boone, NC 28607

SQ FT 1,800

	<u>S</u>	<u>M</u>	<u>T</u>	<u>W</u>	<u>TH</u>	<u>F</u>	<u>S</u>	<u>2/MTH</u>	<u>1/MTH</u>	<u>2/YR</u>	<u>1/YR</u>
BUILDING ENTRANCE											
Vacuum walk mats		X		X		X					
Sweep - exterior within 10'		X		X		X					
Clean glass/frame						X					
Empty smoke urns						X					
VENDING MACHINES											
Dust	N/A										
Clean Glass											
DRINKING FOUNTAINS											
Clean/disinfect		X		X		X					
Polish						X					
RESTROOMS											
Sweep/mop		X		X		X					
Clean/sanitize fixtures		X		X		X					
Stock paper supplies/soap		X		X		X					
Polish mirrors/chrome		X		X		X					
Scrub ceramic tile	N/A										
Spot clean walls to 70" from floor		X		X		X					
Empty trash receptacles		X		X		X					
ELEVATOR											
Vacuum floor	N/A										
Mop VCT											
Polish chrome											
COMMON AREAS											
CONFERENCE ROOMS, LOBBYS, CORRIDORS, STAIRWAYS											
Vacuum carpet	N/A										
Sweep/mop VCT		X		X		X					
Spray buff VCT	N/A										
Strip/wax VCT	N/A										
Clean baseboards								X			
Empty trash receptacles		X		X		X					
Spot clean walls		X		X		X					
Spot clean floors		X		X		X					
Bonnet clean carpet	N/A										
Extract clean carpet	N/A										
Clean countertops, tables		X		X		X					

SANITATION OFFICE

OFFICES

	<u>S</u>	<u>M</u>	<u>T</u>	<u>W</u>	<u>TH</u>	<u>F</u>	<u>S</u>	<u>2/MTH</u>	<u>1/MTH</u>	<u>2/YR</u>	<u>1/YR</u>
Sweep/mop VCT		X		X		X					
Clean baseboards								X			
Empty trash receptacles		X		X		X					
Spot clean walls		X		X		X					
Spot clean floors		X		X		X					
Bonnet clean carpet	N/A										
Extract clean carpet	N/A										

KITCHEN

Clean countertops	N/A										
Clean sink											
Sweep VCT											
Mop VCT											
Spray buff VCT											
Strip/wax VCT											
Clean baseboards											
Spot clean walls											
Polish chrome/stainless steel											
Polish glass											

BREAK ROOMS

Clean countertops, tables		X		X		X					
Clean sink		X		X		X					
Sweep VCT		X		X		X					
Mop VCT		X		X		X					
Spray buff VCT	N/A										
Strip/wax VCT	N/A										
Clean baseboards								X			
Spot clean walls		X		X		X					
Polish chrome/stainless steel						X					
Polish glass						X					
Vacuum carpet	N/A										
Spot clean carpet	N/A										
Bonnet clean carpet	N/A										
Extract clean carpet	N/A										
Empty waste receptacles		X		X		X					
Stock paper towels		X		X		X					

General Notes

- 1) Clean trash receptacles inside and out as needed.
- 2) Clean light fixtures as needed.
- 3) Dust door frames and window sills (if cleared) 4 times per year.
- 4) Vacuum all air vents 4 times per year.
- 5) Report problems with items found in disrepair to Watauga County Maintenance at 828.264.1430.
- 6) Building should be left in a secure and locked condition each night.
- 7) All door facings, door edges, door knobs and light switches shall be kept clean of dirt, grease, fingerprints, etc.

TOTAL LABOR HOURS PER YEAR TO PROVIDE SERVICE: 252

COST PER YER (BID AMOUNT) \$4,204.20

SANITATION RECYCLING CTR.
412 LANDFILL ROAD
 Boone, NC 28607

SQ FT 839

	<u>S</u>	<u>M</u>	<u>T</u>	<u>W</u>	<u>TH</u>	<u>F</u>	<u>S</u>	<u>2/MTH</u>	<u>1/MTH</u>	<u>2/YR</u>	<u>1/YR</u>
BUILDING ENTRANCE											
Vacuum walk mats		X		X		X					
Sweep - exterior within 10'		X		X		X					
Clean glass/frame						X					
Empty smoke urns						X					
VENDING MACHINES											
Dust						X					
Clean Glass						X					
DRINKING FOUNTAINS											
Clean/disinfect		X		X		X					
Polish						X					
RESTROOMS											
Sweep/mop		X		X		X					
Clean/sanitize fixtures		X		X		X					
Stock paper supplies/soap		X		X		X					
Polish mirrors/chrome		X		X		X					
Scrub ceramic tile							X				
Spot clean walls to 70" from floor		X		X		X					
Empty trash receptacles		X		X		X					
ELEVATOR											
Vacuum floor	N/A										
Mop VCT											
Polish chrome											
COMMON AREAS											
CONFERENCE ROOMS, LOBBYS, CORRIDORS, STAIRWAYS											
Vacuum carpet	N/A										
Sweep/mop VCT		X		X		X					
Spray buff VCT							X				
Strip/wax VCT									X		
Clean baseboards							X				
Empty trash receptacles		X		X		X					
Spot clean walls		X		X		X					
Spot clean floors		X		X		X					
Bonnet clean carpet	N/A										
Extract clean carpet	N/A										
Clean countertops, tables		X		X		X					

RECYCLING CENTER **S** **M** **T** **W** **TH** **F** **S** **2/MTH** **1/MTH** **2/YR** **1/YR**

OFFICES

Mop/sweep VCT		X		X		X					
Clean baseboards							X				
Empty trash receptacles		X		X		X					
Spot clean walls		X		X		X					
Spot clean floors		X		X		X					
Spray buff VCT							X				
Strip/wax VCT										X	

KITCHEN

N/A

Clean countertops											
Clean sink											
Sweep VCT											
Mop VCT											
Spray buff VCT											
Strip/wax VCT											
Clean baseboards											
Spot clean walls											
Polish chrome/stainless steel											
Polish glass											

BREAK ROOMS

Clean countertops, tables		X		X		X					
Clean sink		X		X		X					
Sweep VCT		X		X		X					
Mop VCT		X		X		X					
Spray buff VCT							X				
Strip/wax VCT										X	
Clean baseboards							X				
Spot clean walls		X		X		X					
Polish chrome/stainless steel						X					
Polish glass						X					
Vacuum carpet	N/A										
Spot clean carpet	N/A										
Bonnet clean carpet	N/A										
Extract clean carpet	N/A										
Empty waste receptacles		X		X		X					
Stock paper towels		X		X		X					

General Notes

- 1) Clean trash receptacles inside and out as needed.
- 2) Clean light fixtures as needed.
- 3) Dust door frames and window sills (if cleared) 4 times per year.
- 4) Vacuum all air vents 4 times per year.
- 5) Report problems with items found in disrepair to Watauga County Maintenance at 828.264.1430.
- 6) Building should be left in a secure and locked condition each night.
- 7) All door facings, door edges, door knobs and light switches shall be kept clean of dirt, grease, fingerprints, etc.

TOTAL LABOR HOURS PER YEAR TO PROVIDE SERVICE: 117

COST PER YER (BID AMOUNT) \$1,989.00

SANITATION TRANSFER STATION

463 LANDFILL ROAD

Boone, NC 28607

SQ FT 285

(1) Office, (1) Private Restroom

S M T W TH F S 2/MTH 1/MTH 2/YR 1/YR**BUILDING ENTRANCE**

Vacuum walk mats		X		X		X					
Sweep - exterior within 10'		X		X		X					
Clean glass/frame						X					
Empty smoke urns						X					

VENDING MACHINES

N/A

Dust
Clean Glass**DRINKING FOUNTAINS**

Clean/disinfect		X		X		X					
Polish						X					

RESTROOMS

Sweep/mop		X		X		X					
Clean/sanitize fixtures		X		X		X					
Stock paper supplies/soap		X		X		X					
Polish mirrors/chrome		X		X		X					
Scrub skid resistant epoxy						X					
Spot clean walls to 70" from floor		X		X		X					
Empty trash receptacles		X		X		X					

ELEVATOR

N/A

Vacuum floor
Mop VCT
Polish chrome**COMMON AREAS****CONFERENCE ROOMS, LOBBYS,
CORRIDORS, STAIRWAYS**

Vacuum carpet	N/A										
Sweep/mop skid resistant epoxy		X		X		X					
Scrub skid resistant epoxy						X					
Strip/wax VCT	N/A										
Clean baseboards						X					
Empty trash receptacles		X		X		X					
Spot clean walls		X		X		X					
Spot clean floors		X		X		X					
Bonnet clean carpet	N/A										
Extract clean carpet	N/A										
Clean countertops, tables	N/A										

SANITATION TRANSFER STATION **S** **M** **T** **W** **TH** **F** **S** **2/MTH** **1/MTH** **2/YR** **1/YR**

OFFICES

Mop/sweep skid resistant epoxy		X		X		X						
Scrub skid resistant epoxy						X						
Empty trash receptacles		X		X		X						
Spot clean walls		X		X		X						
Spot clean floors		X		X		X						
Bonnet clean carpet	N/A											
Extract clean carpet	N/A											

KITCHEN

Clean countertops	N/A											
Clean sink												
Sweep VCT												
Mop VCT												
Spray buff VCT												
Strip/wax VCT												
Clean baseboards												
Spot clean walls												
Polish chrome/stainless steel												
Polish glass												

BREAK ROOMS

Clean countertops, tables	N/A											
Clean sink												
Sweep VCT												
Mop VCT												
Spray buff VCT												
Strip/wax VCT												
Clean baseboards												
Spot clean walls												
Polish chrome/stainless steel												
Polish glass												
Vacuum carpet												
Spot clean carpet												
Bonnet clean carpet												
Extract clean carpet												
Empty waste receptacles												
Stock paper towels												

General Notes

- 1) Clean trash receptacles inside and out as needed.
- 2) Clean light fixtures as needed.
- 3) Dust door frames and window sills (if cleared) 4 times per year.
- 4) Vacuum all air vents 4 times per year.
- 5) Report problems with items found in disrepair to Watauga County Maintenance at 828.264.1430.
- 6) Building should be left in a secure and locked condition each night.
- 7) All door facings, door edges, door knobs and light switches shall be kept clean of dirt, grease, fingerprints, etc.

TOTAL LABOR HOURS PER YEAR TO PROVIDE SERVICE: 38

COST PER YER (BID AMOUNT) \$678.60

BID FORM

COUNTY OF WATAUGA 2011 CUSTODIAL SERVICES

BID FORM

SECTION D

IH Services, Inc.

Name of Bidder

In compliance with your legal Request for Bids for the County of Watauga 2011 Custodial Services, the undersigned bidder, a corporation organized and existing under the laws of the State of SC, or a partnership of n/a, or an individual doing business as n/a, of the City of, State of South Carolina, having examined the specifications and contract forms thereto attached, and being fully advised as to the extent and character of the work to be performed, and the equipment to be furnished, hereby proposes to furnish all labor, tools, material and equipment necessary for the project.

The undersigned further proposes to perform all work and furnish all equipment in accordance with the specifications and contract stipulations thereof, for the price stated below.

PROPERTY	FREQUENCY PER WEEK	COST PER SERVICE	COST PER WEEK	COST PER YEAR
Appalachian Enterprise Ctr.	3X	\$50.01	\$150.30	\$7,815.60
Health Department	5X	\$116.90	\$584.50	\$30,394.00
Library	6X	\$75.15	\$450.90	\$23,446.80
West Annex	5X 6X CONF RM	\$50.01	\$300.60	\$15,631.20
Sanitation Bldgs.				
Maintenance Shop	3X	\$8.35	\$25.05	\$1,302.60
Office	3X	\$16.70	\$50.10	\$2,605.20
Recycling Ctr.	3X	\$12.53	\$37.59	\$1,954.68
Transfer Station	3X	\$8.35	\$25.05	\$1,302.60

PROPERTY	FREQUENCY PER WEEK	COST PER SERVICE	COST PER WEEK	COST PER YEAR
Parks				
Anne Marie Park	2X	\$25.03	\$50.06	\$2,002.40
Brookshire Park	2X	\$33.37	\$66.74	\$2,669.60
Complex	2X	\$33.37	\$66.74	\$2,669.60
Howard's Knob (Morning Svc.)	2X	\$25.03	\$50.06	\$1,251.50
Howard's Knob (Evening Service)	7X	\$25.03	\$175.21	\$4,380.25
Industrial Fields	2X	\$33.37	\$66.74	\$2,669.60
Mountaineer Ruritan Field	2X	\$33.37	\$66.74	\$2,669.60
Old Cove Creek Gym & Field	2X	\$33.37	\$66.74	\$2,669.60
Optimist Clubhouse	1X	\$16.69	\$16.69	\$667.60
Optimist Field	2X	\$33.37	\$66.74	\$2,669.60
Tot Lot	2X	\$16.69	\$33.38	\$1,335.20
Ted Mackorell Soccer Complex	7X	\$33.37	\$233.59	\$9,343.60
			GRAND TOTAL	\$119,450.83

TOTAL BID PRICE FOR CUSTODIAL SERVICES:

 \$119,450 DOLLARS AND 83 CENTS

UNIT PRICING FOR ADDITIONAL SERVICES

SERVICE	COST PER SQUARE FOOT
Exterior window washing	\$0.45 / SqFt
Stripping/waxing	\$0.30 / SqFt
Carpet - Wet Extraction Cleaning	\$0.15 / SqFt
Carpet - Chemical Extraction Cleaning	\$0.20 / SqFt
Carpet - Bonnet Cleaning	\$0.10 / SqFt

Bidder understands that the County reserves the right to reject any or all bids and to waive any informality in bidding.

The bidder agrees that his bid shall be good and may not be withdrawn for a period of FIFTEEN (15) days after the scheduled closing time for receiving bids.

BID FORM

Upon receipt of written notice of acceptance of this bid, Bidder will execute the formal contract attached within TEN (10) days and deliver insurance coverage as required by the Instructions to Bidders.

BY: IH Services, Inc.
Bidder's Name
127 Tanner Road
Greenville, SC 29607
864-297-3748

BID FORM

COUNTY OF WATAUGA 2011 CUSTODIAL SERVICES

STATEMENT OF QUALIFICATIONS Appendix A

Number of years engaged in janitorial services: 56 years

Client References (Please give contact information):

	Name	Telephone Number
1.	Howard Hutchinson-Appalachian Regional-Watauga	828-262-4105
2.	Greg Meyers-Cannon Memorial Hospital-SMOP	828-260-8261
3.	Ronnie Roberts-Greenville County Gov't Bldgs	864-467-7196
4.	Greg Hester-Greenville County Libraries	864-527-9215

Number of full-time personnel: n/a

Number of part-time personnel: 10 (6 year round/approx 4 for parks)

List of equipment in good repair that will be used for the completion of this contract.
Please list the condition, type, model and age of the **contractor owned equipment**.

6 Brute Carts, 6 Janitor Carts, 16 Mop Buckets w/ Wringer, 12 Wet Floor Signs

10 1/2 yard trash carts, 4 pressure washers, 1 cell phone, 2 window washing kits

1 Wet/Dry Vacuum, 4 Gas Powered Blowers, 6 Upright HEPA Vacuums

4 back pack vacuums, 2 high speed burnishers, 2 low speed floor machines

Chemicals that will be used for the completion of this contract:

Neutral Floor Cleaner	<u>Stride Neutral Cleaner</u>
Bathroom Disinfectant	<u>Virex 256</u>
Bathroom Cleaner	<u>Crew Bathroom Cleaner</u>
Multi-Surface Cleaner	<u>Alpha-HP</u>
Glass Cleaner	<u>Glance NA</u>
SS Cleaner/Polish	<u>Crew Emerel Plus</u>
Toilet Bowl Cleaner	<u>Crew Toilet Bowl Cleaner</u>
Floor Stripper	<u>Bravo</u>
Floor Sealer	<u>Over-Under</u>
Floor Wax	<u>Vectra and/or High Mileage</u>

BID FORM

COUNTY OF WATAUGA
2011 CUSTODIAL SERVICES

NON-COLLUSION AFFIDAVIT OF PRIME BIDDER

State of South Carolina County of Greenville

_____, being first duly sworn, deposes and says that:

1. He is President of IH Services, Inc., the bidder that has submitted the attached bid;
2. He is fully informed respecting the preparation and contents of the attached bid and of all pertinent circumstances respecting such bid;
3. Such bid is genuine and is not a collusive or sham bid;
4. Neither the said bidder nor any of its officers, partners, owners, agents, representatives, employees or parties in interest, including this affiant, has in any way colluded, conspired, connived or agreed, directly or indirectly with any other bidder, firm or person to submit a collusive or sham bid in connection with the contract for which the attached bid has been submitted or to refrain from bidding in connection with such contract, or has in any manner, directly or indirectly, sought by agreement or collusion or communication or conference with any other bidder, firm or person to fix the price or prices in the attached bid or of any other bidder, or to fix any overhead, profit or cost element of the bid price or the bid price of any other bidder, or to secure through any collusion, conspiracy connivance or unlawful agreement any advantage against the County of Watauga or any person interested in the proposed contract; and
5. The price or prices quoted in the attached bid are fair and proper and are not tainted by any collusion, conspiracy, connivance or unlawful agreement on the part of the bidder or any of its agents, representatives, owners, employees, or parties in interest, including this affiant.

(Signed)

Jeffrey Bruce

President

Title

Subscribed and sworn to before me this

15th Day of July, 2011

Dawn Weber

Title

My Commission Expires 7-29-2015

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APPALACHIAN ENTERPRISE CENTER

130 Poplar Grove Road Connector

Boone, NC 28607

SQ FT: 8,531

	<u>S</u>	<u>M</u>	<u>T</u>	<u>W</u>	<u>TH</u>	<u>F</u>	<u>S</u>	<u>2/MTH</u>	<u>1/MTH</u>	<u>2/YR</u>	<u>1/YR</u>
BUILDING ENTRANCE											
Vacuum walk mats		X		X		X					
Sweep - exterior within 10'		X		X		X					
Clean glass/frame						X					
Empty smoke urns						X					
VENDING MACHINES											
Dust	N/A										
Clean Glass											
DRINKING FOUNTAINS											
Clean/disinfect		X		X		X					
Polish						X					
RESTROOMS											
Sweep/mop		X		X		X					
Clean/sanitize fixtures		X		X		X					
Stock paper supplies/soap		X		X		X					
Polish mirrors/chrome		X									
Scrub ceramic tile										X	
Spot clean walls to 70" from floor		X		X		X					
Empty trash receptacles		X		X		X					
ELEVATOR											
Vacuum floor	N/A										
Mop VCT											
Polish chrome											
COMMON AREAS											
CONFERENCE ROOMS, LOBBYS, CORRIDORS, STAIRWAYS											
Vacuum carpet		X		X		X					
Sweep/mop VCT		X		X		X					
Spray buff VCT								X			
Strip/wax VCT											X
Clean baseboards								X			
Empty trash receptacles		X		X		X					
Spot clean walls		X		X		X					
Spot clean floors		X		X		X					
Bonnet clean carpet									X		
Extract clean carpet											X
Clean countertops, tables		X		X		X					

BLDG: App. Enterprise Ctr.	S	M	T	W	TH	F	S	2/MTH	1/MTH	2/YR	1/YR
OFFICES											
Vacuum carpet		X				X					
Clean baseboards								X			
Empty trash receptacles		X		X		X					
Spot clean walls								X			
Spot clean floors		X		X		X					
Bonnet clean carpet											X
Extract clean carpet											X
KITCHEN											
Clean countertops	N/A										
Clean sink											
Sweep VCT											
Mop VCT											
Spray buff VCT											
Strip/wax VCT											
Clean baseboards											
Spot clean walls											
Polish chrome/stainless steel											
Polish glass											
BREAK ROOMS											
Clean countertops, tables		X		X		X					
Clean sink		X		X		X					
Sweep VCT		X		X		X					
Mop VCT		X		X		X					
Spray buff VCT								X			
Strip/wax VCT											X
Clean baseboards								X			
Spot clean walls		X		X		X					
Polish chrome/stainless steel						X					
Polish glass						X					
Vacuum carpet	N/A										
Spot clean carpet	N/A										
Bonnet clean carpet	N/A										
Extract clean carpet	N/A										
Empty waste receptacles		X		X		X					
Stock paper towels		X		X		X					
General Notes											
1) Clean trash receptacles inside and out as needed.											
2) Clean light fixtures as needed.											
3) Dust door frames and window sills (if cleared) 4 times per year.											
4) Vacuum all air vents 4 times per year.											
5) Report problems with items found in disrepair to Watauga County Maintenance at 828.264.1430.											
6) Building should be left in a secure and locked condition each night.											
7) All door facings, door edges, door knobs and light switches shall be kept clean of dirt, grease, fingerprints, etc.											
TOTAL LABOR HOURS PER YEAR TO PROVIDE SERVICE: 468 hours/yr											
COST PER YER (BID AMOUNT) \$7,815.60											

APP. DISTRICT HEALTH DEPARTMENT
 126 POPLAR GROVE RD. CONN.
 Boone, NC 28607

SQ FT 23,273

	<u>S</u>	<u>M</u>	<u>T</u>	<u>W</u>	<u>TH</u>	<u>F</u>	<u>S</u>	<u>2/MTH</u>	<u>1/MTH</u>	<u>2/YR</u>	<u>1/YR</u>
BUILDING ENTRANCE											
Vacuum walk mats		X	X	X	X	X					
Sweep - exterior within 10'		X	X	X	X	X					
Clean glass/frame		X	X	X	X	X					
Empty smoke urns	N/A										
VENDING MACHINES											
Dust											X
Clean Glass											X
DRINKING FOUNTAINS											
Clean/disinfect		X	X	X	X	X					
Polish			X		X						
RESTROOMS											
Sweep/mop		X	X	X	X	X					
Clean/sanitize fixtures		X	X	X	X	X					
Stock paper supplies/soap		X	X	X	X	X					
Polish mirrors/chrome		X	X	X	X	X					
Scrub ceramic tile									X		
Spot clean walls to 70" from floor		X	X	X	X	X					
Empty trash receptacles		X	X	X	X	X					
ELEVATOR											
Vacuum floor		X	X	X	X	X					
Mop VCT		X		X		X					
Polish chrome						X					
COMMON AREAS											
CONFERENCE ROOMS, LOBBYS,											
CORRIDORS, STAIRWAYS											
Vacuum carpet		X	X	X	X	X					
Sweep/mop VCT		X	X	X	X	X					
Spray buff VCT									X		
Strip/wax VCT											X
Clean baseboards									X		
Empty trash receptacles		X	X	X	X	X					
Spot clean walls		X	X	X	X	X					
Spot clean floors		X	X	X	X	X					
Bonnet clean carpet									X		
Extract clean carpet											X
Clean countertops, tables		X	X	X	X	X					

APP. DISTRICT HEALTH DEPT.	S	M	T	W	TH	F	S	2/MTH	1/MTH	2/YR	1/YR
OFFICES											
Vacuum carpet			X		X						
Clean baseboards									X		
Empty trash receptacles		X	X	X	X	X					
Spot clean walls									X		
Spot clean floors									X		
Bonnet clean carpet										X	
Extract clean carpet											X
KITCHEN											
	N/A										
Clean countertops											
Clean sink											
Sweep VCT											
Mop VCT											
Spray buff VCT											
Strip/wax VCT											
Clean baseboards											
Spot clean walls											
Polish chrome/stainless steel											
Polish glass											
BREAK ROOMS											
Clean countertops, tables		X	X	X	X	X					
Clean sink		X	X	X	X	X					
Sweep VCT		X	X	X	X	X					
Mop VCT		X		X		X					
Spray buff VCT									X		
Strip/wax VCT											X
Clean baseboards											X
Spot clean walls											X
Polish chrome/stainless steel		X	X	X	X	X					
Polish glass		X	X	X	X	X					
Vacuum carpet	N/A										
Spot clean carpet	N/A										
Bonnet clean carpet	N/A										
Extract clean carpet	N/A										
Empty waste receptacles		X	X	X	X	X					
Stock paper towels		X	X	X	X	X					
EXAM ROOMS											
Sweep VCT		X	X	X	X	X					
Mop VCT		X		X		X					
Spray buff VCT									X		
Strip/wax VCT											X
Clean baseboards											X
Spot clean walls		X	X	X	X	X					
Polish chrome/stainless steel		X	X	X	X	X					
Polish glass		X	X	X	X	X					

APP. DISTRICT HEALTH DEPT.

General Notes

- 1) Clean trash receptacles inside and out as needed.
- 2) Clean light fixtures as needed.
- 3) Dust door frames and window sills (if cleared) 4 times per year.
- 4) Vacuum all air vents 4 times per year.
- 5) Report problems with items found in disrepair to
Watauga County Maintenance at 828.264.1430.
- 6) Building should be left in a secure and locked condition each night.
- 7) All door facings, door edges, door knobs and light switches
shall be kept clean of dirt, grease, fingerprints, etc.

TOTAL LABOR HOURS PER YEAR TO PROVIDE SERVICE: 1,820 hours/yr

COST PER YER (BID AMOUNT) \$30,394.00

WATAUGA COUNTY LIBRARY
140 QUEEN STREET
 Boone, NC 28607

SQ FT 16,625

	<u>S</u>	<u>M</u>	<u>T</u>	<u>W</u>	<u>TH</u>	<u>F</u>	<u>S</u>	<u>2/MTH</u>	<u>1/MTH</u>	<u>2/YR</u>	<u>1/YR</u>
BUILDING ENTRANCE											
Vacuum walk mats		X	X	X	X	X	X				
Sweep - exterior within 10'		X	X	X	X	X	X				
Clean glass/frame		X	X	X	X	X	X				
Empty smoke urns			X			X					
VENDING MACHINES											
Dust			X	X	X		X				
Clean Glass			X	X	X		X				
DRINKING FOUNTAINS											
Clean/disinfect		X	X	X	X	X	X				
Polish					X						
RESTROOMS											
Sweep/mop		X	X	X	X	X	X				
Clean/sanitize fixtures		X	X	X	X	X	X				
Stock paper supplies/soap		X	X	X	X	X	X				
Polish mirrors/chrome		X	X	X	X	X	X				
Scrub ceramic tile									X		
Spot clean walls to 70" from floor		X	X	X	X	X	X				
Empty trash receptacles		X	X	X	X	X	X				
ELEVATOR N/A											
Vacuum floor											
Mop VCT											
Polish chrome											
COMMON AREAS											
CONFERENCE ROOMS, LOBBYS,											
CORRIDORS, STAIRWAYS											
Vacuum carpet		X	X	X	X	X	X				
Sweep/mop VCT		X	X	X	X	X	X				
Spray buff VCT									X		
Strip/wax VCT											X
Clean baseboards									X		
Empty trash receptacles		X	X	X	X	X	X				
Spot clean walls		X	X	X	X	X	X				
Spot clean floors		X	X	X	X	X	X				
Bonnet clean carpet										X	
Extract clean carpet											X
Clean countertops, tables		X	X	X	X	X	X				

BLDG: LIBRARY

S M T W TH F S 2/MTH 1/MTH 2/YR 1/YR

OFFICES

Vacuum carpet		X		X		X				
Clean baseboards								X		
Empty trash receptacles		X	X	X	X	X	X			
Spot clean walls								X		
Spot clean floors								X		
Bonnet clean carpet										X
Extract clean carpet										X

KITCHEN

Clean countertops		X	X	X	X	X	X			
Clean sink		X	X	X	X	X	X			
Sweep VCT		X	X	X	X	X	X			
Mop VCT		X	X	X	X	X	X			
Spray buff VCT								X		
Strip/wax VCT										X
Clean baseboards								X		
Spot clean walls		X	X	X	X	X	X			
Polish chrome/stainless steel		X	X	X	X	X	X			
Polish glass		X	X	X	X	X	X			

BREAK ROOMS

Clean countertops, tables		X	X	X	X	X	X			
Clean sink		X	X	X	X	X	X			
Sweep VCT		X	X	X	X	X	X			
Mop VCT		X	X	X	X	X	X			
Spray buff VCT								X		
Strip/wax VCT										X
Clean baseboards								X		
Spot clean walls		X	X	X	X	X	X			
Polish chrome/stainless steel		X	X	X	X	X	X			
Polish glass		X	X	X	X	X	X			
Vacuum carpet		X	X	X	X	X	X			
Spot clean carpet		X	X	X	X	X	X			
Bonnet clean carpet									X	
Extract clean carpet										X
Empty waste receptacles		X	X	X	X	X	X			
Stock paper towels		X	X	X	X	X	X			

General Notes

- 1) Clean trash receptacles inside and out as needed.
- 2) Clean light fixtures as needed.
- 3) Dust door frames and window sills (if cleared) 4 times per year.
- 4) Vacuum all air vents 4 times per year.
- 5) Report problems with items found in disrepair to Watauga County Maintenance at 828.264.1430.
- 6) Building should be left in a secure and locked condition each night.
- 7) All door facings, door edges, door knobs and light switches shall be kept clean of dirt, grease, fingerprints, etc.

TOTAL LABOR HOURS PER YEAR TO PROVIDE SERVICE: 1404 hours/yr

COST PER YER (BID AMOUNT) \$23,446.80

WEST ANNEX
971 West King Street
Boone, NC 28607

SQ FT: 9,668

	<u>S</u>	<u>M</u>	<u>I</u>	<u>W</u>	<u>TH</u>	<u>F</u>	<u>S</u>	<u>2/MTH</u>	<u>1/MTH</u>	<u>2/YR</u>	<u>1/YR</u>
BUILDING ENTRANCE											
Vacuum walk mats		X		X		X					
Sweep - exterior within 10'		X		X		X					
Clean glass/frame						X					
Empty smoke urns						X					
VENDING MACHINES											
Dust					X	X					
Clean Glass					X	X					
DRINKING FOUNTAINS											
Clean/disinfect		X	X	X	X	X					
Polish						X					
RESTROOMS											
Sweep/mop		X	X	X	X	X					
Clean/sanitize fixtures		X	X	X	X	X	X				
Stock paper supplies/soap		X	X	X	X	X	X				
Polish mirrors/chrome			X		X						
Scrub ceramic tile											X
Spot clean walls to 70" from floor		X	X	X	X	X					
Empty trash receptacles		X	X	X	X	X	X				
ELEVATOR											
Vacuum floor	N/A										
Mop VCT											
Polish chrome											
COMMON AREAS											
CONFERENCE ROOMS, LOBBYS,											
CORRIDORS, STAIRWAYS											
Vacuum carpet		X	X	X	X	X					
Sweep/mop VCT		X	X	X	X	X					
Mop VCT			X		X						
Spray buff VCT								X			
Strip/wax VCT											X
Clean baseboards						X					
Empty trash receptacles		X	X	X	X	X					
Spot clean walls		X	X	X	X	X	X				
Spot clean floors		X	X	X	X	X	X				
Bonnet clean carpet									X		
Extract clean carpet											X
Clean countertops, tables		X	X	X	X	X	X				

BLDG: WEST ANNEX **S** **M** **T** **W** **TH** **F** **S** **2/MTH** **1/MTH** **2/YR** **1/YR**

OFFICES

Vacuum carpet			X		X								
Clean baseboards									X				
Empty trash receptacles		X		X			X						
Spot clean walls							X						
Spot clean floors							X						
Bonnet clean carpet													X
Extract clean carpet													X

KITCHEN

Clean countertops		X	X	X	X	X	X						
Clean sink		X	X	X	X	X	X						
Sweep VCT		X	X	X	X	X	X						
Mop VCT			X		X								
Spray buff VCT									X				
Strip/wax VCT													X
Clean baseboards							X						
Spot clean walls		X	X	X	X	X	X			X			
Polish chrome/stainless steel							X						
Polish glass							X						

BREAK ROOMS

Clean countertops, tables		X	X	X	X	X							
Clean sink		X	X	X	X	X							
Sweep VCT													
Mop VCT													
Spray buff VCT													
Strip/wax VCT													
Clean baseboards										X			
Spot clean walls							X						
Polish chrome/stainless steel							X						
Polish glass			X		X								
Vacuum carpet		X	X	X	X	X							
Spot clean carpet						X							
Bonnet clean carpet													X
Extract clean carpet													X
Empty waste receptacles		X	X	X	X	X							
Stock paper towels		X	X	X	X	X							

General Notes

- 1) Clean trash receptacles inside and out as needed.
- 2) Clean light fixtures as needed.
- 3) Dust door frames and window sills (if cleared) 4 times per year.
- 4) Vacuum all air vents 4 times per year.
- 5) Report problems with items found in disrepair to Watauga County Maintenance at 828.264.1430.
- 6) Building should be left in a secure and locked condition each night.
- 7) All door facings, door edges, door knobs and light switches shall be kept clean of dirt, grease, fingerprints, etc.

TOTAL LABOR HOURS PER YEAR TO PROVIDE SERVICE: 936 hours/yr

COST PER YER (BID AMOUNT) \$15,631.20

SANITATION MAINTENANCE SHOP

512 LANDFILL ROAD

Boone, NC 28607

SQ FT 437

(1) Office, Laundry Area

(2) Restrooms

(1) Downstairs Break Area

BUILDING ENTRANCE

Vacuum walk mats

Sweep - exterior within 10'

Clean glass/frame

Empty smoke urns

VENDING MACHINES

Dust

Clean Glass

DRINKING FOUNTAINS

Clean/disinfect

Polish

RESTROOMS

Sweep/mop

Clean/sanitize fixtures

Stock paper supplies/soap

Polish mirrors/chrome

Scrub skid resistant epoxy

Spot clean walls to 70" from floor

Empty trash receptacles

ELEVATOR

Vacuum floor

Mop VCT

Polish chrome

COMMON AREAS

CONFERENCE ROOMS, LOBBYS,

CORRIDORS, STAIRWAYS

Vacuum carpet

Mop/sweep skid resistant epoxy

Scrub skid resistant epoxy

Strip/wax VCT

Clean baseboards

Empty trash receptacles

Spot clean walls

Spot clean floors

Bonnet clean carpet

Extract clean carpet

Clean countertops, tables

S M T W TH F S 2/MTH 1/MTH 2/YR 1/YR

N/A

N/A

N/A

N/A

N/A

N/A

Sanitation Maintenance Shop **S** **M** **T** **W** **TH** **F** **S** **2/MTH** **1/MTH** **2/YR** **1/YR**

OFFICES

Sweep/mop skid resistant epoxy		X		X		X					
Clean baseboards						X					
Empty trash receptacles		X		X		X					
Spot clean walls						X					
Scrub skid resistant epoxy									X		
Bonnet clean carpet	N/A										
Extract clean carpet	N/A										

KITCHEN

Clean countertops	N/A										
Clean sink											
Sweep VCT											
Mop VCT											
Spray buff VCT											
Strip/wax VCT											
Clean baseboards											
Spot clean walls											
Polish chrome/stainless steel											
Polish glass											

BREAK ROOMS

Clean countertops, tables		X		X		X					
Clean sink		X		X		X					
Sweep skid resistant epoxy		X		X		X					
Mop skid resistant epoxy		X		X		X					
Scrub skid resistant epoxy						X					
Strip/wax VCT	N/A										
Clean baseboards						X					
Spot clean walls						X					
Polish chrome/stainless steel		X		X		X					
Polish glass									X		
Vacuum carpet	N/A										
Spot clean carpet	N/A										
Bonnet clean carpet	N/A										
Extract clean carpet	N/A										
Empty waste receptacles		X		X		X					
Stock paper towels		X		X		X					

General Notes

- 1) Clean trash receptacles inside and out as needed.
- 2) Clean light fixtures as needed.
- 3) Dust door frames and window sills (if cleared) 4 times per year.
- 4) Vacuum all air vents 4 times per year.
- 5) Report problems with items found in disrepair to Watauga County Maintenance at 828.264.1430.
- 6) Building should be left in a secure and locked condition each night.
- 7) All door facings, door edges, door knobs and light switches shall be kept clean of dirt, grease, fingerprints, etc.

TOTAL LABOR HOURS PER YEAR TO PROVIDE SERVICE: 78 hours/yr

COST PER YER (BID AMOUNT) \$1,302.60

SANITATION OFFICE
336 LANDFILL ROAD
 Boone, NC 28607

SQ FT 1,800

	<u>S</u>	<u>M</u>	<u>T</u>	<u>W</u>	<u>TH</u>	<u>F</u>	<u>S</u>	<u>2/MTH</u>	<u>1/MTH</u>	<u>2/YR</u>	<u>1/YR</u>
BUILDING ENTRANCE											
Vacuum walk mats		X		X		X					
Sweep - exterior within 10'		X		X		X					
Clean glass/frame						X					
Empty smoke urns						X					
VENDING MACHINES											
Dust	N/A										
Clean Glass											
DRINKING FOUNTAINS											
Clean/disinfect		X		X		X					
Polish						X					
RESTROOMS											
Sweep/mop		X		X		X					
Clean/sanitize fixtures		X		X		X					
Stock paper supplies/soap		X		X		X					
Polish mirrors/chrome		X		X		X					
Scrub ceramic tile	N/A										
Spot clean walls to 70" from floor		X		X		X					
Empty trash receptacles		X		X		X					
ELEVATOR											
Vacuum floor	N/A										
Mop VCT											
Polish chrome											
COMMON AREAS											
CONFERENCE ROOMS, LOBBYS,											
CORRIDORS, STAIRWAYS											
Vacuum carpet	N/A										
Sweep/mop VCT		X		X		X					
Spray buff VCT	N/A										
Strip/wax VCT	N/A										
Clean baseboards								X			
Empty trash receptacles		X		X		X					
Spot clean walls		X		X		X					
Spot clean floors		X		X		X					
Bonnet clean carpet	N/A										
Extract clean carpet	N/A										
Clean countertops, tables		X		X		X					

SANITATION OFFICE **S** **M** **T** **W** **TH** **F** **S** **2/MTH** **1/MTH** **2/YR** **1/YR**

OFFICES

Sweep/mop VCT		X		X		X					
Clean baseboards								X			
Empty trash receptacles		X		X		X					
Spot clean walls		X		X		X					
Spot clean floors		X		X		X					
Bonnet clean carpet	N/A										
Extract clean carpet	N/A										

KITCHEN

Clean countertops	N/A										
Clean sink											
Sweep VCT											
Mop VCT											
Spray buff VCT											
Strip/wax VCT											
Clean baseboards											
Spot clean walls											
Polish chrome/stainless steel											
Polish glass											

BREAK ROOMS

Clean countertops, tables		X		X		X					
Clean sink		X		X		X					
Sweep VCT		X		X		X					
Mop VCT		X		X		X					
Spray buff VCT	N/A										
Strip/wax VCT	N/A										
Clean baseboards									X		
Spot clean walls		X		X		X					
Polish chrome/stainless steel											
Polish glass											
Vacuum carpet	N/A										
Spot clean carpet	N/A										
Bonnet clean carpet	N/A										
Extract clean carpet	N/A										
Empty waste receptacles		X		X		X					
Stock paper towels		X		X		X					

General Notes

- 1) Clean trash receptacles inside and out as needed.
- 2) Clean light fixtures as needed.
- 3) Dust door frames and window sills (if cleared) 4 times per year.
- 4) Vacuum all air vents 4 times per year.
- 5) Report problems with items found in disrepair to Watauga County Maintenance at 828.264.1430.
- 6) Building should be left in a secure and locked condition each night.
- 7) All door facings, door edges, door knobs and light switches shall be kept clean of dirt, grease, fingerprints, etc.

TOTAL LABOR HOURS PER YEAR TO PROVIDE SERVICE: 156 hours/yr

COST PER YER (BID AMOUNT) \$2,605.20

SANITATION RECYCLING CTR.
412 LANDFILL ROAD
 Boone, NC 28607

SQ FT 839

	<u>S</u>	<u>M</u>	<u>T</u>	<u>W</u>	<u>TH</u>	<u>F</u>	<u>S</u>	<u>2/MTH</u>	<u>1/MTH</u>	<u>2/YR</u>	<u>1/YR</u>
BUILDING ENTRANCE											
Vacuum walk mats		X		X		X					
Sweep - exterior within 10'		X		X		X					
Clean glass/frame						X					
Empty smoke urns						X					
VENDING MACHINES											
Dust						X					
Clean Glass						X					
DRINKING FOUNTAINS											
Clean/disinfect		X		X		X					
Polish						X					
RESTROOMS											
Sweep/mop		X		X		X					
Clean/sanitize fixtures		X		X		X					
Stock paper supplies/soap		X		X		X					
Polish mirrors/chrome		X		X		X					
Scrub ceramic tile								X			
Spot clean walls to 70" from floor		X		X		X					
Empty trash receptacles		X		X		X					
ELEVATOR											
Vacuum floor	N/A										
Mop VCT											
Polish chrome											
COMMON AREAS											
CONFERENCE ROOMS, LOBBYS,											
CORRIDORS, STAIRWAYS											
Vacuum carpet	N/A										
Sweep/mop VCT		X		X		X					
Spray buff VCT								X			
Strip/wax VCT										X	
Clean baseboards								X			
Empty trash receptacles		X		X		X					
Spot clean walls		X		X		X					
Spot clean floors		X		X		X					
Bonnet clean carpet	N/A										
Extract clean carpet	N/A										
Clean countertops, tables		X		X		X					

RECYCLING CENTER **S** **M** **T** **W** **TH** **F** **S** **2/MTH** **1/MTH** **2/YR** **1/YR**

OFFICES

Mop/sweep VCT		X		X		X					
Clean baseboards								X			
Empty trash receptacles		X		X		X					
Spot clean walls		X		X		X					
Spot clean floors		X		X		X					
Spray buff VCT								X			
Strip/wax VCT										X	

KITCHEN

N/A

- Clean countertops
- Clean sink
- Sweep VCT
- Mop VCT
- Spray buff VCT
- Strip/wax VCT
- Clean baseboards
- Spot clean walls
- Polish chrome/stainless steel
- Polish glass

BREAK ROOMS

Clean countertops, tables		X		X		X					
Clean sink		X		X		X					
Sweep VCT		X		X		X					
Mop VCT		X		X		X					
Spray buff VCT								X			
Strip/wax VCT										X	
Clean baseboards								X			
Spot clean walls		X		X		X					
Polish chrome/stainless steel						X					
Polish glass						X					
Vacuum carpet	N/A										
Spot clean carpet	N/A										
Bonnet clean carpet	N/A										
Extract clean carpet	N/A										
Empty waste receptacles		X		X		X					
Stock paper towels		X		X		X					

General Notes

- 1) Clean trash receptacles inside and out as needed.
- 2) Clean light fixtures as needed.
- 3) Dust door frames and window sills (if cleared) 4 times per year.
- 4) Vacuum all air vents 4 times per year.
- 5) Report problems with items found in disrepair to Watauga County Maintenance at 828.264.1430.
- 6) Building should be left in a secure and locked condition each night.
- 7) All door facings, door edges, door knobs and light switches shall be kept clean of dirt, grease, fingerprints, etc.

TOTAL LABOR HOURS PER YEAR TO PROVIDE SERVICE: 117 hours/yr

COST PER YER (BID AMOUNT) \$1,954.68

SANITATION TRANSFER STATION

463 LANDFILL ROAD

Boone, NC 28607

SQ FT 285

(1) Office, (1) Private Restroom

S M T W TH F S 2/MTH 1/MTH 2/YR 1/YR

BUILDING ENTRANCE

Vacuum walk mats		X		X		X						
Sweep - exterior within 10'		X		X		X						
Clean glass/frame						X						
Empty smoke urns						X						

VENDING MACHINES

N/A

Dust
Clean Glass

DRINKING FOUNTAINS

Clean/disinfect		X		X		X						
Polish						X						

RESTROOMS

Sweep/mop		X		X		X						
Clean/sanitize fixtures		X		X		X						
Stock paper supplies/soap		X		X		X						
Polish mirrors/chrome		X		X		X						
Scrub skid resistant epoxy						X						
Spot clean walls to 70" from floor		X		X		X						
Empty trash receptacles		X		X		X						

ELEVATOR

N/A

Vacuum floor
Mop VCT
Polish chrome

COMMON AREAS

**CONFERENCE ROOMS, LOBBYS,
CORRIDORS, STAIRWAYS**

Vacuum carpet	N/A											
Sweep/mop skid resistant epoxy		X		X		X						
Scrub skid resistant epoxy						X						
Strip/wax VCT	N/A											
Clean baseboards						X						
Empty trash receptacles		X		X		X						
Spot clean walls		X		X		X						
Spot clean floors		X		X		X						
Bonnet clean carpet	N/A											
Extract clean carpet	N/A											
Clean countertops, tables	N/A											

SANITATION TRANSFER STATION S M T W TH F S 2/MTH 1/MTH 2/YR 1/YR

OFFICES

Mop/sweep skid resistant epoxy		X		X		X					
Scrub skid resistant epoxy						X					
Empty trash receptacles		X		X		X					
Spot clean walls		X		X		X					
Spot clean floors		X		X		X					
Bonnet clean carpet	N/A										
Extract clean carpet	N/A										

KITCHEN

Clean countertops	N/A										
Clean sink											
Sweep VCT											
Mop VCT											
Spray buff VCT											
Strip/wax VCT											
Clean baseboards											
Spot clean walls											
Polish chrome/stainless steel											
Polish glass											

BREAK ROOMS

Clean countertops, tables	N/A										
Clean sink											
Sweep VCT											
Mop VCT											
Spray buff VCT											
Strip/wax VCT											
Clean baseboards											
Spot clean walls											
Polish chrome/stainless steel											
Polish glass											
Vacuum carpet											
Spot clean carpet											
Bonnet clean carpet											
Extract clean carpet											
Empty waste receptacles											
Stock paper towels											

General Notes

- 1) Clean trash receptacles inside and out as needed.
- 2) Clean light fixtures as needed.
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- 6) Building should be left in a secure and locked condition each night.
- 7) All door facings, door edges, door knobs and light switches shall be kept clean of dirt, grease, fingerprints, etc.

TOTAL LABOR HOURS PER YEAR TO PROVIDE SERVICE: 78 hours/yr

COST PER YER (BID AMOUNT) \$1,302.60

Duties at P&R Facilities

Howard's Knob Park is open from May 1 through October 20 and will be serviced each evening seven days per week.

- 7:00 p.m. Patrol park for litter. Sweep pavilion, empty all trash cans, clean picnic tables.
Sanitize seat in portajon (1).
- 7:15 p.m. Announce park closing via bullhorn.
- 7:35 p.m. Close and lock gate. (Report any cars left in the park to the Watauga County Sheriff's Department at (828)264-3761.

All Other Parks

Watauga County Parks are generally open March 1st through December 1st. These dates may vary according to weather and usage. Work will begin by 6:00 a.m. The remaining times listed serve as a guide only, since the condition of the parks will vary.

All parks – Saturday and Sunday

6:00 a.m.

Optimist Park, Industrial Field, Complex Restrooms

Clean and sanitize all bathroom fixtures.

Spot clean floors.

Empty trash.

Check paper and soap dispensers. Replenish if needed.

Anne Marie Park, Optimist Park, Industrial Field, Complex, Tot Lot, Ball Fields, Parking Lots and Picnic Pavilions

Pick up litter.

Empty trash cans and replace liners.

Clean tables.

Hose pavilion floors if necessary.

7:30 a.m. (Sunday Only)

Optimist Clubhouse

Spot clean floor.

Clean countertops and sink.

Clean and disinfect bathrooms.
Spot clean floors in bathrooms.

8:30 a.m.

Howard's Knob Park

Unlock gate.
Police park for overnight vandalism.

9:15 a.m.

Brookshire Park

Clean and sanitize restrooms.
Spot clean floors.
Empty trash.
Replenish paper and soap dispensers if needed.
Pick up litter from parking lot, pavilion and fields.

10:00 a.m.

Ted Mackorell Soccer Complex

Pick up trash from parking lots and around perimeter of fences.
Do not enter area inside of fence (field turf).
Empty all trash cans.
Clean and disinfect restrooms.

11:00 a.m.

Mountain Ruritan Field, Old Cove Creek Gym

Pick up litter.
Clean tables.
Empty trash cans.
Clean and disinfect seat in portajon (1).
Clean and disinfect bathrooms in the Old Cove Creek School gym.
Spot clean floors in bathrooms.
Replenish paper and soap if necessary.



July 18, 2011

Robert Marsh
Watauga County Maintenance Dept
969 West King Street
Boone, North Carolina 28607



PARTNERS IN
CONTRACT
SERVICE
EXCELLENCE

Dear Robert,

We appreciate the opportunity to better understand your objectives for Watauga County. We've provided janitorial services to similar facilities and believe our experience can help you solve numerous related issues. Based on our analysis, the challenges facing you include:

- *Establishing a partnership with a cleaning service that makes safety their first priority, who is properly managed, trained and whose employees are given incentives to do their best*
- *Having your facilities maintained by a contractor that has the ability of providing and maintaining New Age High Efficiency Equipment*
- *Frequency, accountability and proper application of a Healthy High Performance Green Cleaning Program*

We've designed our proposal to address these issues specifically and are certain that implementing our program for Watauga County will result in:

- *A partnership with a cleaning service that provides consistent quality service and anticipates your growing needs*
- *The use of New Age High Efficiency Equipment that produces floors that are streak-free, shiny and clean, enhancing the Watauga County image of excellence*
- *Developing a long-term relationship with a CIMS-GB (Green Building) certified cleaning contractor*

IH Services was founded to provide contract excellence. This proposal is our professional and personal commitment to serve you and your facilities. We look forward to becoming a part of your service team.

If you have any questions before then please feel free to contact me personally at 800-868-3777, or by e-mail at chendley@ihservices.com.

Sincerely,

A handwritten signature in black ink that reads "Chad D. Hendley".

Chad Hendley
Manager Business Development





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Executive Summary

Watauga County is most interested in solutions that deliver measurable value and contribute towards achieving its business goals. This executive summary outlines some of the challenges we will help you meet and the benefits to be gained from implementing the IH Services' program.

The Issues You Face

IH Services has been solving customers' janitorial and staffing issues for more than 50 years. Our experience, associates and commitment will help you meet the following challenges.

Establishing a partnership with a cleaning service that makes safety their first priority, who is properly managed, trained and whose employees are given incentives to do their best

IH Services will ensure that our management team works with you on a daily basis to meet the job specifications. It is our goal to make sure there is not a comfort zone to fall into. Once a contractor becomes too comfortable, the overall service program can falter.

Having your facilities maintained by a contractor who has the ability of providing and maintaining New Age High Efficiency Equipment.

When visitors come into your facility, you want to make a good impression. If the cleaning contractors equipment is old and in poor condition a perception that quality doesn't matter is relayed.

Frequency, accountability and proper application of a Healthy High Performance Green Cleaning Program through qualified on-site management

Without relevant green cleaning certifications and a qualified on-site manager, there is no one to oversee what green cleaning is being done or how the contract is being fulfilled.



(CONTINUED) Executive Summary

Desired Outcomes

We've designed our services to have a positive effect on Watauga County for years to come. Our service program for Watauga County is presented in detail in the following section. We're confident that implementing it will produce the following business benefits.

A partnership with a cleaning service that provides consistent quality service and anticipates your growing needs

You and IH Services will develop a partnership that is responsive and has the flexibility to anticipate your needs. Regularly scheduled reviews where quality, productivity and costs are discussed will help to improve the overall cleaning quality and will prevent your having to spend your time managing janitorial issues

The use of New Age High Efficiency Equipment that produces floors that are streak-free, shiny and clean, enhancing Watauga County's image of excellence

The secret to floor maintenance is adhering to a planned maintenance schedule. This includes performing not only the periodic functions correctly (stripping and waxing of tile and dry extraction of carpet), but spray buffing the floors and spot cleaning carpet to consistently maximize the floor appearance.

Developing a long-term relationship with a CIMS-GB (Green Building) certified cleaning contractor

Proven environmentally friendly cleaning products and equipment will be used to meet the Green Cleaning performance standards. All cleaning products will have corresponding MSDS sheets and a list of products will be provided to your management for review.






The IH Services management team has designed this service program specifically for Watauga County. Our engineering, operations and sales staff have developed our recommendations using information from the following activities:

- Reviewing the Watauga County Request for Proposal*
- Reviewing cleaning specifications for Watauga County*
- Participating in the pre-bid meeting at Watauga County*







Safety is Our First Priority

Safety & Risk Management Programs...

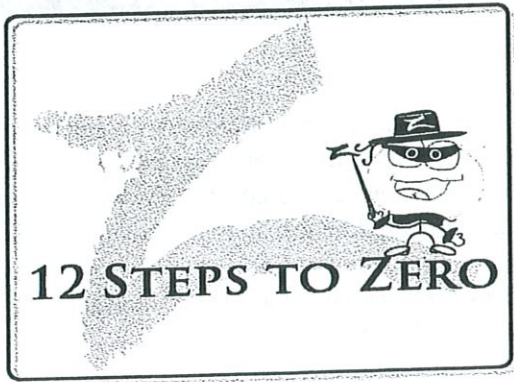
Monthly Safety Meetings 	Safety Performance Goals 	Individual JSA's 	Safety Director Audits 	Equipment Operator Certifications 
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...achieving our standards for safety excellence.

Consecutive BSCAI Safety Awards 2002 2003 2004 2005 2006 2007	Liberty Mutual Hazard Assessments 	Safety Manual 	New Associate Safety Checklist 	OSHA VPP Star Certified 
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Zero the Hero & 12 Steps to Zero Accident Rate

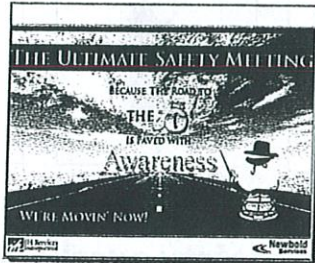




12 Steps to Zero Accidents

Our Comprehensive Tool Box Continually Focuses Eyes on Safety

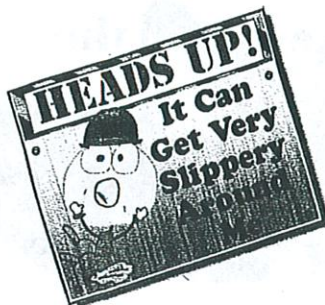
“12 Steps to Zero” Program Guide



“12 Steps to Zero” 24x36 Poster

This poster is the backbone of our safety program and acts as the focal point of our efforts toward building a safe attitude in every team member. The poster is used to emphasize the positive safe attributes for each month, reminding each associate of the importance of Safety.

Each account’s poster is displayed in the MOST prominent place in our associates’ work area. The poster and each month’s step is referred to at every opportunity. Habits are formed by repetition, even if you are repeating slogans.



Equipment Labels

A variety of Zero the Hero stickers can be found on mop buckets, buffers, golf carts, maid carts/buggies, etc. These labels are meant to be a quirky reminder of Zero the Hero’s presence throughout the workplace. He is there to help associates identify risks on the job and to help them avoid unsafe acts and conditions. We continually invite not only our managers but each associate for creative ideas for other label locations and slogans that will help to bring Zero the Hero into other situations.

Static Cling Zero Hero Stickers

These clings are used to show that as an account, each account team has achieved its ZERO for each month’s step.

At the end of each month of ZERO accidents in each location, a Zero the Hero cling is placed on the corresponding step for that month. This is done during a Hero Huddle with all associates present. Each team is celebrated and congratulated for a job well done and focus then turns to the next month to continue the great work.

Zero Zone Signs

These signs are placed around the workplace where associates congregate (for example, near the time clock, in break rooms and storage areas). These signs act as gentle reminders throughout the day that we are living and working in the “Zero Zone” at all times.





12 Steps to Zero

Our Associates Have Made Their Commitment to be a Big Zero!

1 **JAN**
Place Big Zero Award Here
I Prioritize
I make safety my 1st priority

2 **FEB**
Place Big Zero Award Here
I'm Positive
I have a positive attitude towards safety

3 **MARCH**
Place Big Zero Award Here
I Live It
I make safety a "way of life" at home and at work

4 **APRIL**
Place Big Zero Award Here
I Think of it 1st
I make safety the 1st criteria for all decisions

5 **MAY**
Place Big Zero Award Here
I'm an Expert
I am an expert at identifying and communicating safety hazards

6 **JUNE**
Place Big Zero Award Here
I Challenge
I will challenge if it appears that safety will be compromised

7 **JULY**
Place Big Zero Award Here
I Intervene
I will never allow someone to put me in an unsafe situation

8 **AUGUST**
Place Big Zero Award Here
I'm in Charge
I am never reluctant to ask for help

9 **SEPTEMBER**
Place Big Zero Award Here
I Don't Detour
I will not compromise safety by taking chances or shortcuts

10 **OCTOBER**
Place Big Zero Award Here
I Ask
I will not compromise safety by taking chances or shortcuts

11 **NOVEMBER**
Place Big Zero Award Here
I'm Responsible
I'm Responsible

12 **DECEMBER**
Place Big Zero Award Here
I Am Totally Committed to Achieving a ZERO accident rate

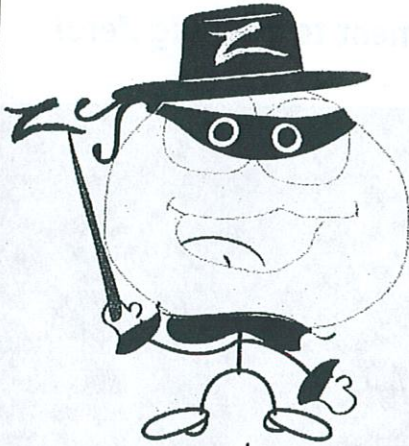
make your commitment to be a
BIG ZERO
each day!

Big Zero Celebration!

IH Services, Incorporated

Newbold Services, LLC

ih Zero Huddles



Greetings to all of you!

I want you to know how excited I am about the enthusiasm that is taking place over the IH Services "12 Steps to Zero" safety initiative.

Something has come up recently that I would like to make all of you aware of:

LIFTING LARGE TRASH BAGS THAT MAY UNKNOWINGLY BE TOO HEAVY
may cause a back injury.



Please discuss this in your huddle meetings before each shift over the next several days and remember to "KEEP IT THE ZERO ZONE".

DON'T TRASH YOUR BACK!

Trash Bags Can Be Heavy!

Be a Big Zero

and Ask for Help
When Lifting from
Trash Cans



Quality Assurance



ELEVATE STANDARDS

Increase outsourcing success with CIMS-certified cleaning contractors

ISSA's Cleaning Industry Management Standard (CIMS) and CIMS-Green Building (CIMS-GB) criteria are powerful tools to identify customer-focused and well-managed cleaning contractors.

Independent, accredited assessors verify that CIMS-certified firms meet the industry standard for:

- Quality Systems
- Service Delivery
- Human Resources
- Management Commitment
- Health, Safety & Environmental Stewardship
- Green Building

Take your organization to the next level with a CIMS-certified cleaning contractor. CIMS is administered by ISSA, The Worldwide Cleaning Industry Association.

Download a free copy of the CIMS Standard, Contract Specification Tip Sheet and Contractor Qualification Checklist at www.issa.com/standard, or call ISSA® at 800-225-4772.







(CONTINUED) Quality Assurance



How Our CIMS Certification Benefits You.

Our certification to the **ISSA Cleaning Industry Management Standard (CIMS)** and **CIMS-Green Building (CIMS-GB)** criteria provides a variety of benefits to our customers. Consider how we can add value through management best-practices, exemplary service, and a commitment to sustainability.

- CIMS certification identifies us as a quality, customer-focused, professional organization that should be the first considered for service.
- CIMS helps our customers to distinguish between those companies that are truly professional and capable of getting the job done and those who are just talk.
- CIMS offers assurance that our management systems and processes have been assessed by an independent third-party and are in compliance with the industry's preeminent standard and best-practices.
- CIMS enables us to cut costs associated with poor efficiency and service and allows us to pass along service improvements and savings to our customers.
-  CIMS-GB certification illustrates our commitment to providing green and sustainable cleaning service.
-  CIMS-GB enables us to assist customers in achieving points for the U.S. Green Building Council's LEED for Existing Buildings: Operations & Maintenance (LEED-EBOM) Green Building Rating System.

“ When we're hiring a cleaning company, we are dedicated to go out and look at as many companies as possible. If we look at 100 and 95 of them are not CIMS-certified, that's 95 bidders I can cross off my list before I go any further. ”

*– Senior Master Sgt. Mark Gyure
Andrews Air Force Base*

Learn more about CIMS at www.issa.com/standard.



IH Services, Inc. - 127 Tanner Road, Greenville, SC 29607
Manager Business Development – Chad Hendley
864-297-3748 – chendley@ihservices.com



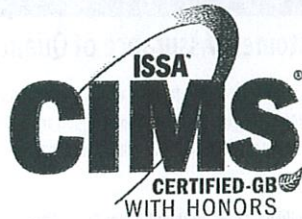
IH Services is one of
only 15 companies
World Wide
that has attained the
CIMS Certification

ISSA®

CIMS-Green Building Certified

IH Services, Inc.

is hereby CERTIFIED to the ISSA Cleaning Industry Management Standard Green Building (GB) criteria. To achieve such certification, IH Services, Inc. has undergone a comprehensive assessment of its green cleaning operations by an independent accredited CIMS-GB assessor and has successfully demonstrated a commitment to the delivery of environmentally preferable services designed to meet customer needs and expectations.



June 7, 2010

John P. Garfinkel
Executive Director: ISSA

ISSA®

CIMS Certified With Honors

IH Services, Inc.

is hereby CERTIFIED WITH HONORS to the ISSA Cleaning Industry Management Standard. To achieve such certification, IH Services, Inc. has undergone a comprehensive assessment of its management structure and operations by an independent accredited CIMS assessor and has successfully demonstrated a commitment to the delivery of consistent, quality services designed to meet customer needs and expectations.



June 7, 2010

John P. Garfinkel
Executive Director: ISSA

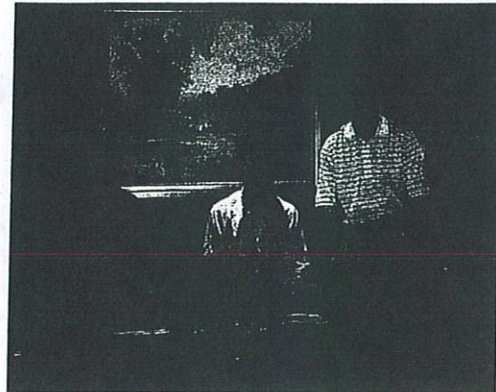


“When I first heard about CIMS, I was skeptical because I didn't think it would be worth the effort if it wasn't a meaningful and substantive standard. But when I saw all of the CIMS materials, I was impressed with the amount of work ISSA had put into this, the detail. This wasn't something they just slapped together. This new standard was really going to mean something.”

~ Taylor Bruce,
President, IH Services

ISSA CIMS™ CERTIFICATION CASE STUDY

COMPANY:
IH Services
HEADQUARTERS:
Greenville, SC
EMPLOYEES:
264 locations, 3,960 employees



CIMS Offers Contractor's Customers Assurance of Quality

For a company like IH Services, which strives to provide clean and healthy working environments for industrial, commercial, manufacturing and institutional clients, training is of the utmost importance. That's because IH Services' janitorial employees often work on and around heavy machinery and in many cases, operate machinery of their own when performing cleaning tasks.

"We're not out there cleaning homes or office buildings," says president Taylor Bruce. "We're in environments with heavy machinery. The careful training of our people is necessary, not only for utmost customer satisfaction, but also for the safety of our employees."

Given IH Services' preexisting focus on providing effective employee training, Bruce and his team figured that they probably would not learn anything new when internally assessing compliance with the training requirements found in the ISSA Cleaning Industry Management Standard (CIMS). But, after completing the CIMS self-assessment process, Bruce was surprised to learn that their training documentation wasn't as thorough as it should be.

"We learned that we were providing the training, but we had not documented it on an individual basis," Bruce explains.

Before IH Services sought CIMS certification, the organization tracked training by specific job function: Janitors received one type of training, those using machinery received another, and maids were subject to their own curriculum. Overall, the approach seemed to be working, but left IH Services with no way of tracking who had received what.

"The process seemed fine, but when we were preparing for the CIMS assessment, we found that we didn't have a way to see if any given individual had taken any given training course," Bruce says.

The solution, spurred by the CIMS preparation process, was to create individual employee training logs.

"Now, if a customer asks if so-and-so has training, we can go back to the logs and see that it is documented on paper," Bruce says.

Another area where the CIMS preparation process identified the need for improved documentation concerned purchasing. Though the CIMS process, Jim Sheehy, head of purchasing for IH Services, noticed some room for improvement in the manner in which he documented and justified purchases.

"When I recommend buying something, whether it's new equipment or a new type of floor wax, it has been based on my experience and knowledge of the products," Sheehy explains. "But through CIMS, we had to quantify on paper what I was buying, what I was comparing it to, and how all of the choices stacked up."

Now when Sheehy makes a purchase, the facts and research behind the purchasing decision are documented. The data is there for all to see. He says it has caused his department to be more organized and efficient, saving money along the way.



**BEST TIP
FOR COMPANIES
THINKING ABOUT
CERTIFICATION:**

Take a look at the materials you already have in place early on. That way, you can see exactly what you'll need to put together before the assessment.

"We can see right there on paper that we're comparing apples to apples, and why we purchased what we did," he says.

Parker Moore, who spearheaded the CIMS process within IH Services, explains that looking within was not a foreign concept to his company.

"We review all of our processes continually. We don't hesitate to make changes if they'll make our company better, and we saw very early on that CIMS would make us a better company, for us internally and for our customers."

While Moore was convinced almost immediately of the benefits of CIMS and achieving certification, Bruce admits that he was initially skeptical of the CIMS process — and of the Standard itself.

"When I first heard about CIMS, I was skeptical because I didn't think it would be worth the effort if it wasn't a meaningful and substantive standard," Bruce says. "But when I saw all of the CIMS materials, I was impressed with the amount of work ISSA had put into this, the detail. This wasn't something they just slapped together. This new standard was really going to mean something."

Bruce also saw something else: What it would mean to his customers if IH Services achieved CIMS certification.

"Many of our customers are big manufacturers, and those industries have their own certifications and standards, ISO 9001 and so forth," he explains. "When we're bidding for new jobs, our potential customers always ask us what kinds of certifications we have. In the past, we've had to say, 'Well, our industry doesn't have much of that.' But now we have CIMS. The fact that we are certified is really going to mean something to our clients because they have standards of their own. They know what is entailed in achieving them."

Parker Moore is confident that, ultimately, the work put in by everyone in his company to achieve certification was worth it.

"We knew that CIMS would be a good marketing tool for us," says Moore. "This type of standard is important because it is made on the basis of an outside assessment. But more than just a marketing tool, CIMS made us a better company. And that's what it's all about." **THE**

About CIMS:

CIMS is the first comprehensive management and operations standard for cleaning organizations. Administered by ISSA and the American Institute for Cleaning Sciences, CIMS is a standard of excellence designed to help building service contractors and in-house service providers develop quality, customer-centered organizations.

The CIMS framework is built around five quality principles that have proven to be the hallmarks of well-managed, successful cleaning operations:

- Quality Systems
- Human Resources
- Management Commitment
- Service Delivery
- Health, Safety & Environmental Stewardship

Why should a company certify to CIMS? Daniel Wagner, director of CIMS for ISSA, explains: "Implementation of the Standard's elements affords an organization a tremendous opportunity to validate its management systems and processes. Professional, customer-centered cleaning organizations finally have a touchstone resource, a common rallying point around which all members of the industry can gather and work toward achieving an unprecedented level of professionalism and excellence."

ISSA

The Worldwide Cleaning Industry Association

For more information contact
800-225-4772 or visit
www.issa.com/standard.

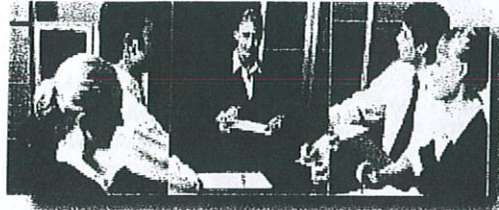


(CONTINUED) Quality Assurance

Quality Assurance

Providing reliable and defect-free service does not happen by accident. At IH Services, we accomplish this through the consistent application of our Quality Assurance (QA) program, which includes:

- Established Goals*
- Pro-active Management*
- Engineered Job Schedules*
- Daily and Weekly Inspections*
- Monthly Quality Audits*
- Customer Feedback*
- Scheduled Partnership Reviews*
- Continuous Improvement*



Established Goals

Each facility has unique expectations for contract services and their own definition of "clean." Goals are built around your clearly defined expectations.

Pro-Active Management:

Continuous communication between your management and ours allows IH Services to incorporate your day-to-day concerns into our schedule, and to monitor any changing situations or special needs.

Engineered Job Schedules:

IH Services' Industrial Engineering Department will establish a detailed job schedule for each associate. This allows our on-site management to monitor each associate and the work they are performing.

Daily And Weekly Inspections:

The on-site Account Manager for IH Services conducts daily and weekly inspections to ensure conformance to requirements.

Monthly Quality Audits:

The Account Manager will conduct a formal monthly quality audit. A Watauga County representative is encouraged to participate and results will be reviewed and action taken based on these results.

SAMPLE COMPLIANCE FORM

Company Name / Plant Name		COMPLIANCE & AUDIT FORM												USE IN GREEN		
AREA / TASK	DEPT.	FREQ.	FEB		MAR		APR		MAY		JUN		JUL		COMMENT	
			1	2	1	2	1	2	1	2	1	2				
MAIN OFFICE (Current Office Check)																
Office - organized		OK														
Receptionist/Reception		OK														
Reception desk		OK														
Front/reception area - organized		OK														
Reception desk - clean		OK														
Receptionist attire		OK														
Office - organized		OK														
Receptionist's appearance		OK														
Reception desk and chairs		OK														
Receptionist's attire		OK														
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(CONTINUED) Quality Assurance



Customer Feedback:

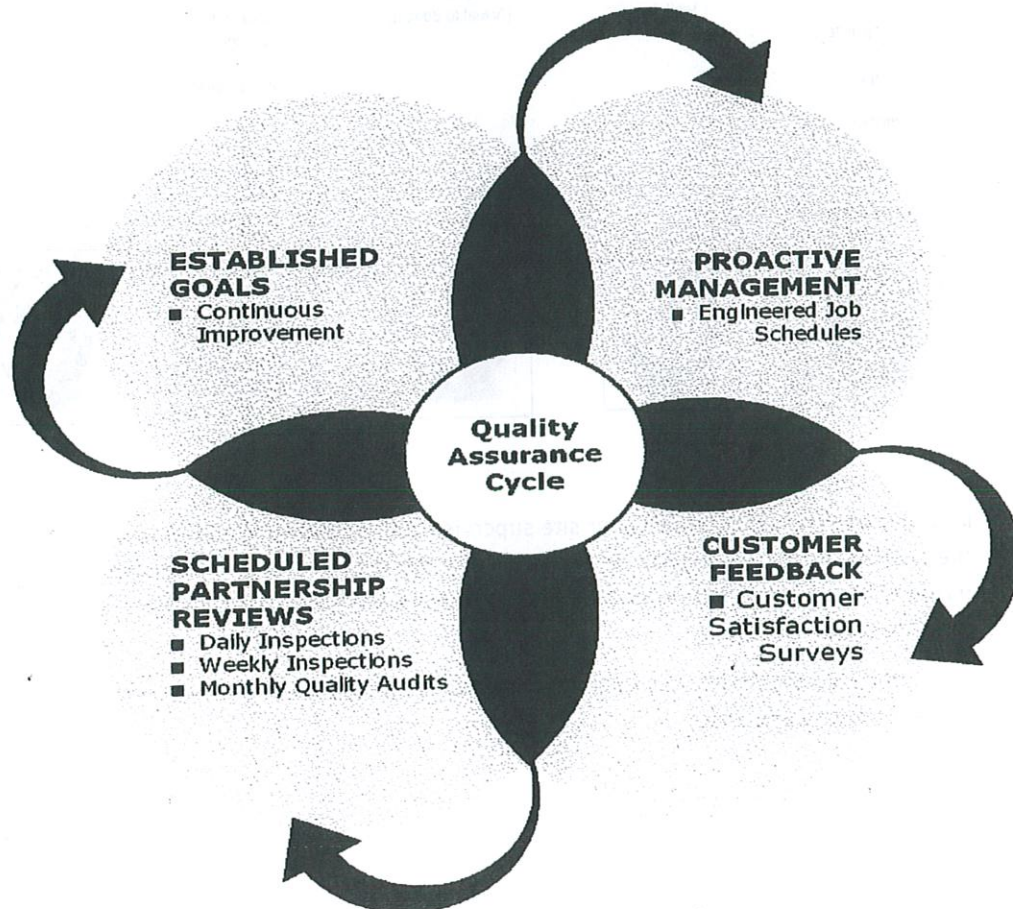
Each IH Services' Account Manager's and Supervisor's responsibilities revolve around monitoring our service and communicating with you and your team. This communication helps us to keep track of changing situations and anticipating special needs.

Scheduled Partnership Reviews:

IH Services' Account Manager is available for your weekly staff meetings. Also, our Regional Vice President, and District Manager have regularly scheduled meetings with hospital personnel.

Continuous Improvement:

At IH Services, we are constantly striving to find new methods, supplies and equipment to give you a neat, clean place to work. We consider your success an important measure of ours.





(CONTINUED) Quality Assurance

Measuring & Reporting Performance






To provide a regular assessment of janitorial performance at Watauga County, we are recommending a quarterly or semi-annually business review. Suggested participants are members of your executive team. Participants from IH Services will include:

Account Manager

District Manager

Operations Manager

Our recommended agenda addresses the following topics, but can be revised based on your input. In addition, any unplanned events or issues requiring attention will be included on the agenda as they arise.

QUALITY	PRODUCTIVITY	COST	SERVICE	ASSOCIATES
Customer Satisfaction Survey Results	Production Rates	Monthly (Actual to Budget)	Upcoming Projects Impacting Service (i.e. construction)	Employee Morale and Turnover
Inspection Results	Improvements	Year to Date (Actual to Budget)	Move Add Changes	
Complaints	Hindrances		Security Issues	
Requests				
Recommendations				
Praise				
Improvement Initiatives Status				
				

In addition to the annual review, our site supervisor will meet briefly with your designated site contact on a daily basis for the exchange of needed directions or information. The IH Services District Manager is available to meet on request and discuss projects, issues and performance at any time.

Also, our President sends out a Customer Satisfaction Survey every six (6) months to evaluate our performance.

ih Company History

The story of IH Services begins back in 1955 when Dick Hendley came up with an idea for subsidizing his income. He was supporting a family of eight, working as a textile mill worker in Greenville, SC. As an All American in college and a Pro in the NFL, Dick was accustomed to hard work and dedication to excellence. Striving to be the "best of the best" was the foundation upon which Dick and his wife, Lucille, began to build the company.



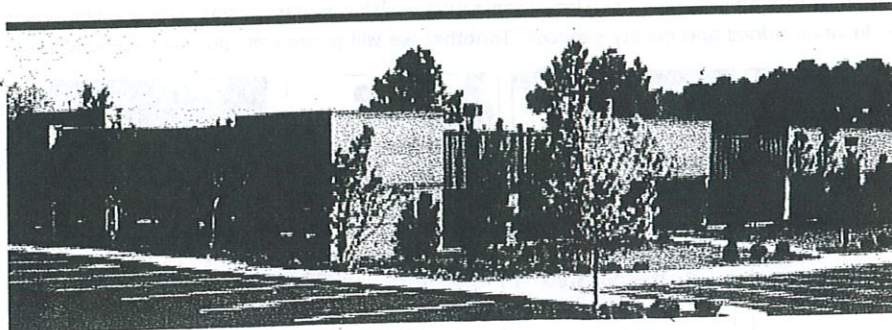
Ryan Hendley, CEO

Originally named Hendley's Sanitation, the new company's mission was to provide clients sanitized bathrooms and a clean work place. The first customers were gas stations, restaurants, nightclubs and small commercial offices. Many of Dick's friends made fun of the fact he was a college graduate cleaning toilets. After a few years growth, the company changed names to Sanitation, Inc. Dick's philosophy was based upon his personal desire and strong belief that all employees, as well as visitors, deserved and appreciated a clean workplace.

Dick was a true pioneer in outsourcing. He began providing janitorial services to manufacturing customers who needed around the clock cleaning. His vision helped manufacturers outsource indirect jobs, such as sweepers, haulers, packers, cleaners, and allowed clients to focus on their core business - making products - not cleaning up. This was the start of outsourcing as we know it today. The company's name changed to reflect this new focus and became Industrial Housekeeping, Inc.

In the early 1980's, the name made a change to its current, IH Services, Inc. Dick Hendley has retired but still serves as Chairman while his eldest son, Ryan Hendley, is the CEO. Ryan guides the company with a passion for the business comparable to that of the founder. Today, IH Services operates hundreds of accounts in 19 southeastern states, covering a multitude of commercial buildings, educational facilities, healthcare facilities, airports, and manufacturing facilities.

With corporate headquarters in Greenville, South Carolina, IH Services employs more than 3,960 employees and is ranked in the top one percent of an industry with over 50,000 contractors.



ih Industry Assoc.

Industry Association

IH Services, Inc. is also a leading member of the industry association for cleaning contractors. Since 1980, IH Services has participated extensively in the Building Service Contractors Association, International (BSCAI).

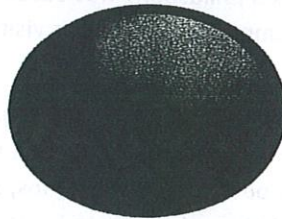


BSCAI members seek to advance the building service industry through the establishment of professional requirements, leading business practices and technical expertise. We adhere to a code of ethics that advocates fair business in all transactions. Through BSCAI meetings, correspondence, and seminars, members are kept current on management techniques, personnel issues, and advances in cleaning methods, supplies and equipment.

BSCAI's Certified Building Service Executive designation is awarded to those building service professionals who have demonstrated the desire to excel, the dedication to serve, and have a history of proven industry competence.



Six of IH Services' executives have been awarded the designation of CBSE — the highest certification for cleaning professionals awarded by the BSCAI.



Nine of IH Services' District and Operations Managers have attained the designation of RBSM.

Mission Statement



Our Mission

IH Services, Inc. is an innovative service organization working in partnership with our customers and suppliers to provide value-added and quality services. Together we will proactively pursue excellence and:

Conduct Activities in a safe manner	Be Responsive to our customers	Strive to Exceed customer expectations	Maintain a Positive Attitude and be courteous	Care About Our Customers and each other

ih On-Site Manager

On-Site Account Manager

The IH Services on-site manager is the key to successful service at your facility. This management position is responsible for all aspects of service and has the operational expertise and supervisory skill to get the job done. The following lists responsibilities of the position by major area.

Operations

- Maintain a scheduling system to meet contract expectations*
- Obtain thorough knowledge of contract specifications and sanitation program*
- Assure complete job understanding to include proper cleaning procedures*

Supervision

- Provide timely employee feedback, to include necessary counseling and disciplinary action*
- Build teamwork to maximize morale and minimize employee turnover*
- Keep accurate records to make necessary changes and prevent recurrences of problems*
- Provide staff with specific training for safe work practices and safety awareness*

Administration

- Process weekly payroll and paycheck distribution*
- Manage employee HR issues, Workers' Compensation and Unemployment*
- Recruit, screen and interview applicants*

Service

- Daily contact and weekly meeting with client's representatives for continued communication of service and issues*
- Conduct daily evaluation of service quality*

ON-Site Account Manager Qualifications

- People Skills** – Ability to understand client needs and to interact with all levels of client management; ability to deal with customers in a positive way; can accept criticism with a positive outlook, ability to recruit, train, coach and discipline, creating a climate for motivation; delivers clear expectations, firm but fair
- Effective Coordinator and Planner** – Ability to understand and manage the "big picture", anticipation and readiness for any situation; take full advantage of all resources; keep operation running smoothly, with minimum disruption
- Ability to Delegate** – Identify capabilities and know when and how to delegate; clarify responsibilities and give authority; experience in managing supervisory/salaried level staff.
- Flexible and Responsive** – Cope with changing conditions, customer needs and specifications; proactively seek solutions to customer needs.
- Effective Trainer** – Analyze needs; develops and communicates targeted training to meet basic needs and upgrade skills.
- Create Positive Work Environment** – Inspire confidence/build trust, leading to "want to" attitude among staff.
- Personal Motivation / Enterprising** – Strongly motivated to succeed, strives to reach challenging goals; able to handle most situations.



ih Job Specifications

IH Services process for developing job specifications and performing updates as may be required from time-to-time is as follows:

In most cases, the facility provides either a complete statement of work outlining specifications and frequencies for each area of the facility or a basic outline of work they want done. In cases where all requirements are provided, a contract is drawn up that encompasses all the information.

When only an outline of the work required is given, IH Services (prior to the start up) will evaluate the facility and recommend a scope of work based on facility size, associate totals per shift, number of classrooms, restrooms, lounges, cafeterias, etc., traffic in particular areas, floor surfaces and facility cost concerns. The specifications and frequencies are then presented to the facility for approval or adjustment at which time a contract is drawn up for approval.

Your Company Name		
JOB SPECIFICATIONS		
MAIN OFFICES – GENERAL OFFICE CLEANING		
<i>ONCE PER 24 HOURS</i>	1.	Dust office equipment
	2.	Damp wipe desktops
	3.	Damp wipe counter tops
	4.	Empty trash containers maintaining clean liners
	5.	Damp wipe, disinfect, and dry polish water fountains
	6.	Report burned out lights
<i>ONCE PER WEEK</i>	1.	Dust wall mounted pictures and bric-a-brac
	2.	Damp wipe and disinfect telephone
	3.	Dust ledges, doorjambs, and windowsills
	4.	Spot wash doorjambs and light switch covers
	5.	Check for cobwebs and remove
<i>ONCE PER QUARTER</i>	1.	Brush wall registers/vents

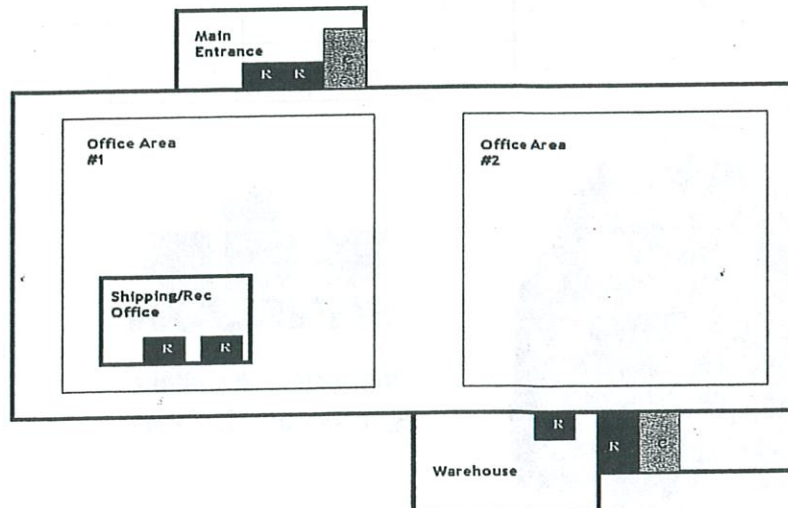
Updates to a contract can be made at any time. Changes to a facility can happen at any time whether it is the addition or deletion of offices, closing portable classrooms or increasing or decreasing frequency. For whatever the change may be, an addendum is drawn up showing the change and how it will affect the cost. This addendum is presented to the facility for approval. Once approved, a date for it to be effective is set and the contract is updated to reflect the changes.

Job Schedules

Job Coverage

To achieve your goal of better quality of cleaning for Watauga County, each IH Services associate will have a detailed job schedule covering each area they are responsible for cleaning. These schedules also allow our Account Manager to keep track of our associates and the quality of work they perform.

IH SERVICES, INC. JOB SCHEDULES SAMPLE					
CLIENT:		Watauga County			
LOCATION:					
JOB TITLE:		MAID (1 77192A)			
SHIFT:		FIRST			
DATE:		6/6/00			
FROM	TO	WORK ELEMENT	FROM	TO	WORK ELEMENT
7:00	7:15	Clean front entrance and empty trash (#16)	11:55	12:30	Clean maintenance offices (#25)
7:15	9:20	Clean main office including 1 st aid (#11 & 13)	12:30	12:40	Clean side entrance and empty trash (#31)
9:20	9:45	Clean lobby and empty outside trash (#15)	12:40	12:50	Clean side entrance and empty trash (#32)
9:45	10:15	Break	12:50	1:00	Clean side entrance and empty trash (#33)
10:15	10:30	Clean front entrance and empty trash (#14)	1:00	1:10	Clean side entrance and empty trash (#34)
10:30	10:45	Clean front entrance and empty trash (#6)	1:10	1:20	Clean production supervisor's office (#26)
10:45	10:50	Clean unisex restroom (#19)	1:20	1:25	Police unisex restroom (#19)
10:50	11:00	Clean side entrance and empty trash (#28)	1:25	1:55	Break
11:00	11:15	Empty trash at Shipping/Receiving (#22 & 23)	1:55	2:00	Police break area
11:15	11:25	Clean side entrance and empty trash (#29)	2:00	2:50	Clean pedestrian walkway (#27)
11:25	11:40	Clean break area (@20)	2:50	2:55	Police unisex restroom (#19)
11:40	11:50	Clean side entrance and empty trash (#30)	2:55	3:00	Restock maid cart
11:50	11:55	Clean supply office (#24)			



Floor Work

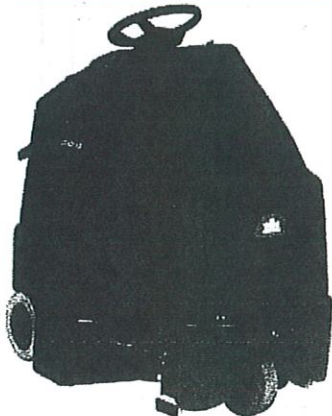
IH Services Floor Team – Periodic Work Schedule

IH Services will have specific floor technicians that will be dedicated to Floor Work in the Watauga County facilities. This floor team will manage the hard and soft floor care maintenance program at Watauga County facilities which will be designed and implemented by the Watauga County and IH Services. This floor care maintenance program will consist of weekly, monthly, quarterly, semi-annual, and annual services that will be scheduled by area using a Periodic Work Schedule to ensure that all areas are covered and maintained to Watauga County' quality standards.



IH Services, Inc. Periodic Work Schedule SAMPLE

	MON	TUES	WED	THUR	FRI	SAT	SUN						
NIGHTLY													
Machine scrub tile floors													
Machine scrub wood floors													
Vacuum common area carpet													
Clean baseboards													
Buff tile floors													
Spot clean carpet													
	JAN	FEB	MAR	APRIL	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	
MONTHLY													
Scrub restroom floors													
GI restrooms													
Clean childcare carpet areas													
BI-ANNUAL													
Strip/wax tile floors													
Strip/wax wood floors													
Strip/seal sheet vinyl floors													
Extract carpet													



**Chariot iScrub & iGloss
Ride On Floor Machines**





Associate Selection

The security of your facility while at your facility is more important now than it's ever been. At IH Services we take extra steps to ensure our employees are the "right people" for the job. There's never any doubt that our employees are who they say they are, and that they're well qualified for the work needed.

Our personnel process screens out undesirable candidates right from the start, before they become an employee and ensuring only the "right people" end up working for you. IH Services will perform Background Checks for all potential employees.

IH Services is an Equal Opportunity Employer, complying with all applicable federal, state, and local laws and employment guidelines including E-Verify.

E-Verify









Employment Verification.  Done.

U.S. law requires companies to employ only individuals who may legally work in the United States - either U.S. citizens, or foreign citizens who have the necessary authorization. This diverse workforce contributes greatly to the vibrancy and strength of our economy, but that same strength also attracts unauthorized employment.

E-Verify is an Internet-based system that allows businesses to determine the eligibility of their employees to work in the United States. E-Verify is fast, free and easy to use - and it's the best way employers can ensure a legal workforce. IH Services uses E-Verify as well as:



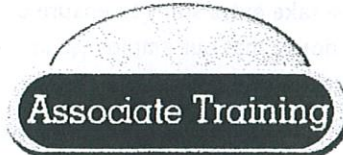
Hiring Requirements

 NO OPERATORS UNDER 18 YEARS OF AGE	 On-Site Screening Devices		
Must be 18 Years of Age	Pass Drug Screening	Background Checks	Previous Employment History
			
Social Security Number	Legally Eligible to Work in this Country	References	Have the Physical Ability to Perform the Job

ih Training

Productivity at Watauga County School facilities is largely dependent upon the training associates receive. To deliver the results you expect, all IH Services' personnel are trained and tested within our program using a simple seven-step procedure. This ensures they have the appropriate knowledge and skills to perform their jobs successfully. Our program's steps include:

- Knowledge*
- Demonstration*
- Feedback*
- Application*
- Feedback*
- Check on Progress*
- Evaluate Performance*



***Providing You a Well-Trained
and Motivated Workforce***



We follow these steps religiously to provide you a well-trained and motivated work force that contributes to achieving your goals.

Knowledge

We ask each associate if they have any previous experience in the task to be performed. Our supervisors then customize our training program to the associate's experience level. If they have previous experience in the job, we move to Application step and have them demonstrate their skill in the required functions.

Demonstration

We show the associate how to perform the task by demonstrating the specific manner in which it is to be done. During this demonstration, we point out all safety considerations, such as safe operation of machinery, electrical hazards, container labeling, and any other site-specific safety precautions.

Feedback

After demonstrating tasks, we ask associates if they have any questions about what is expected of them in relation to the task we have demonstrated. We ensure they have a clear understanding of what is required. If necessary, we repeat tasks again until we are completely certain they understand.

(CONTINUED) Training



Application

Associates then demonstrate what they have learned, providing concrete evidence of their ability to perform the tasks demonstrated.

Feedback

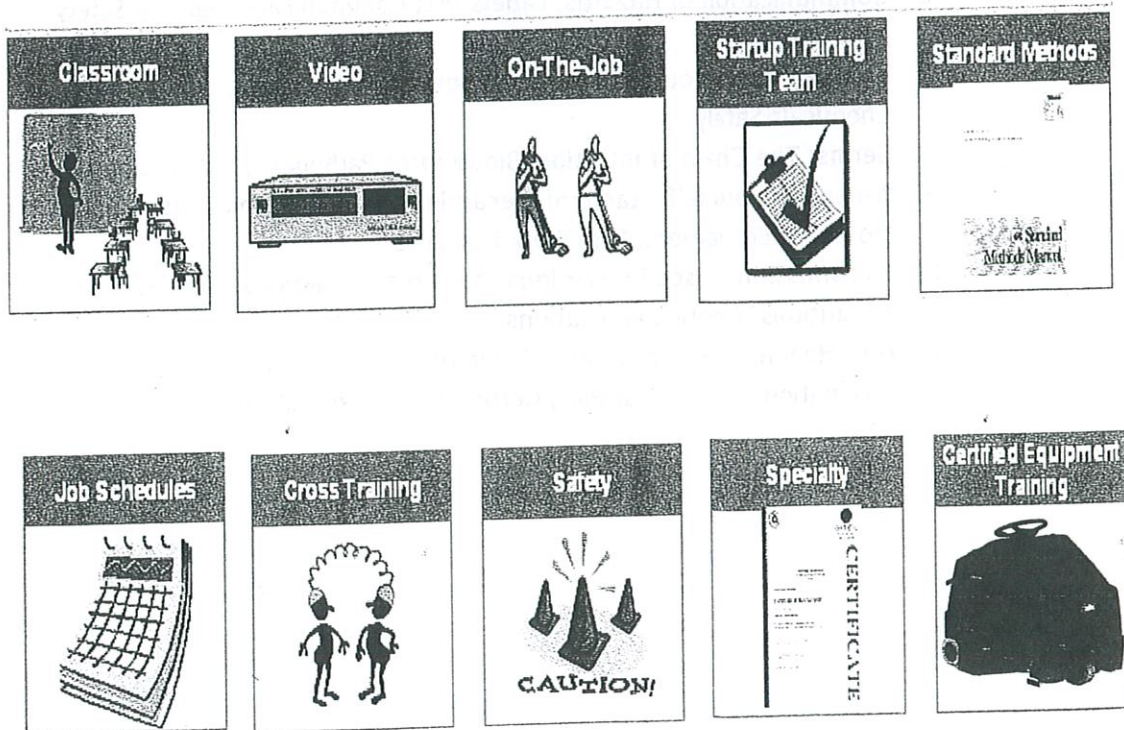
Our supervisors critique their performance, making on-the-spot corrections and recognizing their accomplishments for doing well.

Check on Progress

While on site, we follow-up in an hour or two to check on their progress to ensure the associate has grasped instructions and is continuing to perform the tasks correctly. This is particularly important, as they may have quickly developed shortcuts or bad habits that we are then able to correct immediately.

Evaluate Performance

We follow-up with associates to make sure they are continually performing their tasks correctly. Our supervisors let them know where they stand in relation to site requirements and IH Services' expectations of their performance. Praise and additional instruction are given when and where appropriate.





Bloodborne Pathogen Training

3M S.M.A.R.T. Training Videos

Bloodborne training is video and classroom training for two hours and is instructor based. Each employee must pass a written test to be certified.

3M S.M.A.R.T. Training Videos offer training on OSHA Right-to-Know HazComm and OSHA Right-to-Know Infectious Agents. Instruction designed for adult learners keeps employees motivated and learning. Our protocol includes:

- Scheduling of employee training
- Training Video AND testing
- Track and maintain employee training records
- Reports to document training and competency
- OSHA compliance and regulatory topics:



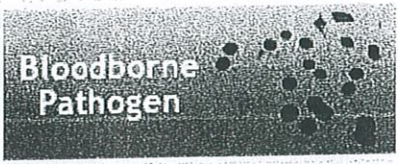
1. Hazard Communications Standard: Your Right-to-Know, Identifying Hazardous Chemicals
2. Communication of Hazards: Labels that Communicate, Material Safety Data Sheets
3. How to Protect Yourself: Personal Protective Equipment, Using Chemicals Safely
4. Germs: The Chain of Infection, Bloodborne Pathogens, Tuberculosis
5. Protecting Yourself: Standard Precautions, Handwashing, Personal Protective Equipment, Safe Work Practices
6. Transmission-Based Precautions: Airborne Precautions, Droplet Precautions, Contact Precautions
7. Your Health/Your Job: What to Do if You've Been Exposed, Hepatitis B Vaccination, Doing Your Part, Getting More Information

(CONTINUED) Bloodborne Pathogen Training

Account Managers must be trained in record keeping, inspection procedures, safety, safe work practices, HR issues and payroll duties. All of these are hands on training by IH Services management personnel.

IH Services understands that there is a possibility of material spills in the varying types of facilities where we provide service. In most cases the customer will look to us for aid in containing and cleaning the spill. For this reason IH Services has developed a Spill Containment Plan which describes the procedures to be followed in the event of a material spill. The IH Services' Account Manager will be the coordinator for our involvement with the spill. In the event the Account Manager is not on site then the shift Supervisor will be the interim coordinator until the Account Manager is present. IH Services' Spill Containment Plan includes:

1. Notify IH Services coordinator of spill.
2. Notify facility emergency personnel of spill.
3. Provide initial defensive actions to contain spill without undue risk of personal injury.
4. Evaluate the severity of the spill and assist in the response necessary for containment or recovery.
5. Make the spill OFF LIMITS to unauthorized personnel.
6. Use absorbent material to contain the spill. Do not put any contaminated absorbent material in a sink that contains a drain.
7. Cover/block any drains in the spill area to prevent material from entering into the sewer, storm water system or septic.
8. Collect contaminated absorbent material and treat as hazardous waste.
9. Coordinate with the customer the removal of the hazardous waste



**Bloodborne
Pathogen**



(CONTINUED) Training

Employee Training - Janitor/Housekeeper

IH SERVICES, INC. EMPLOYEE TRAINING MAID/JANITOR

Supervisor: _____

Date: _____

Trainee: _____

General Job Description: Perform cleaning duties in the areas of offices, restrooms, canteens, stairwells, water fountains, smokers, entrances, etc. to provide a clean, sanitized and safe environment.

Equipment & Supplies: Maid cart, maid tray, mop bucket w/ Ultra Clean solution, mop, straight broom scraper, duster, spray bottle of Ultra Clean glass cleaner, yellow Golden Fleece scratch pad for sinks, #86 green scratch pad for urinals and commodes, Wypalls, small blue soap, large blue soap, toilet paper, paper towels, small and large trash bags, spray bottles of Ultra Clean GP cleaner & Ultra Clean disinfectant, Crew bowl cleaner with spray head, barrier cream, seat covers, dust pan, utility knife, air freshener spray bottle (1st only), vacuum (not on cart), Good Sense air freshener refills.

Safety Requirements: Earplugs, rubber gloves, safety glasses, *Wet Floors* signs, *Restroom Being Cleaned* signs.

	FUNCTION	Trainee Initials	Supp. Initials	Comments
I.	TRANSPORT EQUIPMENT/SUPPLIES TO ASSIGNED AREAS			
II.	CLEAN RESTROOMS (Place <i>Restrooms Being Cleaned</i> sign in front of door)			
A.	CLEAN COMMODES AND URINALS			
	1. Obtain stocked maid tray from maid cart			
	2. Spray Crew bowl cleaner onto the inside of the bowl (not into the water)			
	3. Clean underneath rim and inside of bowl, seat and outside of fixture, to include supply pipes with #86 scrub pad			
	4. Spray seat with Ultra Clean disinfectant and wipe seat with paper towels or Wypalls.			
	5. Observe for restocking of supplies and wipe dispensers with Ultra Clean general purpose cleaner			
B.	SPOT WIPE PARTITIONS AND WALLS			
	1. Wipe partitions and walls to remove spots, etc. with Ultra Clean general purpose spray cleaner			
C.	CLEAN SINK			
	1. Obtain Golden Fleece scratch rag from maid tray			
	2. Spray Crew cleaner onto porcelain sink (if stainless steel sink, use Ultra Clean GP cleaner)			
	3. Clean inside and outside of sink (including faucets, knobs, supply and drain pipes)			
	4. Wipe with Wypall			
	5. Polish chrome (if any) with Ultra Clean glass cleaner			
	6. Observe for restocking supplies and wipe dispensers with Ultra Clean GP cleaner			
D.	CLEAN MIRRORS			
	1. Obtain Ultra Clean glass cleaner from maid tray and spray mirrors with cleaner			
	2. Wipe mirror clean with paper towels or Wypalls.			
E.	TRASH			
	1. Remove trash can liner from trash can			
	2. Wash inside and outside of trash can with Ultra Clean GP spray cleaner			
	3. Place new trash can liner in trash can			
	4. Take trash to maid cart			
F.	VENTS/FANS			

(CONTINUED) Training

Training Certification – Floor Technician



IH Services Inc.
 Tile Floor Certification Procedure
 Floor Technician
 Sample



Supervisor: _____

Trainee: _____

General Job Description: Perform tile maintenance in the areas of offices, restrooms, canteens, hallways and stairwells to provide a clean and safe work environment

Equipment & Supplies: 175 RPM Buffer, 1000 RPM or 2000 RPM buffer/burnisher, wet/dry vacuum, mop bucket, strip mop, finish mop(s), putty knives, spray bottles (labeled), Hi Pro black strip pads, red buff pads, aqua ultra high speed buff pads, blue scrub pads, Pro Strip floor stripper, doodlebug with pads, SC Johnson's Bravo PowerFoam, rags, trash can liners, Over & Under floor sealer, Vectra floor finish, GP Forward, Revive restorer, Trailblazer spray maintainer.

Safety Requirements: Wet Floors signs, rubber gloves, safety glasses and barricade tape

FUNCTION		Trainee Initials	Supv. Initials	Comments
I. FLOOR STRIPPING				
A.	Postwet floor signs and "barricade the area" where the floor is to be stripped			
B.	Dust mop to remove loose dirt and debris; use putty knife to remove gum, etc.			
C.	Work baseboard and doorjamb			
1.	Apply Pro Strip properly diluted with water, and Bravo Power Foam to baseboards and doorjamb. Let stand for 6 to 10 minutes. Do not allow to dry. Wipe stripper off of all glass, painted surfaces, or polished metal with a damp water rag.			
D.	Scrub baseboards and doorjamb using doodlebug, center from a black strip pad, or an abrasive brush; use putty knife in corners			
E.	Pick up old wax and dirt with mop			
F.	Apply Pro Strip (properly diluted with water according to label instructions) by mopping solution onto floor with strip mop; use liberally to avoid drying during scrubbing			
G.	Scrub floor using 175 RPM floor machine with Hi Pro black stripping pads or automatic scrubber. Make as many passes with the buffer as it takes to remove the old wax. CAUTION: Do not allow dirty stripping solution to dry on the floor. Rewet with stripping solution.			
H.	Fill bucket with cool water; use a rinse mop, a wet/dry vacuum, or automatic scrubber to pick up dirty solution			
I.	Refill mop buck with cool water. Use clean rinse mop and rinse floors and baseboards. Use liberal amounts of water with rinse mop, wet/dry vacuum or automatic scrubber. Wring out mop frequently in rinse bucket. Change water frequently.			
J.	Repeat previous step as necessary until floors and baseboards are completely rinsed			
K.	Allow floors to thoroughly dry for one hour			
L.	After drying, rub your hand across the floor to see if any powder is left on the floor			
M.	If powder shows up on your hand, rinse the floor until the powder residue is no longer on the floor			
N.	Remove wet floor signs and barricade when floor is dry			
O.	Clean and store floor stripping equipment and supplies			
II. APPLYING FLOOR SEALER (Over & Under)				
A.	Check floor to see if any stripper residue is left on floor			
B.	Postwet floor signs and barricade the area where the sealer will be applied to the floor			
C.	Dampen mop in clean water and wring out			
D.	Pour approximately 2 gallons of Over/Under into a mop bucket lined with large trash liner			
E.	Dip mop into floor sealer and place on top of wringer, and push down on the handle to remove excess floor sealer. The mop should be full but no dripping. Do not use mop wringer for squeezing out excess floor sealer			
F.	Pass 6 inches away from baseboards cutting out an area about 1/3 of the area at a time on the first coat			
G.	Dip mop again into mop bucket and go back to starting position, working backwards with a figure 8 motion, filling in between the area that was cut out. Make sure you fill in the entire area with a full even coat.			
H.	Wait at least 30 to 45 minutes for each coat to dry			

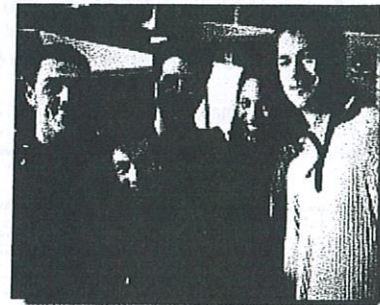


Employee Retention

Our associates provide consistent, high quality service and are the ones who ultimately deliver the IH Services' promise. To reward and recognize their efforts we use a combination of incentives and benefits.

Incentives

It's human nature to want recognition for a job well done. We regularly recognize those individuals who have gone the extra mile to serve customers' needs. In addition to the personal acknowledgement by the Account Manager, the District and Operations Manager, we provide a number of incentives to reward that extra effort, including:












- Employee of the Month*
- Letters of Achievement*
- Bi-Weekly Paycheck*
- Cross Training*

Benefits

We're continually working to provide one of the best benefit packages available. Our basic benefits are available as employees meet IH Services' eligibility requirements. Benefits include:

- Holidays*
- Vacation*
- Insurance—Life, Health, Dental for Part Time & Full Time Employees*
- Funeral Pay*
- 401(K) for Account Managers*

Incentives				
Company Advancement 	Employee of the Month 	Letter of Achievement 	Bi-Weekly Paycheck 	Cross Training 
Benefits				
Holidays 	Vacation 	Insurance (Life, Health, Dental) 	Funeral Pay Days Off with Pay	401(K) for Account Managers 



Employee Recognition

Partners in Contract Service Excellence

We're on the Web!
www.ihservices.com



Lockheed Martin Honors IH Services Above Other Contractors IH Associates Receive "Team of the Year" Award

On Saturday, February 26, the Lockheed Martin P.M.'I. Banquet was held at Troy State University. The banquet was a formal occasion held to honor the "Team of the Year" for the Troy, Alabama Lockheed facility. In attendance were many individuals from Lockheed's corporate office, including a Vice President from Bethesda, Maryland.

The "Team of the Year" is an award given to the team who meets certain criteria during the year for production, waste minimums, efficiency, etc. At this Lockheed facility, there are approximately 12 other contractors on site, many of which perform very technical duties. It is an awesome achievement for our IH janitorial staff to rise

above these other contractors to receive this "Team of the Year" award! This IH staff is the embodiment of our slogan "Partners in Contract Service Excellence!"

During his speech, Jody Glazner (Lockheed Operations Manager) said that time and time again when called on in the last minute, our staff responds without question and performs their tasks as if there were no obstacles in their way. He mentioned that the times when they have senators and generals visiting, their facility always shines. His words were that after our IH crew was nominated, the choice was hands down and that everyone agreed their facility has never looked better!

IH Account Manager Named "Contractor of the Year"

During this banquet held by Lockheed Martin, IH Account Manager **Brenda Reynolds** was awarded the "Contractor of the Year" award. This is a huge achievement, and we congratulate Brenda and her staff for their hard work and dedication.

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MISSION STATEMENT

IH Services, Inc. is an innovative service organization working in partnership with our customers and suppliers to provide value added and quality services.

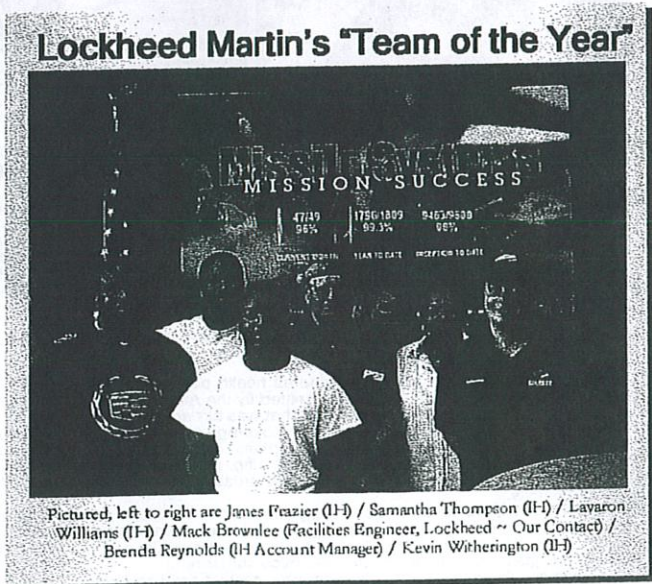
We will proactively pursue excellence and continuous improvement as a core value.

Be responsive to our customers.

Strive to exceed customer expectations.

Maintain a positive attitude and be courteous.

Care about our customers and each other.



Pictured, left to right are James Pezair (IH) / Samantha Thompson (IH) / Lavaron Williams (IH) / Mack Brownlee (Facilities Engineer, Lockheed ~ Our Contact) / Brenda Reynolds (IH Account Manager) / Kevin Witherington (IH)



Employee Insurance

Employee Health Benefits


Keeping good staff is essential to delivering quality service consistently. Our health benefits for hourly and salaried personnel are offered at cost-effective rates, and are some of the best in the industry. The following outlines our standard programs.

Hourly Personnel Benefits (Includes part time & full time associates)

PACA, Inc.

 **Starbridge**
Limited-benefit health plan

Health coverage is within your reach.



Plan Highlights:

- Doctor visits as low as \$20
- In-Hospital Benefit
- Up to \$7,500 Accident Coverage
- Prescription Drug Programs
- CIGNA 24-Hour Employee Assistance Program*

Plans starting at only
\$12.⁰¹ a week

Hurry! Your opportunity to enroll is now.
Ofrecemos seguro médico. Favor de marcar el 1-877-209-7098.

Notice of Grandfathered Plan Status

This plan is being treated as a "grandfathered health plan" under the Patient Protection and Affordable Care Act (the Affordable Care Act). As permitted by the Affordable Care Act, a grandfathered health plan can preserve certain basic health coverage that was already in effect when that law was enacted. Being a grandfathered health plan means that your coverage may not include certain consumer protections of the Affordable Care Act that apply to other plans, for example, the requirement for the provision of preventive health services without any cost sharing. However, grandfathered health plans must comply with certain other consumer protections in the Affordable Care Act, for example, the elimination of lifetime limits on benefits.

Questions regarding which protections apply and which protections do not apply to a grandfathered health plan and what might cause a plan to change from grandfathered health plan status can be directed to the program administrator at 1-800-511-2902, or an explanation can be found on CIGNA's website at http://www.cigna.com/sites/healthcare_reform/customer.html.

If your plan is subject to ERISA, you may also contact the Employee Benefits Security Administration, U.S. Department of Labor at 1-866-444-3272 or www.dol.gov/ebsa/healthreform. This website has a table summarizing which protections do and do not apply to grandfathered health plans.

If your plan is a nonfederal government plan or a church plan, you may also contact the U.S. Department of Health and Human Services at www.healthreform.gov.

The insurance coverage described includes annual limits. This program description assumes that annual limits will be permitted under the waiver process described in the interim final rules to the Patient Protection and Affordable Care Act (PPACA).



(CONTINUED) Employee Insurance



If you answer "yes" to at least one of these questions, a Starbridge plan may be right for you.

- Do you skip check-ups or visits to the doctor when you're sick because you're uninsured? yes
- Have you had to take unpaid time off work in the past year due to an illness or health problem? yes
- Is it hard for you to find quality health care providers because you don't have an insurance card? yes
- Do you buy over-the-counter medicines instead of going to the doctor or filling a prescription? yes
- Have you ever needed help from family, friends or the government to pay for basic medical care? yes

Who is eligible?

Full-Time and Part-Time employees working a minimum of 20 hours weekly are eligible.

When may I enroll?

Within 31 days of eligibility, or during the company's "Open Enrollment" period. It may not be necessary to wait until the next Open Enrollment period if you qualify as a "Special Enrollee."

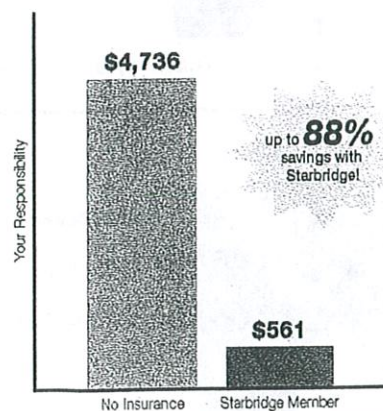
When will my coverage begin?

Coverage will begin the first day of the month, following the month in which the first monthly premium is collected.

Starbridge plans give you many ways to save on medical costs.

- **Network discounts** of about 30-50% off of usual charges from network providers
- **Outpatient coverage** for services outside of the hospital such as doctor's visits, outpatient surgery, lab work, x-rays and urgent care
- **Inpatient (hospital) coverage** for some charges related to surgery, maternity and overnight stays
- **Prescription drug programs** that offer an average of 15% off of brand name drugs and 40% off of generics

Savings for Broken Arm = \$4,175*
Bill from Contracted Outpatient Doctor



Starbridge member pays \$561 after network discounts and covered benefits.

**Amounts reflected serve as an example only and may not accurately reflect your plan. Starbridge is a sickness & accident plan that covers everyday medical expenses. It is not a major medical plan and is not designed to cover major health problems like heart disease or cancer.*

Questions? Call a Starbridge Benefits Specialist: 1-877-209-7098 • www.starbridge.com

GF101_0810

2 of 8



(CONTINUED) Employee Insurance

STEP 1: Choose the plan that's right for you.

Please refer to the medical chart at the back of this brochure for more detailed information.

Starbridge is a sickness & accident plan that covers everyday medical expenses. It is not a major medical plan and is not designed to cover major health problems like heart disease or cancer.

Because these are limited-benefit plans, it's best to choose the highest level of coverage that you can afford. If you're having trouble matching your budget with your health plan needs, you may find the following guidelines useful, or you can contact a Starbridge Benefits Specialist for help at 1-877-209-7098.

Level 1 Plan



Weekly Rates

Myself only	\$12.01
Myself and 1 dependent	\$28.65
Family	\$43.07

*Stay healthy and active.
Plan for the unexpected.*

If you're healthy and active and have a limited budget, this plan is your best option. Keep in mind, the benefit maximums are more generous in our Level 2 and Level 3 Plans.

"Even after I reach my benefit maximum, I still pay less at the doctor because CIGNA negotiates great discounts for me."

Level 2 Plan



Weekly Rates

Myself only	\$21.46
Myself and 1 dependent	\$52.45
Family	\$79.01

Discover the security that comes with health coverage. Feel better about life.

If you're fairly healthy but looking for more than basic coverage, Starbridge Level 2 Plan is a reasonable option. Some of the benefit maximums may be lower than those in our Level 3 Plan.

"Starbridge helps me with everyday medical expenses like prescriptions and doctor visits—plus it helps me budget for them."

Level 3 Plan



Weekly Rates

Myself only	\$32.72
Myself and 1 dependent	\$80.16
Family	\$121.18

*Take charge of your health.
Provide for your family.*

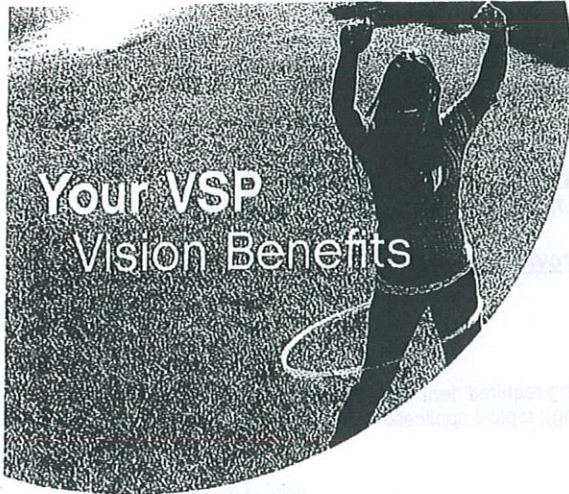
More benefits, more peace-of-mind. This is the plan that gives you the most coverage for your money. It is more expensive than our Level 1 and Level 2 Plans.

"I feel good just knowing that I can provide for my family and make sure that they stay healthy."

Questions? Call a Starbridge Benefits Specialist: 1-877-209-7098 • www.starbridge.com

GF101_0810

3 of 8



Your VSP Vision Benefits

Why enroll in a VSP® Vision Care plan? Because we'll help keep you and your eyes healthy with personalized care from a doctor you can trust.

You'll like what you see with VSP:

- **Personalized Care.** Our doctors take the time to get to know you and your eyes. They'll look for vision problems and signs of other health conditions too.
- **Doctor Network.** You'll find the VSP doctor who's right for you at vsp.com or by calling us at 800.877.7195. Our doctors offer flexible hours, a variety of office settings, and eyewear choices you'll love.
- **Value and Savings.** You'll get great savings on your eye exam and eyewear, and discounts on laser vision correction.
- **Satisfaction Guaranteed.** You'll be 100% happy or we'll make it right.



Enroll today. You'll be glad you did.

Once enrolled, simply tell your VSP doctor you're a member. We'll handle the rest.

Contact VSP | vsp.com | 800.877.7195



11/08 \ CAT#01947 JOB#203CM

SKILSTAF, INC. and VSP provide you an affordable eyecare plan. Sign up today.

Your Coverage from a VSP Doctor	
\$10.00 copay every plan year	
WellVision Exam® focuses on your eye health and overall wellness.....	every plan year ¹
Prescription Glasses	
Lenses.....	every plan year ¹
• Single vision, lined bifocal and lined trifocal lenses.	
• Polycarbonate lenses for dependent children.	
Frame.....	every other plan year ¹
• \$120 allowance for frame of your choice.	
• 20% off amount over your allowance	
~OR~	
Contact Lens Care.....	every plan year ¹
\$120.00 allowance for contacts and the contact lens exam (fitting and evaluation).	
Current soft contact lens wearers may qualify for a special program that includes a contact lens exam and initial supply of lenses.	
Your Contribution	
Employee Only.....	\$3.24 Weekly
Employee + One Dependent.....	\$4.68 Weekly
Employee + Family.....	\$8.40 Weekly
Extra Discounts and Savings	
Glasses and Sunglasses	
•Average 35 - 40% savings on all non-covered lens options	
•30% off additional glasses and sunglasses, including lens options, from the same VSP doctor on the same day as your WellVision Exam. Or get 20% off from any VSP doctor within 12 months of your last WellVision Exam	
Contacts	
•15% off cost of contact lens exam (fitting and evaluation)	
Laser Vision Correction	
•Average 15% off the regular price or 5% off the promotional price. Discounts only available from contracted facilities.	
•After surgery, use your frame allowance (if eligible) for sunglasses from any VSP doctor.	
If you see a non-VSP provider, you'll receive a lesser benefit. Before seeing a non-VSP provider, call us at 800.877.7195 for more details.	
Out-of-Network Reimbursement Amounts:	
Exam.....	Up to \$ 35.00
Single Vision Lenses.....	Up to \$ 25.00
Lined Bifocal Lenses.....	Up to \$ 40.00
Lined Trifocal Lenses.....	Up to \$ 55.00
Frame.....	Up to \$ 45.00
Contacts.....	Up to \$ 105.00

VSP guarantees service from VSP doctors only. In the event of a conflict between this information and your organization's contract with VSP, the terms of the contract will prevail.

¹ Plan year begins in January

(CONTINUED) Employee Insurance



SKILSTAF - PACA

DESCRIPTION OF DELTA DENTAL'S GROUP DENTAL PROGRAM

BENEFIT DESCRIPTION (Based on provider fee schedule in-network/MPA – maximum plan allowance out-of-network):

DIAGNOSTIC & PREVENTIVE

100% (No Deductible)

Procedures to assist the dentist in determining required dental treatment (oral examinations, x-rays, emergency office visits); prophylaxis (cleaning); topical application of fluoride solutions and space maintainers.

BASIC SERVICES

80% (After \$50 Deductible)

Amalgam, synthetic porcelain, plastic restoration (fillings); prefabricated stainless steel restorations (primary teeth only); sealants (to seal developmental grooves and pits in permanent teeth for the purpose of preventing decay); procedures for the repair of partial or complete dentures; oral surgery (extractions and other oral surgery procedures); and general anesthesia when administered by a dentist for a covered oral surgery procedure.

MAJOR SERVICES

50% (After \$50 Deductible)

After 12 months of continuous coverage, endodontics (treatment of the tooth pulp/root canal therapy); periodontics (treatment of gums supporting the teeth); crowns, bridges, partial or complete dentures and repair of fixed bridges.

ORTHODONTICS

50% (After \$50 Deductible)

After 12 months of continuous coverage, procedures involving the use of active orthodontic appliances and post-treatment retentive appliances are performed by a licensed dentist for treatment of malalignment of teeth and/or jaws which significantly interferes with their function. Orthodontic coverage is for dependent children only.

DEDUCTIBLE:

**\$ 50 PER PATIENT PER CALENDAR YEAR
NOT APPLIED TO DIAGNOSTIC & PREVENTIVE SERVICES.**

ORTHO DEDUCTIBLE:

\$50 PER CHILD PER LIFETIME

MAXIMUM BENEFIT

\$1,250 PER PATIENT PER CALENDAR YEAR

ORTHO MAXIMUM:

\$1,250 PER PATIENT, LIFETIME MAXIMUM

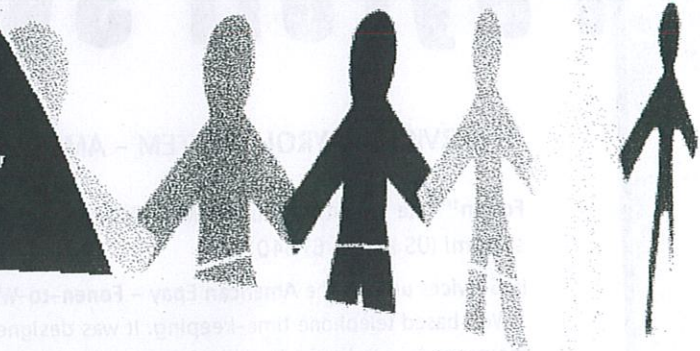
	<i>Employee</i>	<i>Employee & Family</i>
Weekly Rates:	\$8.00	\$16.00

This represents a summary of benefits. Complete information regarding limitations and exclusions will be included in the contract and employee booklets. Website: www.deltadentalins.com 1-800-521-2651

(CONTINUED) Employee Insurance



Benefits for Individuals, Benefits That Count



Choosing the right benefits at the right time of your life can be critical. That's why Colonial Life is committed to making benefits count by helping people better understand their options. Our menu of personal insurance products offers choices for individuals to better protect themselves and their family members from life's unexpected turns.

National Safety Council, *Injury Facts*, 2005-2006 edition.
Cancer Facts & Figures, *National Cancer Society*, 2007.
Heart Disease and Stroke Statistics - 2007 Update,
American Heart Association.
*Center for Medicare & Medicaid Services, Office of
the Actuary January 2006.*

These coverages may not be available in all states; product benefits vary by state. Policies have exclusions and limitations that may affect benefits payable. For cost and complete details, please see your Colonial Life benefits representative.

Disability Insurance - Replaces a portion of your income to help make ends meet if you become disabled from a covered accident or covered sickness. *23.2 million disabling injuries were reported in 2004.*¹

Accident Insurance - Helps offset the unexpected medical expenses, such as emergency room fees, deductibles and copayments, that can result from a fracture, dislocation or other covered accidental injury. *There were about 27 million visits to hospital emergency departments for injuries in 2003.*¹

Cancer Insurance - Helps offset the out-of-pocket medical and indirect, non-medical expenses related to cancer that most medical plans don't cover. This coverage also provides a benefit for specified cancer-screening tests. *In the U.S., men have a one-in-two life time risk of developing cancer, and for women the risk is one in three.*²

Critical Illness Insurance - Complements your major medical coverage by providing a lump-sum benefit that you can use to pay the direct and indirect costs related to a covered critical illness, which can often be expensive and lengthy. *On average, every 45 seconds, someone in the United States has a stroke.*³

Hospital Confinement Insurance - Provides a lump-sum benefit for a covered hospital confinement and a covered outpatient surgery to help offset the gaps caused by copayments and deductibles that are not covered by most major medical plans. *Hospital spending, nearly one-third of total national health expenditures, increased 8.6 percent in 2004.*⁴

Life Insurance - Enables you to tailor coverage for your individual needs and helps provide financial security for your family members. *A helpful rule of thumb to determine the amount of life insurance you may need is to multiply your current salary by five to eight years.*

Colonial Life's coverages share important features:

- Coverage is available for your spouse and children with most products.
- Benefits are paid directly to you, unless you specify otherwise.
- With most plans, you can continue coverage when you retire or change jobs, with no increase in premiums.
- With most plans you receive benefits regardless of any other insurance you may have with other insurance companies.

See your Colonial Life benefits representative to find out how you can apply for these valuable coverages.

Colonial Life
1200 Colonial Life Boulevard
Columbia, South Carolina 29210
coloniallife.com

11/03

Colonial Life.

Making benefits count.

Colonial Life products are underwritten by Colonial Life & Accident Insurance Company, for which Colonial Life is the marketing board.

42848-28



Payroll System

IH SERVICES PAYROLL SYSTEM - AMERICAN EPAY

Fonen™ The Industry's Easiest Web-IVR timekeeping system! (US Patent 6764013)

IH Services utilizes the American Epay - Fonen-to-Web ...Web based telephone time-keeping. It was designed from the ground up to be deployed by low-tech Janitorial and Security guard companies. It is so easy to use and operate; it is also accessible via the web.



Fonen speaks multiple languages: English, Spanish, Polish and Russian.

How it works:

- You get a toll-free number and a secure web site
- To start work shift, employees call the toll free number, punch "1" to clock-in, then select from a voice menu the billing department.
- As employees punch in and punch out, system calculates timesheets in real-time, system calculates over-time, accounts for lunch breaks, allocates hours among multiple billing departments, and tracks budgets.
- Using a web browser, log online into your secure web site, manage employees, view time and attendance information, review timesheets and track budgets
- Fonen also tracks caller-ID from where employees called to punch-in or punch-out



Caller-ID

In case you want to track the location from which your employees are calling from, you can enable caller-ID tracking to make sure that employees are clocking-in and clocking out from the work site, not from home while watching TV!

Simple to use

Consistent web-enabled user interfaces across the product suite allows end-users to move seamlessly between screen to screen easily. The system was designed for a low-tech audience. Not much training is required. Minimized learning curve ramp-up time

Fonen-to-Web system offers your field managers the following:

- Electronic Web-Timesheets
- Automatic notification (via email or SMS) if employees don't show up on time
- Automatic notification (via email or SMS) if budgets are broken

Your Benefits

- Improves field payroll accuracy, lower paper-work and increase productivity
- Reduces time spent by manager on nonproductive administrative task
- Enables management to share time critical information
- Provides audit trail of timesheet updates and changes
- Eliminates lost timesheets

(CONTINUED) Payroll System



IH SERVICES PAYROLL SYSTEM – AMERICAN EPAY

WalTer™ Biometric device, it's NOT a time clock!
(US Patent 6764013)



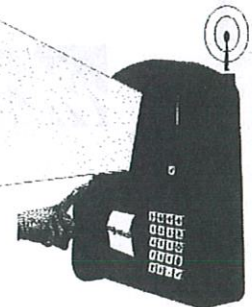
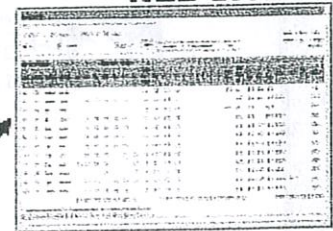
WalTer is a remote manager! He works for you for 24/7

Walter (Wall Terminal) is an extremely helpful remote manager; he works 24 hours a day 7 days a week. Here are some of the things that Walter will do for you:

- He tracks (accurately) employees with their fingerprints, he eliminates buddy punching
- He speaks multiple languages (English, Spanish, Polish)
- He gives employees work instructions upon clocking-in and clocking-out
- Distributes payroll stubs, attendance reports to employees and managers
- Trains employees at remote locations
- Alerts you when an employee is late, is accumulating extra overtime, or if you go over budget
- Asks employees if they had a safe day, so they can't claim workman's compensation later in case they get injured outside the job
- **Walter installs is connected to a web site, employees punch all over your business, sit back and manage your business from a web site**
- Wireless Walter uses (GSM) GPRS communication technology. Walter works anywhere in the world!
- **Walter is easy to use, it is menu based!**



WEB SITE

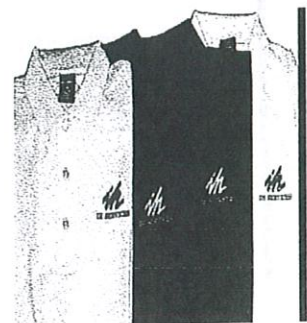


Note: IH Services utilizes both the Fonen-to-Web and the WalTer Biometric device applications currently.

Uniforms & ID Badges

IH Services will be supplying a uniform for our service and project staff on the 1st and 2nd shifts. This uniform makes it easy for your employees to identify our associates as part of your staff. Our uniform consists of janitorial golf shirts, smocks or blouse with the IH Services' logo insignia attached.

IH Services will also supply IH Services' ID Badges that will be worn by all associates at all times while on the premises of the Watauga County.



References

The following is a partial list of IH Services' satisfied customers. Please feel free to contact them and learn how our services contribute to achieving their facility's goals.



Appalachian Regional



Healthcare System
Watauga, Cannon, ARMA Buildings
Multiple Locations

Mr. Howard Hutchinson
Director EVS
(828) 262-4105

Customer Since August 2009
Janitorial / Medical Office Buildings



Mission Health – Reuter Children's Outpatient Center



Asheville, North Carolina

Customer Since February 2011
Janitorial (Offices & Patient Areas)

Ms. Laura Lawrence
Real Estate Management
(828) 257-7024



Greenville County

Government Buildings / Greenville, South Carolina



Customer Since July 2002
Multiple Locations

Mr. Ronnie Roberts
Manager, Public Buildings
(864) 467-7196

rroberts@greenvillecounty.org



Greenville County



Library System

Hughes Main (120,000 SF)
& 10 Branch Locations

Customer Since 2007

Janitorial (Library System) Services

Currently Service Approximately 250,000 SQFT

Mr. Greg Hester
Facility Manager
864-527-9215
GHESTER@GREENVILLE
LIBRARY.ORG

Equipment



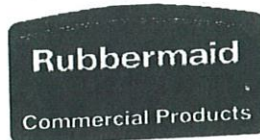
Equipment List — Janitorial

IH Services shall furnish and maintain the equipment listed below in the performance of this contract. The equipment furnished will be in new, like new, and/or excellent used condition.

ITEM	QTY
Cell Phone	1
Brute/Caddy/Dolly	6
Micro-Janitor Cart	6
Micro Mop Bucket/Wringer	16
Wet Floor Signs	12
Window Cleaning Kit	2
1/2 Cub/Yard Tilt Cart	10
Tennant Upright Hepa Vacuum	6
Windsor VP10 Back Pack Vacuum	4
High Speed Buffer	2
Low Speed Buffer	2
Pressure Washer	4
Gas Powered Blower	4
Windsor Titan 16 Wet/Dry Vacuum	1



*Note: Please see the following pages for equipment details



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Single Motor Upright Vacuum



The smart alternative to high priced, unreliable commercial vacuums.

Reduce maintenance costs and downtime

The V-SMU-14 eliminates the four key issues that cause vacuums to fail, thus increasing productivity and lowering service costs versus current commercial vacs.

Healthy, proven performance

Standard with HEPA 3-stage filtration, the vacuum's cleaning performance is also certified Silver by the Carpet and Rug Institute's (CRI) Seal of Approval program.

Durable and Affordable

Major components have been proven in commercial applications for over 10 years. This vacuum delivers high value at operating costs up to 58% less than other commercial vacuums.

Be smart. Try this new alternative to the high-priced, unreliable commercial vacuums. It will change your vacuum reality.

Key Benefits

- LEED qualifying with CRI SOA Silver Performance and noise levels less than 70 dBA
- Increase productivity and cleaning coverage with on-board crevice and upholstery tools and up to 30% longer wand reach than competition.
- Easy operator serviceability with no-tool brush and belt replacement



Single Motor Upright Vacuum



Features	Specifications
Product Name	V-SMU-14
Vacuum System	
Airflow at 2 in / 50 mm orifice	120 cfm / 3.4 m ³ /h
Vacuum motor hp	1.6 hp / 1.19 kW each
Vacuum motor type	Single stage, thermal protected, clean air
Vacuum motor watts/amps	1200 watts / 10 A
Water lift at sealed orifice	89 in / 2260 mm
Brush Drive System	
Brush belt description	Round drive belt
Brush type	12 in / 305 mm metal brush roll with natural bristles
Brush size	2.25 / 57 mm in diameter, 12 in / 305 mm length
Brush motor HP	0.25 hp / .19 kW
Brush height	Automatic, self-adjusting
Filtration	
Triple filtration system	Filter bag, vac motor filter, and HEPA filter
Triple filtration description	High efficiency (99.97%) at 0.3 micron
Vacuum bag capacity	Fill design, 3.8 qt / 3.6 L
Electrical	
Electrical system	Printed circuit board protected
Power cord length	50 ft / 15 m, 3 wire commercial safety-yellow cord with thermal protection switch
Chassis/Body Construction	
Construction	Injection molded ABS
Accessories	
Standard	On-board crevice tool, dusting brush with telescopic aluminum wand with 15' reach (4:1 stretch)
Dimensions / Weight / Sound Level	
Length	12.5 in / 320 mm
Width	14.75 in / 370 mm
Height	44 in / 1120 mm
Weight	16 lb / 7.3 kg
Sound level (at operator's ear)	69.9 dBA
Approvals	ETL, (US/C)
Warranty	See your sales representative or authorized distributor for complete warranty details.

*Specifications subject to change without notice

High Speed Burnisher with Dust Control



Get superior gloss performance with our high speed dust control burnisher.

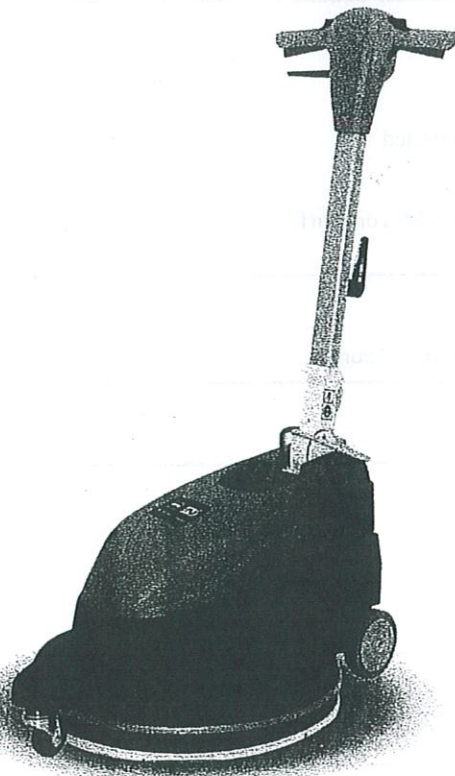
Use this burnisher once and you'll know what everyone's talking about. The flexible dust skirt provides excellent dust control. In fact, there's no need to dust mop after using.

Easy to use

Reduce training time with easy-to-use controls such as the Insta-Adjust™ handle, which allows operator's to adjust instantly while burnishing. Transporting and storage of the unit is convenient with the Insta-Adjust™ handle, which folds forward when not in use.

Rugged and quiet

Durable polyethylene construction, low vibration and 66 dBA sound level ensures a high quality burnisher.



Key Benefits

- Consistent results on uneven floors with the patented free-floating head
- Excellent gloss results with powerful 2,000 rpm "on the floor" pad rotation
- Variable pad pressure from 15-45 lb / 7-20 kg for ultimate finish performance



High Speed Burnisher with Dust Control



Features	Specifications*
Product Name	BR-2000-DC
Pad Drive System	
Pad speed burnishing	2000 rpm @ full load (15 amps)
Motor volts	120 V
Motor HP	1.5 hp / 1.12 kW
Motor type	Direct drive, permanent magnet DC, circuit breaker protected
Pad diameter	20 in / 510 mm
Motor amps	15 A
Pad drive description	Flexible disk with centering lock, free floating, accommodates uneven floors
Pad pressure	Adjustable 15-45 lb / 7-20 kg
Debris Recovery System	
Dust control system	Built-in dust collection system with flexible dust skirt
Filter description	Cloth filter bag (standard), filters w/ 99.9% efficiency at 0.3 micron
Productivity	
Max. coverage (per hour)	10000 ft ² / 929m ²
Dimensions/Weight/Sound level	
Length	31.5 in / 800 mm
Width	22.5 in / 570 mm
Height	47 in / 1190 mm
Net weight	92 lb / 42 kg
Sound level (operator's ears)	66 dBA
Power Cord	
Power cord length	75 ft / 23 m
Power cord type	14 gauge, 3-wire, ST-Safety yellow cord
Approvals	CSA, ETL
Warranty	See your sales representative or authorized distributor for complete warranty details.

*Specifications subject to change without notice

Single and Dual Speed Floor Machines



High-performance, proven floor machines from the leader in floor care.

These durable floor machines are proven performers for polishing, scrubbing and stripping most any hard floor surface.

Long-life, durable construction

Our floor machines are made from durable, corrosion-proof, polyethylene.

Superior performance with low maintenance

With a dramatically-simplified design, and a heavy-duty 1.5 hp / 1.12 kW motor, these single and dual speed floor machines require little maintenance while delivering superior cleaning and maintenance results.

Key Benefits

- Superior performance from heavy-duty 1.5 hp / 1.12 kW motors and pad drivers
- Simple twist grip operation with safety lock to protect operators
- Single or dual speeds with optional solution tank offer versatile cleaning performance



Single and Dual Speed Floor Machines



Features	Specifications		
Product Name	FM-17-SS	FM-20-SS	FM-20-DS
Pad Drive System			
Brush rpm	175 rpm		185 rpm (scrub)/330 rpm (buff)
Motor Volts	120 V		120 V
Motor HP	1.5 hp / 1.12 kW		1.5 hp / 1.12 kW
Motor Type	AC, 66 frame, circuit breaker protected, triple planetary, precision gear box, 10:1 gear ratio		Permanent magnet DC, 66 frame, dual speed, circuit breaker protected, triple planetary, precision gear box, 10:1 gear ratio
Motor Amps	12 A		12 A
Motor Watts	1100 watts		1100 watts
Construction			
Handle	Twist grip operation with safety lock		
Base/ Handle	Corrosion-proof rotationally-molded polyethylene		
Dimensions			
Product Height	48 in / 1219 mm	48 in / 1219 mm	48 in / 1219 mm
Product Length	22.75 in / 578 mm	23.50 in / 597 mm	23.50 in / 597 mm
Product Weight	97 lb / 44 kg	97 lb / 44 kg	97 lb / 44 kg
Product Width	17 in / 403 mm	20 in / 510 mm	20 in / 510 mm
Productivity			
Max. Coverage (per hour)	2000 ft ² / 185.8 m ²	3000 ft ² / 278.7 m ²	3000 ft ² / 278.7 m ²
Decibel Rating			
Rating at operator's position	60 dBA		71 dBA
Power Cord			
Length	50 ft / 15.24 m		
Power Cord Type	14 gauge, 3-wire, SJT		
Solution Delivery System (Optional)			
Tank Volume	3 gal / 11.36 L	3 gal / 11.36 L	3 gal / 11.36 L
Nominal Solution Flow Rate	.1 gpm / .38 L/min	.1 gpm / .38 L/min	.1 gpm / .38 L/min
Coverage Rate Per Tank	1000 ft ² (92.9 m ²) / tank	1500 ft ² (135.35 m ²) / tank	1500 ft ² (135.35 m ²) / tank
Approvals	CSA, ETL		
Warranty	See your sales representative or authorized distributor for complete warranty details.		

*Specifications subject to change without notice

Titan™

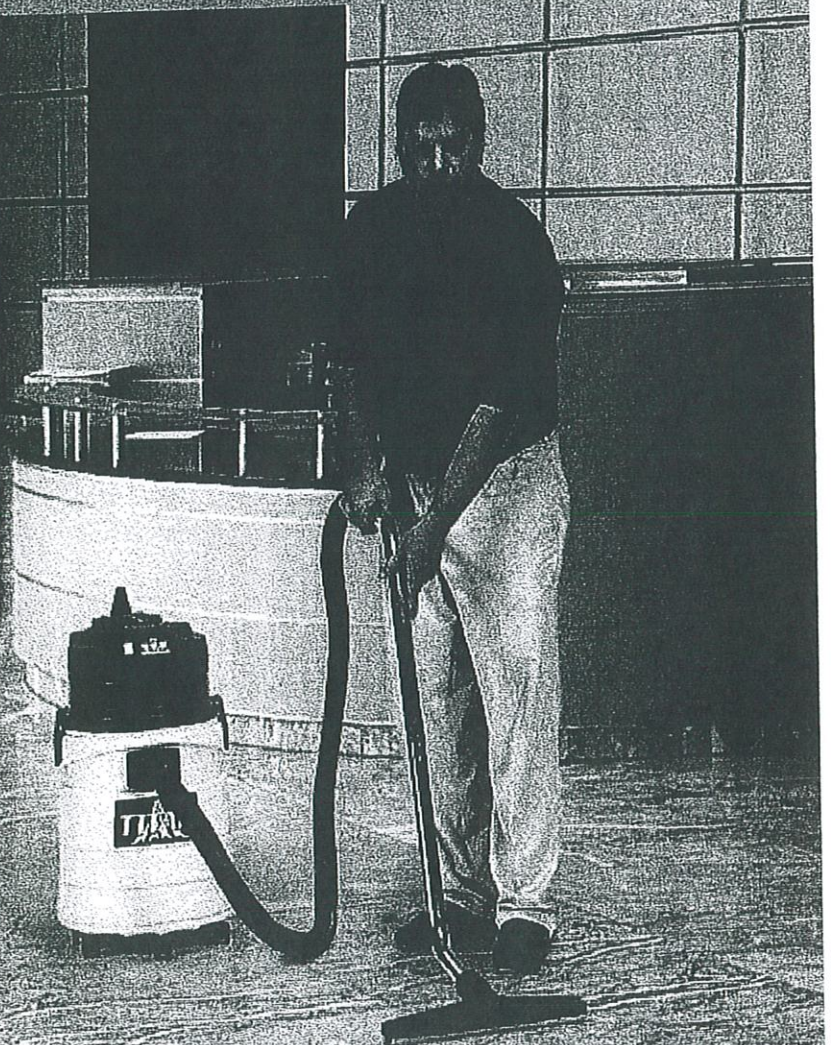
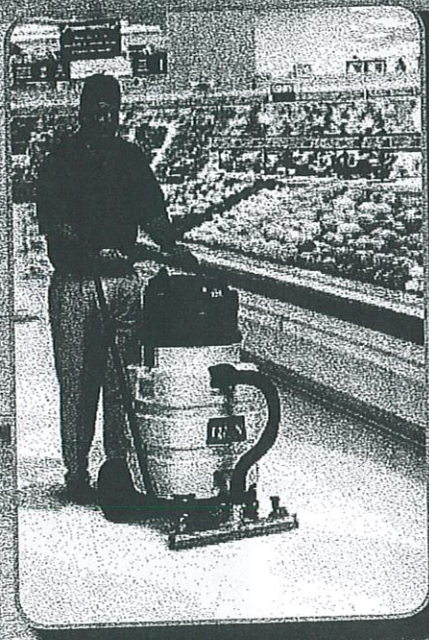
Wet/Dry Vacuums



Titan vacuums combine power and durability for productive wet or dry pick-up.



- ▶ All Titans feature powerful 1.5 hp vacuum motors and rugged construction to provide years of dependable operation
- ▶ Available in 8, 16 and 20 gallon sizes for productive use in any area
- ▶ Titan 16 and 20 gallon sizes offer the added convenience of an optional squeegee attachment for faster large area wet pick up
- ▶ Every Titan wet/dry vacuum comes standard with an eight-piece tool kit to increase cleaning versatility
- ▶ The Titan 708 is a utility vacuum for quick pick-up jobs.
- ▶ The Titan 716 is a multi-use vacuum for large jobs.
- ▶ The Titan 720TP is for large capacity jobs needing tip-and-pour capability.



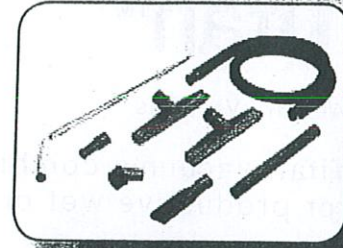


Technical Specifications

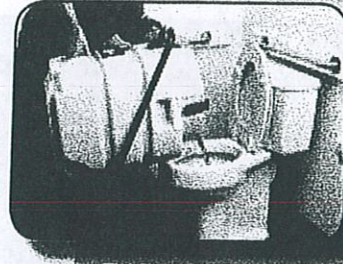
	T708	T716	T720TP
Model Number:	1.013-006.0	1.013-008.0	1.013-010.0
Construction:	Blow molded plastic	Same	Same
Vac Motor:	2-stage, 1.5 hp (1119 watts) 87" (221 cm) waterlift 101 cfm	Same	Same
Capacity:	8 gal. (30 ltr)	16 gal. (60 ltr)	20 gal (75.5 ltr)
Filtration:	Polyester bag-style filter	Same	Same
Power Cable:	27' (8.2 m)	Same	Same
Weight:	21 lbs (9.5 kg)	41 lbs. (18.5 kg)	55 lbs. (25 kg)
Dimensions: (L x W x H)	25.5" x 16" x 16" (65 cm x 41 cm x 41 cm)	36" x 22" x 20" (92 cm x 59 cm x 51 cm)	42" x 25" x 22.5" (107 cm x 25 cm x 22.5 cm)
Sound Level:	67 dBA	Same	Same
Wheels:			
Front	2" (5 cm) casters	3" (8 cm) casters	3" (8 cm) casters
Rear	2" (5 cm) casters	7.75" (19.5 cm) wheels	10" (25 cm) Wheels
Optional Squeegee:	NA	TSQ16 8.616-403.0	TSQ20 8.616-404.0
Tip & Pour Feature:	NA	NA	Yes
Approvals:	UL Listed to U.S. and Canadian safety standards	Same	Same

Specifications are subject to change without notice.

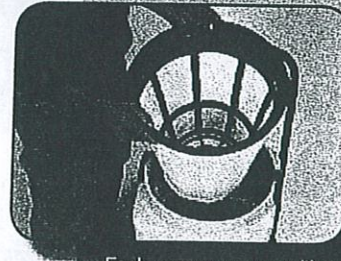
Performance Features



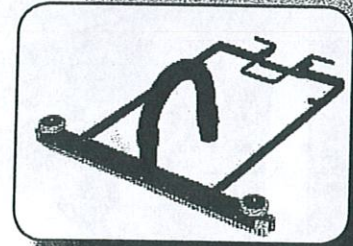
All Windsor vacuums come standard with a height-adjustable hose for easy reach.



The Titan 20-gallon model makes emptying easy with tip and pour capability.



Each vacuum comes with an efficient filtration system. The durable, caged filter is easy to remove and clean.



The 16 and 20-gallon models offer the convenience of an optional squeegee attachment for more productive large area wet pick-up.

Windsor Innovations Protect:



Indoor Air Quality



Water



People



Environment

Vac Pac™

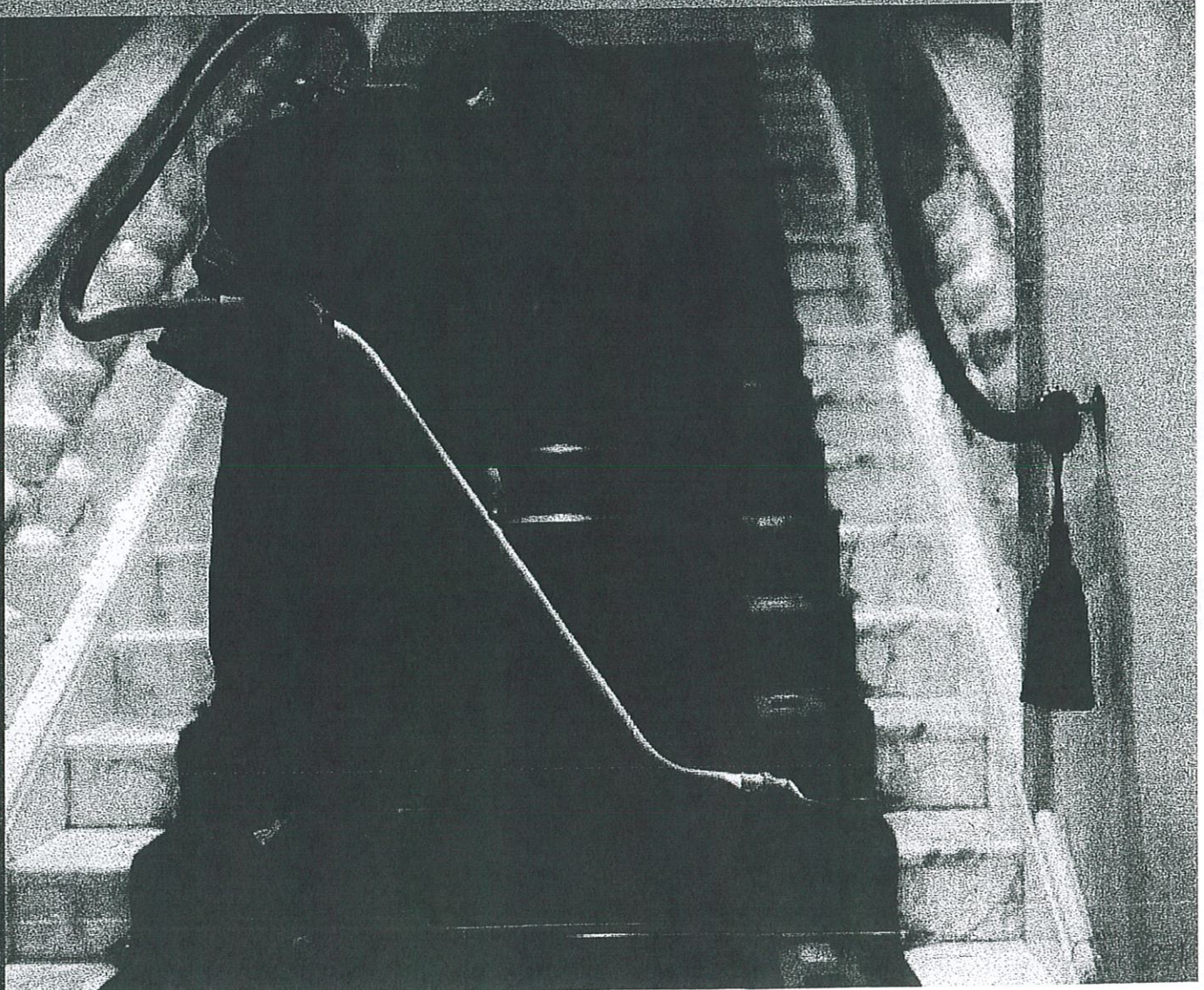
Portable Back Vacuum

Clean faster with more comfort



The Vac Pac portable back vacuum increases operator productivity and efficiency while saving you money on your cleaning program.

- » Choice of six or ten quart sizes to accommodate different operators or job requirements
- » Vac Pac's light weight and comfort-designed harness system makes the job easier
- » Quiet operation prevents disruptive cleaning
- » Rugged construction and simple design increase durability
- » Power switch is mounted on the hip within easy view and reach of the operator
- » A kit of most-used tools comes standard with the machine

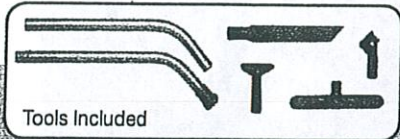




Technical Specifications

	VP6	VP10
Order Number:	1.014-007.0	1.014-005.0
Vacuum Motor:	1.7 hp (1295 watts), flow through design, with internal thermal protection, with 104" (264 cm) waterlift and 112 cfm of airflow	Same
Construction:	Molded polyethylene housing	Same
Filter Bag Capacity:	6 quart	10 quart
Vacuum Hose:	5' (1.5 m), 1.5" (3.8 cm) diameter	Same
Exhaust:	Diffused for quiet operation	Same
Filtration:	4 stage	Same
Weight:	10 lbs. (4.5 kg)	11 lbs. (5 kg)
Height:	19.8" (50.2 cm)	23.7" (60.2 cm)
Width:	8.8" (22 cm)	Same
Depth:	8.5" (21.5 cm)	Same
Sound Level:	67 dBA	Same
Harness:	Padded hip and shoulder harness with 1.5" (4 cm) straps	Same
ON/OFF Power Switch:	Hip mounted for ease of use	Same
Tools:	Wand, floor, upholstery, dusting and crevice tools included. Variety of optional tools available	Same
Approvals:	UL Listed to U.S. and Canadian safety standards	Same

Specifications are subject to change without notice.

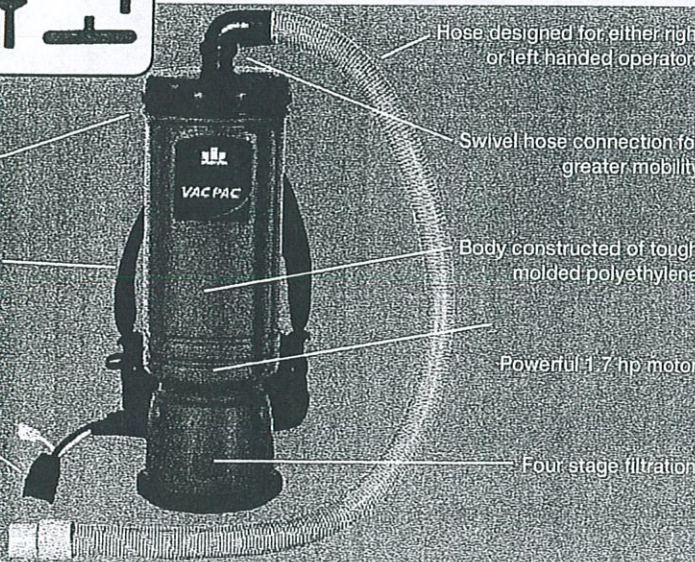


Tools Included

Filter bags are easy to access for quick disposal

Comfort-designed harness system has padded hip and shoulder straps, and is adjustable to different operators

Hip mounted power switch is in easy view and reach of the operator



Hose designed for either right or left-handed operators

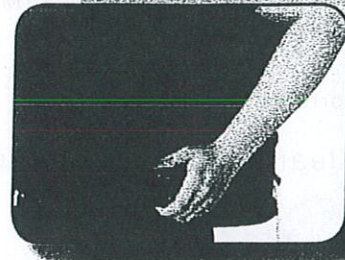
Swivel hose connection for greater mobility

Body constructed of tough molded polyethylene

Powerful 1.7 hp motor

Four stage filtration

Performance Features



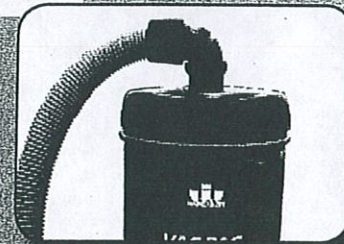
Hip mounted power switch is within easy reach of the operator



Padded hip and shoulder harness increases comfort



Chest strap for better weight distribution and operator control



Swivel hose connection for greater mobility

Target Markets:

- Cafeterias
- Manufacturing Facilities
- Warehousing/Distributions
- Office Buildings
- Education

Windsor Innovations Protect:



Indoor Air Quality



Water



People



Environment

BID FORM

COUNTY OF WATAUGA 2011 CUSTODIAL SERVICES

BID FORM

SECTION D

Carolina Cleaning Service
Name of Bidder

In compliance with your legal Request for Bids for the County of Watauga 2011 Custodial Services, the undersigned bidder, a corporation organized and existing under the laws of the State of NC, or a partnership of NA, or an individual doing business as Carolina Cleaning Service, of the City of, State of North Carolina, having examined the specifications and contract forms thereto attached, and being fully advised as to the extent and character of the work to be performed, and the equipment to be furnished, hereby proposes to furnish all labor, tools, material and equipment necessary for the project.

The undersigned further proposes to perform all work and furnish all equipment in accordance with the specifications and contract stipulations thereof, for the price stated below.

PROPERTY	FREQUENCY PER WEEK	COST PER SERVICE	COST PER WEEK	COST PER YEAR
Appalachian Enterprise Ctr.	3X	\$45.00	\$135.00	\$7,020.00
Health Department	5X	\$68.00	\$340.00	\$17,680.00
Library	6X	\$55.00	\$330.00	\$17,160.00
West Annex	5X 6X CONF RM	\$48.00	\$240.00	12,480.00
Sanitation Bldgs.				
Maintenance Shop	3X	\$12.00	\$36.00	\$1,872.00
Office	3X	\$12.00	\$36.00	\$1,872.00
Recycling Ctr.	3X	\$12.00	\$36.00	\$1,872.00
Transfer Station	3X	\$12.00	\$36.00	\$1,872.00

PROPERTY	FREQUENCY PER WEEK	COST PER SERVICE	COST PER WEEK	COST PER YEAR
Parks				
Anne Marie Park	2X	\$ 9.00	\$ 18.00	\$ 450.00
Brookshire Park	2X	\$ 9.00	\$ 18.00	\$ 450.00
Complex	2X	\$ 9.00	\$ 18.00	\$ 450.00
Howard's Knob (Morning Svc.)	2X	\$ 9.00	\$ 18.00	\$ 450.00
Howard's Knob (Evening Service)	7X	\$ 9.00	\$ 63.00	\$ 1575.00
Industrial Fields	2X	\$ 9.00	\$ 18.00	\$ 450.00
Mountaineer Ruritan Field	2X	\$ 9.00	\$ 18.00	\$ 450.00
Old Cove Creek Gym & Field	2X	\$ 9.00	\$ 18.00	\$ 450.00
Optimist Clubhouse	1X	— FREE —		—
Optimist Field	2X	\$ 9.00	\$ 18.00	\$ 450.00
Tot Lot	2X	\$ 9.00	\$ 18.00	\$ 450.00
Ted Mackorell Soccer Complex	7X	\$ 9.00	\$ 63.00	\$ 1575.00
			GRAND TOTAL	\$ 69,028.00

TOTAL BID PRICE FOR CUSTODIAL SERVICES:

Sixty nine thousand two hundred eight DOLLARS AND 0 CENTS

UNIT PRICING FOR ADDITIONAL SERVICES

SERVICE	COST PER SQUARE FOOT
Exterior window washing	\$1.00 per ground FL / \$1.50 Other levels (per window)
Stripping/waxing	0.20 ⁹ Sq Ft
Carpet - Wet Extraction Cleaning	0.15 ⁹ Sq Ft
Carpet - Chemical Extraction Cleaning	0.20 ⁹ Sq Ft
Carpet - Bonnet Cleaning	0.10 ⁹ Sq Ft

Bidder understands that the County reserves the right to reject any or all bids and to waive any informality in bidding.

The bidder agrees that his bid shall be good and may not be withdrawn for a period of FIFTEEN (15) days after the scheduled closing time for receiving bids.

BID FORM

Upon receipt of written notice of acceptance of this bid, Bidder will execute the formal contract attached within TEN (10) days and deliver insurance coverage as required by the Instructions to Bidders.

BY: CAROLINA CLEANING SERVICE / Sammy Watson
Bidder's Name

6191 ELK CREEK RD

DEEP GAP, NC 28618

(828) 406-0829

BID FORM

COUNTY OF WATAUGA 2011 CUSTODIAL SERVICES

STATEMENT OF QUALIFICATIONS Appendix A

Number of years engaged in janitorial services: 10

Client References (Please give contact information):

	Name	Telephone Number
	Precision Printing	(828) 265-0004
1.	Watauga County	828) 264-1470
2.	Wesley Foundation (ASU.)	828) 264-9606
3.	TED HENRY (Boone United Meth Church)	828) 295-7270 / 828-713-2302 H C

Number of full-time personnel: 2

Number of part-time personnel: 4

List of equipment in good repair that will be used for the completion of this contract.
Please list the condition, type, model and age of the contractor owned equipment.

Windex Versamatic use 113 vacuums (4) Good con. Approx 3 yrs old

noble Falcon 2800 extractor (1) Good con. Approx 6 yrs old

Tornado Glazer 1500 Buffer (1) Good con. Approx 4 yrs old

21" Clarke propane Buffer (1) Good con. Approx 7 yrs old / noble Typhoon 94 trot mop, Good con, 4 yrs

20" Centaur High speed scrubber, Good con, Approx 2 yrs old

Chemicals that will be used for the completion of this contract:

Neutral Floor Cleaner
Bathroom Disinfectant
Bathroom Cleaner
Multi-Surface Cleaner
Glass Cleaner
SS Cleaner/Polish
Toilet Bowl Cleaner
Floor Stripper
Floor Sealer
Floor Wax

(Franklin) Fresh Breeze neutral PH Floor cleaner
Misty Bioret ND32
Clorox Green Works (Neutral)
Clorox Green Works (no bleach) (Neutral)
Windex
Sheila Shine
(Misty) Secure Bowl cleaner
Final Skin H.D., Pioneer eclipse
MIA WAX HAS sealer in it
Diamond Shine, High gloss
Pioneer eclipse

BID FORM

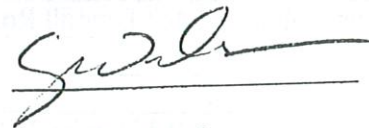
COUNTY OF WATAUGA
2011 CUSTODIAL SERVICES

NON-COLLUSION AFFIDAVIT OF PRIME BIDDER

State of North Carolina County of Watauga
_____, being first duly sworn, deposes and says that:

1. He is Sammy Watson of Carolina Cleaning Serv., the bidder that has submitted the attached bid;
2. He is fully informed respecting the preparation and contents of the attached bid and of all pertinent circumstances respecting such bid;
3. Such bid is genuine and is not a collusive or sham bid;
4. Neither the said bidder nor any of its officers, partners, owners, agents, representatives, employees or parties in interest, including this affiant, has in any way colluded, conspired, connived or agreed, directly or indirectly with any other bidder, firm or person to submit a collusive or sham bid in connection with the contract for which the attached bid has been submitted or to refrain from bidding in connection with such contract, or has in any manner, directly or indirectly, sought by agreement or collusion or communication or conference with any other bidder, firm or person to fix the price or prices in the attached bid or of any other bidder, or to fix any overhead, profit or cost element of the bid price or the bid price of any other bidder, or to secure through any collusion, conspiracy connivance or unlawful agreement any advantage against the County of Watauga or any person interested in the proposed contract; and
5. The price or prices quoted in the attached bid are fair and proper and are not tainted by any collusion, conspiracy, connivance or unlawful agreement on the part of the bidder or any of its agents, representatives, owners, employees, or parties in interest, including this affiant.

(Signed)



owner
Title

Subscribed and sworn to before me this

____ Day of _____,

Title

My Commission Expires _____

COUNTY OF WATAUGA
2011 CUSTODIAL SERVICES

CONTRACT FOR CUSTODIAL SERVICE

SECTION E

This agreement is made between Watauga County (Owner) and Caroline Cleaning Serv. (Contractor). Both parties agree to the terms and conditions set forth below.

SCOPE OF CONTRACT

Contractor shall furnish all licensing, equipment, materials, labor and supervision as may be necessary to provide custodial services for Watauga County. The contractor shall provide these services at the properties listed below at regular frequencies and times as follows:

PROPERTY	ADDRESS	DAYS OF SERVICE	HOURS OF SERVICE
Appalachian Enterprise Ctr.	130 Poplar Grove Rd. Connector	Monday, Wednesday, Friday	After 5:00 p.m.
Health Department	126 Poplar Grove Rd. Connector	Monday through Friday	After 5:00 p.m.
Library	140 Queen Street	Monday through Saturday	After 6:00 p.m.
West Annex	971 West King Street	Monday through Friday. Service Conference Center Saturdays also.	After 5:00 p.m.
Sanitation Bldgs.			
Maintenance Shop	512 Landfill Road	Monday, Wednesday, Friday	After 4:00 p.m.
Office	336 Landfill Road	Monday, Wednesday, Friday	After 4:00 p.m.
Recycling Ctr.	412 Landfill Road	Monday, Wednesday, Friday	After 4:00 p.m.
Transfer Station	463 Landfill Road	Monday, Wednesday, Friday	After 4:00 p.m.
Parks			
Anne Marie Park	283 Hunting Hills Lane	Saturday and Sunday	Begin Parks by 6:00 a.m.
Brookshire Park	250 Brookshire Road	" "	"
Complex	231 Complex Drive	" "	"
Howard's Knob (Morning Svc.)	604 Howard's Knob Road	" "	Open Park at 8:30 a.m.
Howard's Knob (Evening Service)	"	Monday through Sunday	After 7:00 p.m. Close park at 7:35 p.m.

Industrial Fields	Hunting Hills Lane	Saturday and Sunday	Begin Parks by 6:00 a.m.
Mountaineer Ruritan Field	1161 US Hwy. 321 N Sugar Grove, NC	“ “	“
Old Cove Creek Gym & Field	175 Dale Adams Road Sugar Grove, NC	“ “	“
Optimist Clubhouse	1012 State Farm Road	Sunday Only	“
Optimist Field	1012 State Farm Road	Saturday and Sunday	“
Tot Lot	141 Complex Drive	“ “	“
Ted Mackorell Soccer Complex	492 Brookshire Road	Monday through Sunday	“

CONTRACT TERM

The contract shall begin September 1, 2011 and continue through June 30, 2014 with an option for two (2) additional years if mutually agreed upon by both parties.

CONTRACTOR'S REPRESENTATIONS

In order to induce the County to enter into this agreement, the Contractor makes the following representations:

- 1) The contractor has familiarized himself with the nature and extent of the work, the Contract Documents, site locality, and all local conditions and Laws and Regulations that in any manner may affect cost, progress, performance or furnishing of the Work.

- 2) The Contractor has given the Owner written notice of all conflicts, errors or discrepancies that he has discovered in he Contract Documents, and the written resolution thereof by the Owner is acceptable by the Contractor.

CONTRACT DOCUMENTS

The Contract Documents which comprise the entire agreement between the County and the Contractor concerning the Work, consist of the following:

1. Cover Sheet

2. Section A, Notice to Contractors (Advertisement)
3. Section B, Instructions to Bidders and General Conditions
4. Section C, Specifications and Project Description
5. Section D, Bid Form
6. Section E, Contract

There are no Contract Documents other than those listed above. The Contract Documents may only be amended, modified or supplemented as provided for through a fully executed change order as agreed to by both parties of this Contract.

CONTRACT SUM AND PAYMENTS TO CONTRACTOR

The total contract sum for annual service is not to exceed \$69,028.⁰⁰ for services provided per the "Bid Form." Change Orders for additional work must be requested by the Contractor and approved by the Owner in writing prior to the commencement of the additional work. The Contractor's work may be inspected by the owner and if deemed satisfactory, the Contractor may submit for progress payment. The Contractor shall apply for payment prior to the tenth of each month for work completed the previous month. Applications for payment shall be calculated by the rates listed in the "Bid Form" adjusted appropriately to reflect the Contractor's progress. Payments by the County to the Contractor shall be disbursed following the twenty-fifth of the month in which application for payment was made.

LIABILITY AND INSURANCE

The contractor shall bear all risks and liabilities for any damage to property that may be caused during the performance of this contract. Contractor shall indemnify and hold harmless the County from any claims, suits, damages, court costs and attorney fees incurred or resulting from any action or assertion against the County as may result from any allegation of negligence or liability arising from acts or omissions of Contractor or Contractor's agents or employees. Contractor shall maintain a policy of general liability insurance with coverages and limits acceptable to the County. All equipment and personnel to be used by Contractor shall be the responsibility of the Contractor and such personnel shall not be deemed to be employees of the County. Contractor shall maintain

any and all workers' compensation coverage for Contractor's employees that the law requires.

Minimum limits of insurance shall be:

- General Liability – No less than \$1,000,000, with \$2,000,000 being the preferred limit per occurrence for bodily injury, personal injury and property damage. General aggregate limit shall apply separately to each project/location and limit shall not be less than the required occurrence limit.
- Auto Liability – No less than \$1,000,000 with \$2,000,000 being the preferred limit per occurrence combined single limit per accident per for bodily injury and property damage.
- Workers Compensation and Employers Liability – Workers Compensation as required by the State of North Carolina and Employers Liability limits of no less than \$1,000,000 for bodily injury per accident.
- Watauga County shall be listed as "Additional Insured" on each policy.

VERIFICATION OF COVERAGE

The Contractor shall furnish the County with certificates of insurance and with original endorsements. The certificates and endorsements for each insurance policy are to be signed by a person authorized by that insurer to bind coverage on its behalf. The certificates and/or endorsements are to be provided to the County on standard form.

NON-PERFORMANCE

The County, at its sole discretion, may assess the contractor a 10% penalty for non-performance of contractual obligations. This penalty shall not limit the County from recovering damages caused by the Contractor's errors, omissions or negligence. Additionally, if the contractor fails to perform the work in accordance with the specifications contained within this agreement, then the County may perform work to maintain the County facilities in the schedule and standards contained within this

Contract. The Contractor shall reimburse the County for costs incurred by the County in exercising its right to perform the work pursuant to this contract.

TERMINATION

The Owner may terminate this contract at any time if the County, in its sole discretion, deems the Contractor's performance unsatisfactory. Additionally, the contract may be terminated if funding becomes unavailable.

MISCELLANEOUS

(a) Choice of Law and Forum. This contract shall be deemed made in Watauga County, North Carolina. This contract shall be governed by and construed in accordance with the law of North Carolina. The exclusive forum and venue for all actions arising out of this contract shall be the North Carolina General Court of Justice, in Watauga County. Such actions shall neither be commenced in nor removed to federal court. This subsection (a) shall not apply to subsequent actions to enforce a judgment entered in actions heard pursuant to this section.

(b) Waiver. No action or failure to act by the County shall constitute a waiver of any of its rights or remedies that arise out of this contract, nor shall such action or failure to act constitute approval of or acquiescence in a breach thereunder, except as may be specifically agreed in writing.

(c) Performance of Government Functions. Nothing contained in the contract shall be deemed or construed so as to in any way estop, limit, or impair the County from exercising or performing any regulatory, policing, legislative, governmental, or other powers or functions.

(d) Severability. If any provision of this contract shall be unenforceable, the remainder of this contract shall be enforceable to the extent permitted by law.

(e) Assignment. Successors and Assigns. Without the County's written consent, the Contractor shall not assign (which includes delegate) any of its rights (including the right to payment) or duties that arise out of this contract. The County Manager may consent to an assignment without action of the Board of Commissioners. Unless the County otherwise agrees in writing, the Contractor and all assignees shall be subject to all

of the County's defenses and shall be liable for all of the Contractor's duties that arise out of this contract and all of the County's claims that arise out of this contract. Without granting the Contractor the right to assign, it is agreed that the duties of the Contractor that arise out of this contract shall be binding upon it and its heirs, personal representatives, successors, and assigns.

(f) Compliance With Law. In performing all of the Work, the Contractor shall comply with all applicable law.

This the 18 day of July, 2011.

WATAUGA COUNTY

By: _____
Deron Geouque

County Manager
Watauga County Admin. Bldg.
814 West King Street
Boone, NC 28607

Carolina Cleaning Serv.

By: [Signature]
Sammy Watson

owner
6191 Elk Creek Rd
Deep Gap NC 28618

Date

7/18/11
Date



NORTH CAROLINA FARM BUREAU

MUTUAL INSURANCE COMPANY

Eddie Alejandro

LUTCF

Agent

POST OFFICE BOX 1700
BOONE, NORTH CAROLINA 28607
TELEPHONE (828) 262-9638

JULY 15, 2011

MR. SAMMY LEE WATSON
6191 ELK CREEK RD
DEEP GAP, NC 28618

DEAR MR. WATSON:

RE: SAMMY LEE WATSON
DBA CAROLINA CLEANING SERVICES

ADVISE WHOM IT MAY CONCERN THAT THE NORTH CAROLINA FARM BUREAU MUTUAL INSURANCE COMPANY CAN PROVIDE AND BIND INSURANCE COVERAGE FOR THE ABOVE REFERENCED COMPANY. THE COVERAGE CAN BE ISSUED AND CERTIFICATES OF INSURANCE PROVIDED UPON REQUEST.

NOTE THAT THE MINIMUM LIMITS OF INSURANCE LIABILITY CAN BE MET AND ADDITIONAL INSUREDS BE ENDORSED PER THE COUNTY OF WATAUGA 2011 CUSTODIAL SERVICES ADVERTISEMENT FOR BIDS MANUAL.

IF MY OFFICE OR I CAN PROVIDE ADDITIONAL INFORMATION OR BE OF FURTHER ASSISTANCE, DO NOT HESITATE TO CONTACT US.

SINCERELY,



EDDIE ALEJANDRO, LUTCF
AGENT

EA/BS

BID FORM

COUNTY OF WATAUGA 2011 CUSTODIAL SERVICES

BID FORM

SECTION D

TERESA KIMBROUGH
Name of Bidder

In compliance with your legal Request for Bids for the County of Watauga 2011 Custodial Services, the undersigned bidder, a corporation organized and existing under the laws of the State of ____, or a partnership of ____, or an individual doing business as The Queens Castle, of the City of, State of Clemmons, NC, having examined the specifications and contract forms thereto attached, and being fully advised as to the extent and character of the work to be performed, and the equipment to be furnished, hereby proposes to furnish all labor, tools, material and equipment necessary for the project.

The undersigned further proposes to perform all work and furnish all equipment in accordance with the specifications and contract stipulations thereof, for the price stated below.

PROPERTY	FREQUENCY PER WEEK	COST PER SERVICE	COST PER WEEK	COST PER YEAR
Appalachian Enterprise Ctr.	3X	1279.65	120.00	6240.00
Health Department	5X	3490.95	320.00	16640.00
Library	6X	2493.75	320.00	16640.00
West Annex	5X 6X CONF RM	1450.20	320.00	16640.00
Sanitation Bldgs.				
Maintenance Shop	3X	65.55	12.00	624.00
Office	3X	270.00	24.00	1248.00
Recycling Ctr.	3X	125.85	24.00	1248.00
Transfer Station	3X	42.75	12.00	624.00

PROPERTY	FREQUENCY PER WEEK	COST PER SERVICE	COST PER WEEK	COST PER YEAR
Parks 40 weeks		291.67	26.68	1387.00
Anne Marie Park	2X	291.67	26.68	1387.00
Brookshire Park	2X	291.67	26.68	1387.00
Complex	2X	291.67	26.68	1387.00
Howard's Knob (Morning Svc.)	2X	291.67	26.68	1387.00
Howard's Knob (Evening Service)	7X	291.67	26.68	1387.00
Industrial Fields	2X	291.67	26.68	1387.00
Mountaineer Ruritan Field	2X	291.67	26.68	1387.00
Old Cove Creek Gym & Field	2X	291.67	26.68	1387.00
Optimist Clubhouse	1X	291.67	26.68	1387.00
Optimist Field	2X	291.67	26.68	1387.00
Tot Lot	2X	291.67	26.68	1387.00
Ted Mackorell Soccer Complex	7X	291.67	26.68	1387.00
			GRAND TOTAL	76,548

25 Weeks

TOTAL BID PRICE FOR CUSTODIAL SERVICES:

89,266 DOLLARS AND 74 CENTS

UNIT PRICING FOR ADDITIONAL SERVICES

SERVICE	COST PER SQUARE FOOT
Exterior window washing	32 cents
Stripping/waxing	35 cents
Carpet - Wet Extraction Cleaning	24 cent
Carpet - Chemical Extraction Cleaning	26 cent
Carpet - Bonnet Cleaning	24 cent

Bidder understands that the County reserves the right to reject any or all bids and to waive any informality in bidding.

The bidder agrees that his bid shall be good and may not be withdrawn for a period of FIFTEEN (15) days after the scheduled closing time for receiving bids.

BID FORM

COUNTY OF WATAUGA 2011 CUSTODIAL SERVICES

STATEMENT OF QUALIFICATIONS Appendix A

Number of years engaged in janitorial services: 11 years

Client References (Please give contact information):

	Name	Telephone Number
1.	Mildred Caldwell	336-784-2077
2.	Ted McCulough	336-766-6241
3.		

Number of full-time personnel: 4

Number of part-time personnel: 2

List of equipment in good repair that will be used for the completion of this contract.
Please list the condition, type, model and age of the contractor owned equipment.

3 power Flite Vacuum PF70 less than 1 year

2 Santare Vacuum 2 years SC889 SC684

5 mop buckets, Brooms, mops, mop heads, wet floor

signs all new, Premiere pads

Chemicals that will be used for the completion of this contract:

Neutral Floor Cleaner
Bathroom Disinfectant
Bathroom Cleaner
Multi-Surface Cleaner
Glass Cleaner
SS Cleaner/Polish
Toilet Bowl Cleaner
Floor Stripper
Floor Sealer
Floor Wax

Boardwalk Neutral Floor cleaner
Comet
Comet
Boardwalk All-purpose cleaner
Boardwalk Glass cleaner
Boardwalk SS cleaner & polish
Boardwalk
Floor Science
Floor Science
Floor Science

BID FORM

Upon receipt of written notice of acceptance of this bid, Bidder will execute the formal contract attached within TEN (10) days and deliver insurance coverage as required by the Instructions to Bidders.

BY: Teresa Kimbrough
Bidder's Name

The Queens Castle

3596 Tanglebrook Trail

Clemmon, NC 27012

BID FORM

COUNTY OF WATAUGA
2011 CUSTODIAL SERVICES

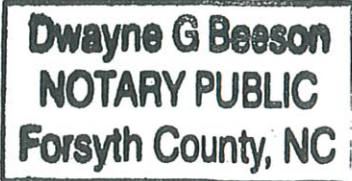
NON-COLLUSION AFFIDAVIT OF PRIME BIDDER

State of North Carolina County of Forsyth
_____, being first duly sworn, deposes and says that:

- 1. He is Owner of The Queens Castle, the bidder that has submitted the attached bid;
- 2. He is fully informed respecting the preparation and contents of the attached bid and of all pertinent circumstances respecting such bid;
- 3. Such bid is genuine and is not a collusive or sham bid;
- 4. Neither the said bidder nor any of its officers, partners, owners, agents, representatives, employees or parties in interest, including this affiant, has in any way colluded, conspired, connived or agreed, directly or indirectly with any other bidder, firm or person to submit a collusive or sham bid in connection with the contract for which the attached bid has been submitted or to refrain from bidding in connection with such contract, or has in any manner, directly or indirectly, sought by agreement or collusion or communication or conference with any other bidder, firm or person to fix the price or prices in the attached bid or of any other bidder, or to fix any overhead, profit or cost element of the bid price or the bid price of any other bidder, or to secure through any collusion, conspiracy connivance or unlawful agreement any advantage against the County of Watauga or any person interested in the proposed contract; and
- 5. The price or prices quoted in the attached bid are fair and proper and are not tainted by any collusion, conspiracy, connivance or unlawful agreement on the part of the bidder or any of its agents, representatives, owners, employees, or parties in interest, including this affiant.

(Signed) Leresa Kimbrough
Owner
Title

Subscribed and sworn to before me this
20 Day of July, 2011
Dwayne G Beeson
Title



My Commission Expires March 15, 2016

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AGENDA ITEM 13:

Planning and Inspections Matters

A. Public Hearing Requests

- 1. Closeout of the Community Development Block Grant (CDBG) for the Hospitality House Construction Project**

MANAGER'S COMMENTS:

Mr. Joe Furman requests the Board schedule a public hearing to allow for citizen comment on the closeout of the Hospitality House CDBG project. He requests that the public hearing be scheduled for the August 16, 2011, meeting at 6:00 P.M. The public hearing is required in order for the project to be closed out. Staff requests Board action.

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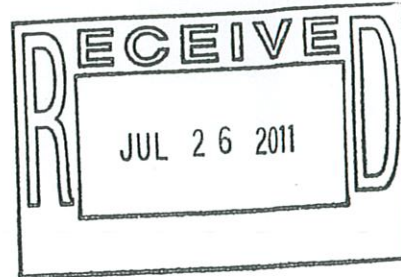


WATAUGA COUNTY

Department of
Planning & Inspections

331 Queen Street Suite A • Boone, North Carolina 28607


Phone (828) 265-8043
TTY 1-800-735-2962
Voice 1-800-735-8262
or 711
FAX (828) 265-8080



Memorandum

Date: July 25, 2011

To: Deron Geouque

From: Joe Furman 

RE: Hospitality House CDBG

It is time to close out the Hospitality House CDBG project. In order to do so, the regulations require the County to hold a public hearing on the subject. Accordingly, I would like for the Commissioners to schedule the hearing for the August 16, 2011 meeting. Thank you.

HYDROSTAT

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AGENDA ITEM 13:

Planning and Inspections Matters

A. Public Hearing Requests

2. Road Names

MANAGER'S COMMENTS:

Mr. Furman has requested that you schedule a public hearing to allow citizen comment on the new private and public road names. The public hearing is required by N.C.G.S. 153A-239.1. He requests the public hearing be set for the August 16, 2011, meeting at 6:00 P.M. Board action is requested.

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WATAUGA COUNTY

E911

184 Hodges Gap Road ♦ Boone, North Carolina 28607

Phone (828) 265-5708

TTY 1-800-735-2962


Voice 1-800-735-8262

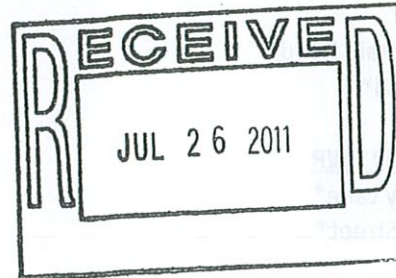
Or 711

FAX (828) 265-7617

Email: Elaine.Griffith@watgov.org

Memorandum

Date: July 26, 2011
To: Deron Geouque
From: Joe Furman 
RE: Road Name Hearing



As needed the Board of Commissioners holds a public hearing pursuant to NC General Statute 153A-239.1 to officially adopt new private and public road names. I request that the August 2, 2011, Board agenda include scheduling a public hearing on August 16, 2011. A list of new road names is attached.

Attachment

PUBLIC HEARING NOTICE

ELK TWP

Buck Mountain Road*
Quarry Road*

MEAT CAMP TWP

Community Lane*
Woodrow Street*

NEW RIVER TWP

Change Castle Lane to Clark Castle Lane
Genevieve Lane*

WATAUGA TWP

Paws Way
Red Tail Summit*
Siano Lane*
Timberwolf Trail*
Vineyard Lane
Change Valley View Road to Autumn View
Lane*
Change Chestnut Drive to Old Chestnut Road*

*Indicates roads named in a recorded
subdivision.

AGENDA ITEM 13:

Planning and Inspections Matters

B. North Carolina Emergency Management Training Request

MANAGER'S COMMENTS:

At the April 5, 2011, meeting, the Board tabled setting a date for the Emergency Management Training. The Board requested that the training be scheduled at a later meeting. Staff requests possible dates for the Emergency Management training to be scheduled. Staff seeks direction from the Board.

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March 15, 2011 BCC Meeting

C. North Carolina Emergency Management Training Request – Mr. Sudderth stated that the North Carolina Emergency Management Agency was offering training to elected officials and staff to explain their roll during an emergency period. If approved, the training was to be held at the Watauga County Emergency Operations Center and dinner was to be provided. The State wished to schedule the training sometime during the month of May or June at the pleasure of the Board. It was anticipated that attendance by members of the Board and staff would enhance Watauga County's chance for future grant opportunities.

The Board agreed, by consensus, to table further discussion until a future meeting.

April 5, 2011 BCC Meeting

B. North Carolina Emergency Management Training Request – Mr. Sudderth stated that at the March 15, 2011, Board meeting the North Carolina Office of Emergency Management had extended an offer of training to explain the roll of elected officials during an emergency period. Discussion was tabled at that time. The training, if accepted, was to be held at the Watauga County Emergency Operations Center and dinner was to be provided. Mr. Sudderth also stated that, if members of the Board and staff attended this training, Watauga County's opportunity for future grant possibilities could be enhanced.

By consensus, the Board agreed that the training was needed; however, the scheduling of the training was tabled until a time after the budget was adopted and meetings of the Board of Equalization and Review were completed for this year.

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AGENDA ITEM 14:

Courthouse Security/County Space Allocations

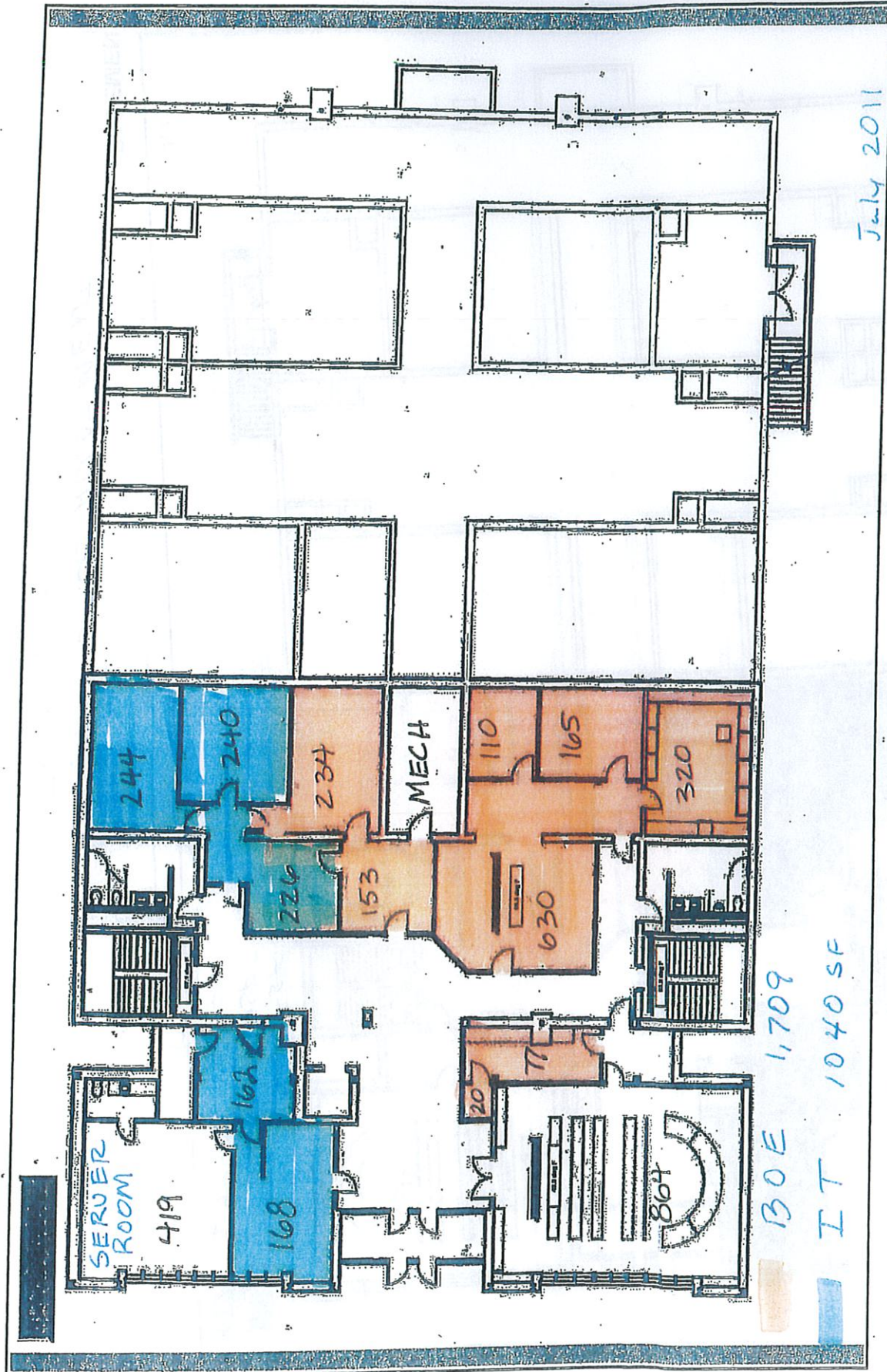
MANAGER'S COMMENTS:

During the July 13, 2011, work session pertaining to Courthouse security and County space allocations, direction was given to the County Manager to meet with the Sheriff to discuss possible relocation of the Civil Division and Highway Patrol to the East Annex building. After discussions with the Sheriff, it was determined that relocating the Civil Division to the East Annex building would not accomplish the goal of an increased Sheriff's presence at the Courthouse. The County Manager and the Maintenance Director conducted discussions with the Board of Elections and the Information Technologies (IT) Department to determine if space was available to relocate the Civil Division to the Courthouse complex. Upon review, the suitable location for the Civil Division was the front office of the IT Department, thus allowing for an increased Sheriff's presence with quick and efficient response times to the Courthouse entrance. The housing of the Civil Division in the current IT space will require two staff members to relocate within the Courthouse Complex. Presently, the Board of Elections has 1,709 square feet and the IT Department has 1,040 square feet.

Option 1 would require the Board of Elections to give up their current Boardroom to allow for the relocation of the two IT staff positions. In order to replace the lost space, the Board of Elections would use the ground level Courtroom for One Stop Voting and Board of Elections meetings. The Clerk of Court has graciously agreed to allow the Board of Elections the use of the ground-level Courtroom. This option would provide the Board of Elections with 1,475 square feet; the Civil Division with 168 square feet; and the IT Department with 1,106 square feet.

Option 2 proposes switching IT and Board of Elections office spaces. This option would allow the Board of Elections to retain its current Boardroom and public access areas and the training room to be converted into storage space. This option would provide Board of Elections with 1,194 square feet; the Civil Division with 168 square feet; and the IT Department with 1,280 square feet. In an effort to reduce costs, renovation, and inconvenience to the public, staff recommends Option 1. Staff seeks direction from the Board.

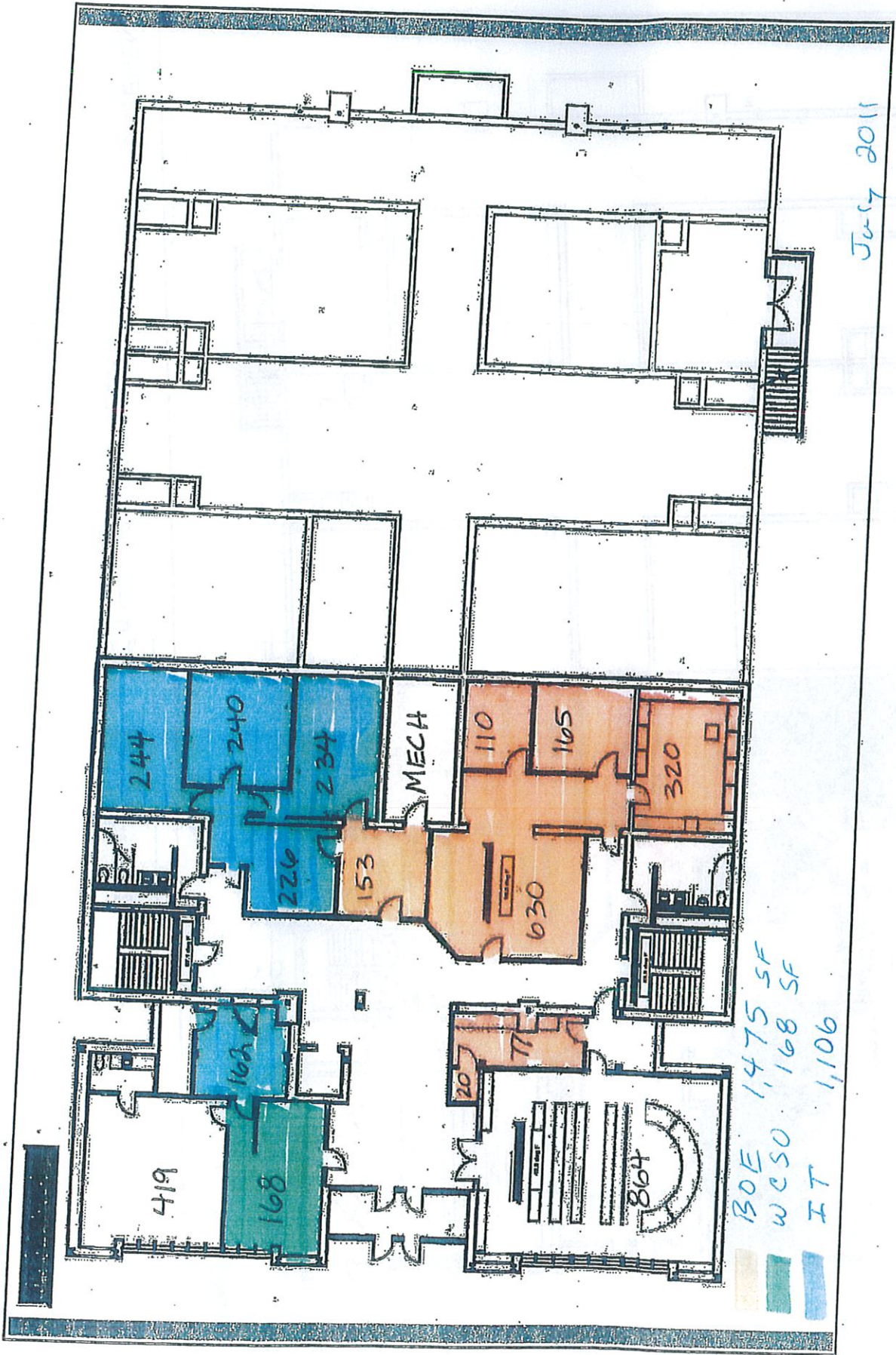
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July 2011

BASEMENT

EXISTING SPACE ALLOTMENT



July 2011

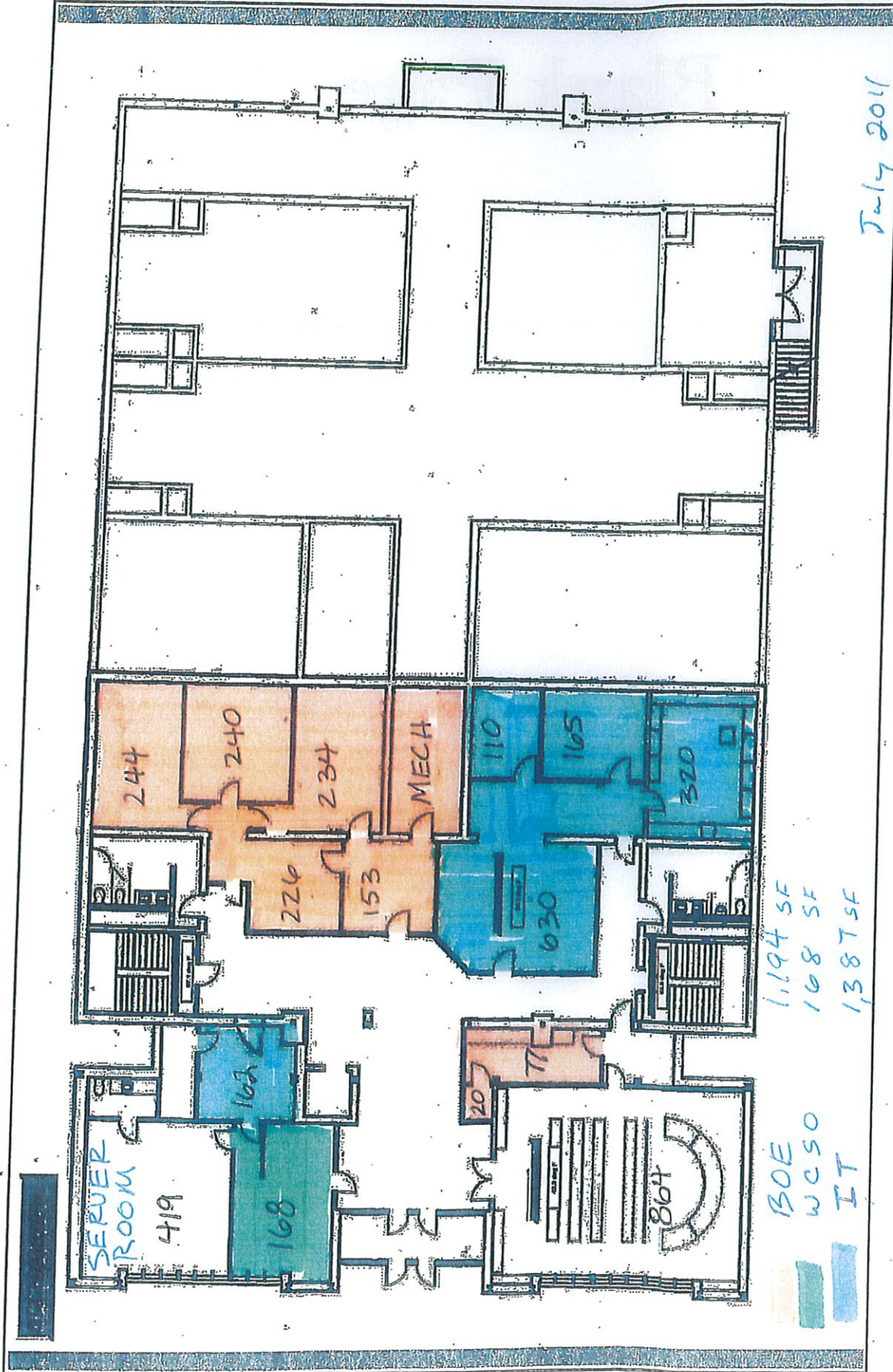
BASEMENT

PROPOSED SPACE ALLOTMENT
OPTION ONE

BASEMENT

July 2011

PROPOSED SPACE ALLOTMENT
OPTION TWO



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AGENDA ITEM 15:

Board of Education Request to Release Funds for New High School Construction Project

MANAGER'S COMMENTS:

The Watauga County School Board has submitted a letter verifying that Barnhill/Vannoy has completed Change Order # 50R and satisfactorily addressed the soil and erosion issues covered under warranty at the new Watauga High School. The County Manager contacted Dr. Hemric to ensure that there were no outstanding issues with Change Order # 50R and that all soil and erosion issues had been completed to the School Board's satisfaction. The County has been requested to sign-off on pay application # 41 in the amount of \$345,031.75. This payout includes the \$200,000 held in retainage, \$140,917 for Change Order 50R, and \$4,114.75 for Barnhill/Vannoy's share of the Construction Manager's contingency after subtracting the \$8,000 for roof repairs. Staff seeks Board direction.

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MEMBER'S COMMENTS:

The Board of Education is pleased to announce that the Board has approved the following resolution:

RESOLUTION NO. 1000-2018

WHEREAS, the Board of Education has received a request from the [Name] regarding [Topic]; and

WHEREAS, the Board of Education has reviewed the request and has determined that it is in the best interest of the district to [Action];

IT IS HEREBY RESOLVED that the Board of Education does hereby [Action].

ADOPTED this [Date] day of [Month], 2018.

 Superintendent



Watauga County Board of Education

OFFICE OF THE SUPERINTENDENT
MARGARET E. GRAGG EDUCATION CENTER
P.O. BOX 1790 BOONE N.C. 28607

TEL: (828) 264-7190
FAX: (828) 264-7196

June 30, 2011

Mr. Rocky Nelson
Watauga County Manager
PO Box 311
Boone, NC 28607

Mr. Nelson,

This letter is to inform the Watauga County Board of Commissioners that Watauga County Schools is in agreement that Barnhill-Vannoy Construction has completed Change Order #50 and has satisfactorily addressed soil erosion issues covered under warranty. Any funds retained from Barnhill-Vannoy Construction while we awaited the completion of Change Order #50 and the warranty work on areas of erosion may now be released to Barnhill-Vannoy Construction.

Sincerely,

A handwritten signature in cursive script, appearing to read "Marty T. Hemric".

Dr. Marty T. Hemric,
Superintendent

cc: Mr. Donald Critcher, Project Coordinator—Watauga County Schools
Mr. Mike Kesterson, Project Manager—Barnhill-Vannoy Construction

Watauga County Board of Health
OFFICE OF THE CLERK
MARGARET R. ...
P.O. BOX 1000 ...

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AGENDA ITEM 16:

Miscellaneous Administrative Matters

A. Proposed Amendments to the Watauga County Animal Care and Control Ordinance

MANAGER'S COMMENTS:

At the July 12 meeting, a public hearing was held to review the amendments to the Watauga County Animal Care and Control Ordinance to reflect the transfer of shelter operations to the Watauga Humane Society. At that hearing, the Board requested the addition of definitions for "commercial kennel" and "public place." The Animal Care and Control Department, along with the Watauga Humane Society, have provided definitions to clarify the designation of commercial kennels and public places. The Board may adopt the ordinance as presented, with the addition of the definitions of commercial kennel and public place and the deletion of the Sheriff's Deputies serving as Animal Care and Control Officers, or the Board can schedule a work session to further review the Watauga County Animal Care and Control Ordinance. Staff seeks direction from the Board.

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WATAUGA COUNTY ANIMAL CARE AND CONTROL ORDINANCE

SECTION I. AGENCY AUTHORITY AND RESPONSIBILITY

There is hereby created a Department of Animal Care and Control for Watauga County (herein referred to as Department) with resources and personnel as authorized by the Board of County Commissioners. The Department shall be supervised by the County Manager or his designee subject to the general control and direction of the Board of County Commissioners.

1A. Responsibilities of Animal Care and Control Department

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1. The Department, along with other law enforcement agencies, is hereby empowered to enforce all North Carolina laws and Watauga County ordinances pertaining to domestic dogs and cats and other pets unless otherwise specified herein. The Animal Care and Control Officers shall be empowered to issue notices or civil citations for violations of these ordinances and laws.
2. The Department will enforce all North Carolina laws and Watauga County ordinances pertaining to rabies control.
3. The Department will enforce the Watauga County Ordinance regulating wild and dangerous animals.
4. The Department is responsible for the investigation of all reported animal bites, for enforcing the quarantine of any animal involved in or suspected of having rabies, and for reporting investigation results to the District Health Director as soon as practicable.
5. The Department will investigate cruelty, abuse or neglect cases involving animals and record the results of the investigation.
6. The Department will be responsible for the seizure and impoundment, where necessary, of any animal in Watauga County involved in a violation of this ordinance.
7. Animal Care and Control Officers will patrol the County area as necessary to monitor compliance with this ordinance.
8. The Animal Care and Control Officers shall keep the following records:

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¶
¶
9..

a. ~~Bite cases, rabies suspects, complaints, violations, citations issued and related investigations.~~

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¶
b.

b. ~~All fees collected for violations.~~

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Deleted: and Animal Care and Control facility adoptions.

1B. Definitions

1. ABANDON: To forsake, desert or give up an animal previously under the custody or possession of a person without having secured another owner or custodian or by failing to make reasonable arrangements for adequate care.

2. ADEQUATE FOOD: The provision at suitable intervals, not to exceed 24 hours, of a quantity of wholesome foodstuff suitable for the species and age, sufficient to maintain the animal's health and well-being. Food will be provided in a suitable and sanitary container.

3. ADEQUATE WATER: Constant access to a supply of water that is clean, fresh and visibly free of debris and organic material, provided in a sanitary manner or provided at suitable intervals (not to exceed 24 hours) for the species.

4. ANIMAL CARE AND CONTROL OFFICER: An employee of the County designated by the County Manager to administer and enforce local and state Animal Control regulations as prescribed by the Watauga County Board of Commissioners and the State of North Carolina.

Deleted: Animal Care and Control Officer may include the deputies of the Watauga County Sheriff's Office.

5. ANIMAL: All living vertebrates, domestic and non-domestic, not to include humans.

6. ANIMAL CARE AND CONTROL FACILITY: Any premises designated by the County for the purpose of impounding and caring for animals in accordance with the provisions of this ordinance.

7. ANIMAL SHELTER: Any private or public facility, either non-profit or for hire, that houses, boards, or maintains any domestic animals for adoptions, rescue, rehabilitation or research within the County.

8. CHIEF ANIMAL CARE AND CONTROL OFFICER: The person who, under the County's personnel policy, is responsible for the management of the Animal Care and Control program, including enforcement of County and State laws pertaining to animal and rabies control, and the supervision of all employees in the Animal Care and Control Department. The Chief Animal Care and Control Officer is under the direct supervision of the Operations Services Director.

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9. COMMERCIAL KENNEL – A kennel that breeds or whelps dogs and/or cats:

a. Sells or transfers any dog or cat to a dealer or pet shop-kennel, or;

b. Sells or transfers more than 30 dogs or cats per calendar year.

10. DANGEROUS DOG: A dog that:

- a. Without provocation has killed or inflicted severe injury on a person; or
- b. Is determined by Animal Care and Control personnel to be potentially dangerous due to the dog having exhibited one or more of the behaviors stated under "Potentially Dangerous Dog" (NCGS 67-4.1(2)); or
- c. Is determined to be "Any dog owned or harbored primarily or in part for the purpose of dog fighting, or any dog trained for dog fighting" (NCGS 67-4.1).

11. HEALTH DIRECTOR: Director of the Appalachian District Health Department.

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12. HYBRID: Any animal that is in part wild, regardless of percentage.

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13. KEEPER: A person having custody of an animal, or who keeps or harbors an animal, or who knowingly permits an animal to remain on any premises occupied or controlled by such person, for a period of 5 or more days.

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14. KENNEL: Any premises wherein any person, firm or organization boards, lets for hire, trains for fee, breeds, buys or sells animals.

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15. OWNER: A person having the legal property rights to an animal.

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16. POTENTIALLY DANGEROUS ANIMAL: An animal that has been determined to have:

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- a. Inflicted a bite on a person that resulted in any of the following: broken bones; disfiguring lacerations; injuries requiring cosmetic surgery or hospitalization; or other medical care.
- b. Killed or inflicted severe injury upon a domestic animal, when not on the owner's real property.
- c. Approached a person (if the person was not trespassing on the owner's property) in a vicious or terrorizing manner in an apparent attitude of attack. (NCGS 67-4.1)

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17. PUBLIC NUISANCE: Any animal that damages private or public property;

interferes with or attacks a person or other animal; chases, snaps at, or harasses pedestrians, livestock, bicyclists or vehicles; by virtue of number is offensive or dangerous to public health, safety and/or welfare; or is diseased.

18. PUBLIC PLACE – Any street, alley, park, public building, any place of business or assembly open to or frequented by the public, or to which the public has access.

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19. RABIES EXPOSURE: A human or other animal bitten by or that comes in contact with the saliva or nervous tissue of an animal suspected of or known to have rabies.

20. RESTRAINT OF A DANGEROUS OR POTENTIALLY DANGEROUS ANIMAL: An animal that is confined in a securely enclosed and locked pen or other structure designed to restrain the animal or an animal which is securely restrained and muzzled when outside of said pen or structure. Tethering a dog does not meet the restraint requirements of this section and is not considered adequate physical control.

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21. SHELTER: A place provided for animals of a specific breed that provides sufficient cover from adverse weather; adequate warmth from severe cold weather; and sufficient space for the animal to move around, stand or lie down; and is deemed appropriate by an Animal Care and Control Officer.

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22. STRAY: Any at-large dog or cat that has no known owner or keeper.

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23. TRESPASSER: A person who has wrongfully invaded the property owned by another person.

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24. WILD ANIMAL: Any living member of the animal kingdom including those born or raised in captivity except the following: human beings; domestic dogs (excluding hybrids with wolves, coyotes, or jackals); domestic cats (excluding hybrids with ocelots or marges); farm animals; rodents and hybrid animals that are part wild; and captive bred species of common cage birds. Wildlife, other than as indicated by the Watauga County Wild and Dangerous Animals Ordinance, is controlled by North Carolina State Wildlife Officers.

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SECTION II. CITIZEN REQUIREMENTS

2A. Vaccination of Dogs, Cats and Other Pets

1. It shall be unlawful for any owner or keeper to fail to provide a current vaccination against rabies (hydrophabis) for any dog, ferret, or cat three (3) months of age or older. Any animal adopted or redeemed through Watauga Humane Society that does not have a current rabies certificate of vaccination shall be required to be vaccinated within 72 hours at the owner's expense. Should it be found necessary under special circumstances by the District Health Director or the Board of County

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Commissioners to prevent a threatened or existing epidemic, the owner or keeper of certain livestock shall also be required to have those animals vaccinated. It shall be unlawful for any owner or keeper to fail to provide current vaccination against rabies for these other animals.

2. A rabies vaccination shall be current for a dog or cat once the rabies vaccine has been administered by a veterinarian or state-certified inoculator and a 21 day period has passed after vaccination. If a second dose is given 12 months after the first, the rabies vaccination is then current for 3 years. This is subject to the guidelines of the North Carolina Department of Health Services.
3. All rabies vaccines shall be administered by a licensed veterinary service or a certified rabies vaccinator.
4. Boarding facilities, animal shelters, pet shops, and kennels within Watauga County shall comply with the requirements of this section.

2B. Vaccination Tag and Certificate

1. The certified vaccinator shall issue a rabies tag stamped with a certificate number and year of issue; upon vaccination, a written certificate of vaccination shall be issued to the owner or keeper of the dog or cat vaccinated.
2. It shall be unlawful for an owner or keeper to fail to provide a dog with a collar or harness to which a current rabies tag may be attached. A collar or harness with an attached rabies tag must be worn at all times with the following exceptions:
 - a. Confinement in an enclosure on owner's premises
 - b. Animal shows
 - c. Obedience trials
 - d. Tracking tests
 - e. Field trials
 - f. Training schools or events sanctioned by a recognized organization
 - g. Supervised hunting

NOTE: Cats are not required to display a rabies vaccination tag, as long as written evidence of inoculation can be furnished to the Animal Care and Control Officer.

3. All dogs, cats or other animals requiring vaccination against rabies that are shipped or otherwise brought into Watauga County (except for exhibition purposes where the animal is confined and vaccinated within one (1) week of entry) shall remain

confined for three (3) weeks after vaccination unless accompanied by a certificate issued by a licensed veterinarian that the animal is free from rabies, has not been exposed, and has received a proper dose of rabies vaccine not more than twelve (12) months prior to the date of issuing the certificate.

4. It shall be unlawful for any person to use a rabies vaccination tag or written certificate for any animal other than the animal for which the tag or certificate was issued.
5. Dogs, cats, and other pets without current rabies tags are subject to impoundment.
 - a. After impoundment, animals will be handled in accordance with Section V, 5C of this ordinance.

2C. Identification Tags for Dogs & Cats

1. It is the purpose of this section to provide a means of identifying the owner of a dog or cat in Watauga County.
2. It shall be unlawful for any dog or cat owner or keeper to fail to provide their dog or cat with an identification tag and to take such action as necessary to ensure that the identification tag is worn by the animal on a collar at all times except for the circumstances cited in Section II, 2B, (2) a-g of this ordinance.
3. The identification tag shall display the owner's contact information, i.e. owner's name, address, and telephone number where the owner can be contacted.
 - a. ~~In lieu of a collar tag, the~~ owner or keeper may choose to micro-chip a dog or cat.
4. Dogs and cats are subject to impoundment if a dog or cat is found not wearing a visible identification tag.
 - a. Dogs or cats that are found to be micro-chipped will be returned to the owner without charge ~~if redeemed within a 24 hour period.~~

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2D. Prohibition against giveaways in public places

It shall be unlawful to display any animal in a public place for the purpose of selling or giving the animal away. This section does not apply to the display of animals by and within a pet shop or commercial kennel.

Only Watauga County 501(c)(3) Nonprofit animal welfare organizations may display animals for adoption in a public place.

In such case any animal made available for adoption must be spayed or neutered, and if four months of age or older must be accompanied by a certificate verifying that the animal has been vaccinated to protect it from the rabies virus by a veterinarian licensed to practice in the State of North Carolina.

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SECTION III. RABIES AND ANIMAL BITE MANAGEMENT

3A. Animal Bites

Bite reports shall include, but not be limited to, the following: name, age and sex of the victim; precise location of wound and treatment required; circumstances leading up to and the scene of the bite; and name, description, and owner of the animal inflicting the bite.

1. When a person has been bitten by an animal, it shall be the duty of such person (or legal parent or guardian if such person is a minor) to notify the Department immediately and provide all information necessary to complete a bite report. The owner or keeper of said animal shall immediately secure and confine said animal until Animal Care and Control Officers can ascertain current rabies vaccination and determine and designate a place for the animal to be quarantined for a period of ten (10) days. It shall be the duty of every physician, or other medical personnel, to report all known or suspected bite cases to the Department within twenty-four (24) hours and provide appropriate information as required by the Department.
2. If the owner or keeper of an animal that has bitten a person or animal refuses to confine the animal as required by this ordinance or NCGS 130a-196 or fails to provide a current rabies vaccination certificate, the Department may order seizure of said animal and its confinement for not less than ten (10) days in such place as designated by the Department at the owner's expense.
3. Law enforcement agencies investigating animal bites shall report all bites immediately to the Department and provide the appropriate information as required by the Department.
4. In cases where the animal owner or keeper is unknown, the animal shall be kept for the supervised confinement period at the Watauga Humane Society.
5. Badly wounded, diseased, or suffering animals suspected of having rabies may be humanely destroyed and the head forwarded to the Division of Health Services for diagnosis.
6. Failure of the animal owner or keeper to comply with this section may result in a \$100.00 civil penalty for each violation.

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3B. Destruction or Confinement of Animal Bitten by a Known Rabid Animal

Animals that do not have a current and valid rabies vaccination which are bitten by a known rabid animal shall immediately be destroyed unless the owner or keeper agrees to strict isolation of the animal at a veterinarian hospital for a period of six (6) months at the owner's expense. If the animal has a current rabies vaccination, the animal shall be immediately re-vaccinated at the expense of the owner or keeper and returned to said person. This booster vaccination shall be given within 72 hours of the bite.

3C. Unlawful Killing or Releasing of Certain Animals

It shall be unlawful for any person, except Animal Care and Control Officers (as stated in Section III, 3A), to kill or release any animal under rabies observation. An animal which has been placed under rabies observation by the Department shall not be removed from the quarantine area specifically designated by the Animal Care and Control Officer without written permission from the District Health Director supplied in advance to the Animal Care and Control Officer.

3D. Dogs or Cats Brought into Watauga County

Any dog, ferret or cat brought into Watauga County must have a valid rabies vaccination prior to entering the County. Otherwise, the dog or cat must be confined and given a rabies vaccination within one (1) week and remain confined for three (3) additional weeks. Failure to comply with the above requirements will result in a civil penalty of \$100.00, criminal charges or both.

3E. Post-Mortem Diagnosis

1. If an animal dies while under observation for rabies, the head of such animal shall be submitted to the Department for shipment to the laboratory section of the North Carolina Division of Health Services for rabies diagnosis.
2. The carcass of any animal suspected of dying of rabies that has bitten a person or another animal shall be surrendered to the Department for shipment to the laboratory section of the North Carolina Division of Health Services.

3F. Wildlife Bites

1. Any person bitten by a wild animal suspected of rabies shall report all information as required in Section III, 3A of this ordinance. The wild animal, if obtained, shall be released to the Department for shipment to the North Carolina Division of Health Services for diagnosis.
2. Any animal without a valid rabies vaccination bitten by a wild animal shall be treated as stated in Section III, 3B of this ordinance in the event the wild animal cannot be contained or captured for rabies diagnosis.

3G. Area-wide Emergency Quarantine

1. When reports indicate a positive diagnosis for rabies where human lives may be endangered, the District Health Director may declare an area-wide quarantine. During such quarantines, the District Health Director may authorize appropriate agencies to seize any animal requiring vaccination and found running at large in Watauga County until the quarantine is lifted. During the quarantine period, the District Health Director shall be empowered to provide a program of mass immunization by the establishment of temporary emergency rabies vaccination facilities.
2. In the event of additional positive rabies cases during the quarantine period, the District Health Director may extend the quarantine period at his/her discretion.

SECTION IV. CRUELTY TO ANIMALS

4A. Torture of an Animal

It shall be unlawful for any person to molest, torture, torment, deprive of necessary sustenance, cruelly beat, needlessly mutilate or kill, wound, injure, poison, abandon or subject to conditions detrimental to health or general welfare any animal, or to cause or procure such action. The words "torture" and "torment" shall be held to include every act, omission or neglect whereby unjustifiable physical pain, suffering or death is caused or permitted. Such terms shall not be construed to prohibit lawful taking of animals under the jurisdiction and regulation of the Wildlife Resources Commission; nor to prohibit the Department, veterinarians or duly authorized persons from destroying dangerous, unwanted, or injured animals in a humane manner.

4B. Shelter

It shall be unlawful for any owner or keeper to fail to provide an animal with proper shelter that provides protection from the weather and is sufficient and comfortable, with the opportunity for vigorous daily exercise. Veterinary care shall be provided when and if necessary to prevent suffering and to ensure that the animal is in good health.

4C. Closed Vehicles

It shall be unlawful for any person to leave an animal within a closed car, truck, or other vehicle for such duration or at such temperatures as an Animal Care and Control Officer shall, in his/her sole discretion, deem to be harmful or potentially harmful to the animal.

4D. Chaining

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It shall be unlawful for any person to leave an animal unaccompanied on a chain or cable that is less than 8 feet in length. All chains/cables must be equipped with a swivel.

4E. Hit by Vehicle

Any person injuring or killing an animal by striking it with a motor vehicle of any type shall make every reasonable attempt to notify the owner or keeper of said animal and shall notify the Department as soon as possible.

4F. Abandonment

Any person being the owner or keeper, or having charge or custody of an animal, who willingly and without justifiable excuse abandons the animal is guilty of a misdemeanor punishable as provided by a fine of up to \$500.00 (NCGS 14-361.1).

4G. Violations

Violations of Section IV, 4A or 4B shall, at the discretion of the investigating officer, result in a civil penalty of up to \$100.00, or criminal charges, or both.

SECTION V. ANIMAL MANAGEMENT

5A. Confinement and Control of Dangerous Domestic Animals

Special preventative measures shall be taken by Animal Care and Control Officers for the confinement and control of dangerous domestic animals upon consideration of the following factors:

1. a. The presence of a victim or potential victim that in the opinion of the Department is unable to defend themselves, such as children, elderly, or handicapped.
- b. Prior attack-dog training or aggression training.
- c. Threat or open display of attack by an animal.
- d. Prior history of harm to humans or other animals.

The Department shall have the authority as promulgated under NCGS 67-4.5 130A-200 to require appropriate and specific preventative measures, including impoundment, to ensure public safety. Such preventive measures may be required at the discretion of authorized personnel during the investigation of a dangerous animal complaint or subsequent display of dangerous animal behavior by the animal within the jurisdiction of Watauga County.

2. The employees of the Department and any other Watauga County employee appointed by the County Manager or his designee shall determine if an animal is “dangerous” or “potentially dangerous.” The person making such determination will notify the owner or keeper in writing and cite the reason for the determination.
 - a. A dangerous or potentially dangerous animal determination will be made upon receipt of a written, detailed complaint and investigation by the Department of Animal Care and Control.
3. Dangerous dog:
 - a. A dangerous dog is an animal that:
 1. Has killed or inflicted severe injury on a person.
 2. Is determined, by the person or board designated by County authority to be responsible for Animal Control, to be potentially dangerous because the dog has engaged in behaviors listed in subdivision (b) of this subsection.
 3. Is determined to be a dog owned or harbored primarily or in part for the purpose of dog fighting or a dog trained for dog fighting.
 - b. Potentially dangerous dog means a dog that the person or board designated by the County authority responsible for Animal Control determines to have:
 1. Inflicted a bite on a person that resulted in broken bones, disfiguring lacerations, cosmetic surgery or hospitalization.
 2. Killed or inflicted severe injury on a domestic animal when not on the owner’s property.
 3. Approached a person, when not on the owner’s property, in a vicious or terrorizing manner in an apparent attitude of attack.
 - c. Special preventative measures may be taken by the Animal Care and Control Officers for any dog deemed dangerous or potentially dangerous.
 1. Any dog determined to be potentially dangerous shall be delivered within 24 hours to the Watauga Humane Society and there it shall be held until a secure fenced area a minimum of 6 feet high, 10 feet long and 10 feet wide, with the fencing set in the ground in such a way that the dog can not dig out, is erected. The enclosure will be inspected by the Animal Care and Control Department before the dog is released. The owner will pay all boarding fees and fines applicable. This

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enclosure shall be completed and the dog claimed within 10 days or the dog will be destroyed.

2. The owner will post the entrance of the property where the potentially dangerous dog is kept with a sign that is legible from the road or sidewalk with notification that a potentially dangerous dog is kept on the property.

3. It shall be unlawful for any owner to:

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- a. Leave a potentially dangerous dog unaccompanied on the owner's real property unless the dog is confined indoors or inside a secure enclosure.
- b. Permit a potentially dangerous dog to go outside the secure enclosure unless the dog is leashed and muzzled or is otherwise securely restrained.
- c. Transfer ownership of a potentially dangerous dog without having notified the Animal Care and Control Department in writing 10 days prior to the transfer of ownership. The person receiving ownership of the dog shall have a secure enclosure prior to taking possession of the dog.
- d. Transfer ownership of a potentially dangerous dog without having notified in writing the person taking ownership of the dog regarding the dog's dangerous behavior and the determination of the dog as potentially dangerous.

4. The Board of County Commissioners shall appoint an appeals board to review "dangerous" or "potentially dangerous" designations upon request of the owner or keeper. The Board of County Commissioners shall specify the number, qualifications, length of term, and compensation, if any, for the Appeals Board. Owners shall have three (3) days from the time of notification that the dog has been deemed dangerous to file an appeal in writing with the Appeals Board stating the reasons why such a designation is unwarranted. The Appeals Board will schedule a hearing within ten (10) days of the filing. The designation of an animal as "dangerous" shall be upheld unless overturned by the Appeals Board. Any appeal of the Appeals Board's final decision will be filed with the Superior Court, pursuant to NCGS 67-4.1(c).

5. Animals deemed "dangerous" or "potentially dangerous" that are found to be in violation of prescribed confinement shall be subject to apprehension or seizure and impoundment at the Animal Care and Control facility at the owner's expense until released by a court of competent jurisdiction or may be humanely destroyed in accordance with Section V, 5F of this ordinance. In addition, the owner of the animal will be subject to a civil penalty of \$100.00.

6. Wild and Dangerous Animals

- a. It shall be unlawful for any person to keep an inherently dangerous animal within Watauga County. The Animal Care and Control Officer shall order removal of any inherently dangerous animal owned or harbored by anyone in Watauga County.
- b. It shall be unlawful for any person, other than licensed sanctuaries, to own or harbor any wild animal. The Animal Care and Control Officer shall order the removal of any wild animal owned or harbored by anyone in Watauga County.
- c. See also ordinance regulating wild and dangerous animals (exotics).

5B. Public Nuisance

1. An animal or group of animals shall be considered a public nuisance if:
 - a. Animal(s) damage private or public property.
 - b. Animal(s) chase, snap at, or harass pedestrians, livestock, bicyclists, vehicles or other animals when not on the owner's property.
 - c. By virtue of number, animal(s) are offensive or dangerous to public health, safety and welfare.
 - d. Animal(s) are diseased and are therefore dangerous to public health.
 - e. Animal(s) are maintained in an unsanitary environment which results in offensive odors or is dangerous to the animal or to public health, safety and welfare, or if there is a failure to maintain a condition of good order and cleanliness that reduces the probability of the transmission of disease.
 - f. Animal (s) are maintained in such a manner and location that animal waste can accumulate and run off onto another person's property.
2. The owner or keeper of the animal causing damage to the property of another, either private or public, shall be responsible for such damages and costs.
3. After it is determined by the Department that a nuisance violation has occurred, the owner or keeper will be provided written notification of such violation and be required to abate the nuisance within 72 hours from the time of notification. Abatement includes restraining the animal to the owner or keeper's property by whatever means necessary or leashing and accompanying the animal if off of the owner's property.

4. Upon receipt of two (2) written, detailed and signed complaints that an owner or keeper's animal is a nuisance as defined in this ordinance, the Department shall notify the owner or keeper of the offending animal that a complaint has been received and that an investigation has been initiated. A valid complaint shall consist of, but not be limited to, the following: eyewitness account of the animal's actions and behavior, specifying date, time and location of the incident (s), conditions leading up to the incident(s), and the signature of the eyewitness. If the investigation reveals that an animal is a public nuisance in accordance with Section V, 5B, (1), the owner will be notified in writing of the determination and advised that the animal must be secured on the owner's property by whatever means necessary.
5. If any person receiving notice in the manner herein described shall fail or refuse to abate the nuisance within the specified time upon the issuance of such order, the Animal Care and Control Officer or Sheriff may cause the animal(s) in question to be apprehended and impounded in accordance with the provisions of this ordinance.
6. If investigation reveals that a violation has occurred and the owner or keeper is unknown, the animal may be apprehended and kept at the Watauga Humane Society. The notice and order shall be posted at the Watauga Humane Society and on the Watauga County Courthouse bulletin board. In the event the owner or keeper remains unknown after a forty-eight (48) hour posting period, the animal can be impounded or humanely destroyed.
7. It shall be unlawful for an owner or keeper to permit an animal(s) to create a public nuisance or to maintain a public nuisance created by any animal(s).
8. Any person who receives notice of an animal being declared a public nuisance may, within ten (10) business days of the date the notice was received, submit a written appeal to the County Manager. The appeal notice shall specifically state the reasons for the appeal with a copy of the public nuisance notice attached thereto. The Chief Animal Care and Control Officer shall schedule a hearing and notify the appellant: The County Manager shall render a decision upholding, denying, or modifying the public nuisance notice. Accrual and imposition of the civil penalties shall be stayed pending the decision; however, there will be no stay for equitable remedies available to the County. If the decision of the Animal Care and Control Officer is affirmed, accrual and imposition shall resume.

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5C. Impoundment

1. Any animal may be impounded at the Watauga Humane Society facility for a minimum of seventy-two (72) hours if it appears to be:
 - a. Lost, stray, or abandoned

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b. In violation of this ordinance.

2. Reasonable effort shall be made to identify and notify the owner or keeper of the animal that the animal has been impounded and where it may be redeemed. Animals not redeemed within seventy-two (72) hours of notification to the owner or keeper may be placed for adoption or euthanized.
3. Impoundment of an animal shall not relieve the owner or keeper from any penalty imposed for violation of this ordinance.
4. Any animal impounded, confiscated or turned in that cannot be adequately housed at the Watauga Humane Society (e.g., horses, cattle, etc.) may be housed at a proper location at the expense of the owner or keeper.

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5D. Stray Animals

1. It shall be unlawful for any person in Watauga County to knowingly and intentionally harbor, keep in possession by confinement, or otherwise allow an animal(s) to remain on his/her property, unless the person has, within seventy-two (72) hours from the time such animal came into his/her possession, notified the Animal Care and Control Department. The Animal Care and Control Department shall log the animal's description, location and name of keeper.
2. It shall be unlawful to refuse to surrender any such stray to the Animal Care and Control Department on demand.

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5E. Release of Animals in Animal Care and Control Custody

It shall be unlawful for any person to release or cause to be released any animal in the custody of the Department without proper authorization. This includes any animal impounded at the Watauga Humane Society, in a Animal Care and Control vehicle, or caught in a safe trap.

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5F. Humane Destruction of Animals

1. Notwithstanding any other provision of this ordinance, an animal that cannot be seized by reasonable means and has been deemed dangerous (vicious), stray, or a public nuisance, or an animal causing a threat to public safety or other animals, may be humanely destroyed at the discretion of the Animal Care and Control Department.
2. Notwithstanding any other provision of this ordinance, any animal seized or impounded that is badly wounded, diseased (not a rabies suspect), or unweaned; is not displaying any identification; and cannot be identified after reasonable inquiry may be destroyed immediately in a humane manner. If the animal has

identification, the Watauga Humane Society, shall attempt to notify the owner or keeper of the situation. If the owner or keeper cannot be readily reached, the Watauga Humane Society, in consultation with a veterinarian, will use its discretion whether or not the suffering animal should be destroyed in a humane manner.

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3. At the end of the minimum time period of 72 hours, unclaimed animals shall be deemed abandoned and may be disposed of in a humane manner.

5G. Confiscated Animals With Medical Needs

Any animal that is confiscated as a result of a court order or taken as evidence in an Animal Care and Control investigation and that requires medical attention or medication shall be held at the Watauga Humane Society until all bills are paid by the owner or keeper. After 72 hours of finalization of court action, animals can be adopted out or humanely destroyed.

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SECTION VI. ANIMAL CARE AND CONTROL FACILITY OPERATIONS

6A. Facility

The Department shall contract with the Watauga Humane Society to operate a facility for the purpose of providing safe and sanitary confinement of animals received or seized within Watauga County. The facility shall be maintained in accordance with all applicable rules and regulations.

6B. Redemption of an Animal

The owner or keeper of an impounded animal may redeem the animal and regain possession by complying with all applicable provisions of this ordinance, showing proof of rabies vaccination, and paying appropriate fees and fines. Animals that are brought in by the public which are properly tagged shall be returned to the owner or keeper without charge if redeemed within a 24 hour period.

6C. Redemption or Adoption of an Animal Without Rabies Vaccination

1. Persons adopting or redeeming an animal from the Watauga Humane Society without a valid rabies vaccination shall obtain a rabies vaccination within 72 hours and notify the Animal Care and Control Department of the tag number and name of the vaccinating veterinarian.
2. All person(s) adopting or redeeming a dog or cat will be required to purchase or obtain an identification tag or have the animal micro chipped.
3. Any animal surrendered by its owner in accordance with Departmental procedures may be immediately placed for adoption. Impounded animals will be placed at the discretion of the Department after expiration of the prescribed impoundment period.

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4. During periods of emergency rabies quarantine, no animal without a current rabies vaccination shall be adopted without written permission from the District Health Director.
5. Payment for all veterinary services will be the responsibility of the owner or keeper.
6. After a seventy-two (72) hour waiting period, allowing for time to locate the animal's owner, the dog or cat can be adopted out or humanely destroyed.

SECTION VII. VIOLATIONS, ENFORCEMENT AND PENALTIES

7A. Violations

1. The violation of any provision of this ordinance shall be a misdemeanor as provided in NCGS 14.4(a).
2. Each day's violation of this ordinance is a separate offense. Payment of a fine imposed in criminal proceedings pursuant to this section does not relieve a person of the liability for penalties or fees imposed under this ordinance.
3. Enforcement of this ordinance may be made by appropriate equitable remedy, injunction, or order of abatement issuing from a court of competent jurisdiction pursuant to NCGS 153A-123 (d) and (e).
4. A violation of this ordinance may also subject the offender to the civil penalties hereinafter set forth:
 - a. Such civil penalties may be recovered by Watauga County in a civil action or may be collected in such other amounts as prescribed herein within the prescribed time following the issuance of notice for such violation.
 - b. Such notice shall:
 1. State upon its face the amount of the penalty to be paid within seventy-two (72) hours from the issuance of the notice and the late fee (\$1.00 per day) if paid more than seventy-two (72) hours after its issuance.
 2. Notify such offender that a failure to pay the penalties within the prescribed time shall subject such offender to a civil action for the stated penalty plus an additional penalty in the amount of \$25.00, together with the cost of the action to be taken by the court.
 3. Further provide that such offender may answer the notice by mailing stated penalty to the Department at its mailing address, or by making

payment to the Department at the appropriate address, and that upon payment such case or claim and right of action by Watauga County will be deemed compromised and settled.

4. State that penalties must be paid within seventy-two (72) hours from the issuance of the notice and, if settlement is not received within the seventy-two (72) hours, court action shall be filed for collection of such penalty.

~~c.~~ The Department is authorized to accept payment in full and final settlement of the penalty and, for any and all claims that Watauga County may have, to enforce civil action.

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~~d.~~ The notice of violation referred to herein may be delivered in person, mailed to the offender at the last known address, or affixed to the door of the offender's residence.

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7B. Penalties

1. The civil penalty for any and each individual violation of this ordinance is \$50.00 for the first offense, \$100.00 for the second offense, and \$150.00 for the third offense. If an offense is committed by the same animal for a fourth time, the animal may be confiscated and disposed of at the Chief Animal Care and Control Officer's discretion. If the animal in question is deemed to be a danger to the community, said animal may be confiscated before the fourth offense.
2. In addition to the penalty prescribed in Section VII, 7B(1) above, a \$1.00 per day penalty shall be imposed in all those cases in which the above penalty has not been paid within the authorized seventy-two (72) hour period.
3. Should it become necessary to institute a civil action to collect any penalty hereunder, the violation shall be subject to an additional penalty of \$25.00, together with the cost of the action to be taken by the court.
4. All penalties paid to the Department or an authorized agent recovered in a civil action as herein provided shall be remitted to the General Fund of Watauga County.

7C. Enforcement

1. Animal Care and Control Officers or other Watauga County employees so designated by the County Manager shall be empowered to enforce the provisions of this ordinance.
2. It shall be unlawful for any person(s) to interfere with, hinder or molest the employees of the Department and its officers, while in the performance of their duties as stated in this ordinance, or to release any animal in the custody thereof,

except as specifically provided herein.

3. Animal Care and Control Officers shall be empowered to utilize firearms or tranquilizer guns for the purpose of control of wild, diseased and dangerous animals.
4. Any questions regarding the policies of this ordinance shall be answered at the discretion of the Chief Animal Care and Control Officer.

SECTION VIII. SEVERABILITY

If any section or part of this ordinance should be held legally invalid for any reason, such determination shall not affect the remaining sections or parts, and to that end the provisions of this ordinance are severable.

ARTICLE IX. REPEAL

This ordinance replaces, in its entirety, the existing ordinance entitled Watauga County Animal Care and Control Ordinance, adopted August 18, 2009. The previous ordinance shall be repealed as of the effective date of this ordinance.

SECTION X. EFFECTIVE DATE

This ordinance shall become enforceable and effective on the 18th 1st day of August, 2009. September, 2011.

ADOPTED this the _____ day of _____, 2011.

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Nathan A. Miller, Chairman
Watauga County Board of Commissioners

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ATTEST:

[seal]

Anita J. Fogle, Clerk to the Board

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AGENDA ITEM 16:

Miscellaneous Administrative Matters

B. Appointment of Voting Delegate at the North Carolina Association of County Commissioners' (NCACC) Annual Conference

MANAGER'S COMMENTS:

At their July 12, 2011, meeting, the Board tabled the appointment of a voting delegate for the North Carolina Association of County Commissioners' (NCACC) Annual Conference. Staff requests direction from the Board.

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N O R T H C A R O L I N A
ASSOCIATION OF COUNTY COMMISSIONERS

**Designation of Voting Delegates
to NCACC Annual Conference**

I, _____, hereby certify that I am the duly designated voting delegate for _____ County at the 104th Annual Conference of the North Carolina Association of County Commissioners to be held in Cabarrus County, N.C., on August 18-21, 2011.

Signed: _____

Title: _____

Article VI, Section 2 of our Constitution provides:

“On all questions, including the election of officers, each county represented shall be entitled to one vote, which shall be the majority expression of the delegates of that county. The vote of any county in good standing may be cast by any one of its county commissioners who is present at the time the vote is taken; provided, if no commissioner be present, such vote may be cast by another county official, elected or appointed, who holds elective office or an appointed position in the county whose vote is being cast and who is formally designated by the board of county commissioners. These provisions shall likewise govern district meetings of the Association. A county in good standing is defined as one which has paid the current year's dues.”

Please return this form to Sheila Sammons by: **Friday, August 12, 2011:**

**NCACC
215 N. Dawson St.
Raleigh, NC 27603
Fax: (919) 733-1065
sheila.sammons@ncacc.org**

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AGENDA ITEM 16:

Miscellaneous Administrative Matters

C. Announcements

MANAGER'S COMMENTS:

The North Carolina Association of County Commissioners' (NCACC) 104th Annual Conference is scheduled for August 18-21, 2011, in Concord. If you plan to attend, please inform Anita so that she may RSVP on your behalf.

The Boone Town Manager has indicated that the Town of Boone is interested in meeting with the Board of Commissioners to discuss topics of interests. The Manager noted that the Town Council's schedule was busy until the end of August and suggested possibly meeting in late August or early September at the Broyhill Inn. The Town felt there was no need for a moderator for the meeting. Staff requests that the Board provide several dates, in late August and early September, to present to the Town Council for their consideration. Please provide possible topics for discussion to be incorporated into a tentative agenda.

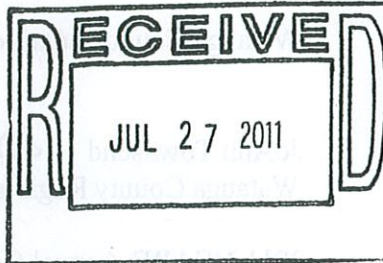
The Hospitality House Board of Directors invites you to attend the 6th Annual Food and Shelter for Hope Luncheon on Thursday, August 25, 2011, at 11:30 A.M. at the Broyhill Inn and Conference Center. If you wish to attend, please inform Anita, prior to August 15, so that she may RSVP on your behalf.

Register of Deeds JoAnn Townsend invites the Board to attend the Opening Banquet for the 59th Annual North Carolina Association of Register of Deeds Conference which will be held September 10-13, 2011, on the campus of Appalachian State University. The Banquet is scheduled for Sunday, September 11, 2011, at 6:30 P.M. If you wish to attend, please inform Anita who will be glad to RSVP on your behalf.



Hospitality House
 P.O. Box 309
 Boone, NC 28607

NONPROFIT
 ORGANIZATION
 U.S. POSTAGE PAID
 PERMIT NO. 47
 BOONE, N.C. 28607



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WATAUGA COUNTY BOARD OF COMMISSIONERS
 814 W KING ST STE 205
 BOONE, NC 28607-3457



Hospitality House Board
 cordially invite you to join
 Annual Food and Shelter for Hope Luncheon
 Friday August 25, 2011 at 11:30 a.m. at the Broyhill Inn and
 Conference Center in the Helen Powers Ball Room.

We're celebrating 26 years of service to the homeless
 in the High Country. Hear about the exciting opportunities
 at our new shelter and be inspired by guest speakers who
 have rebuilt their lives at Hospitality House.

RSVP by August 15 by calling 828.264.1237
 or register online at www.hospitalityhouseofboone.org
 and click on *Upcoming Events*.

Admission is free and the event is open to the public.

JOANN TOWNSEND

REGISTER OF DEEDS
WATAUGA COUNTY

To: Watauga County Board of Commissioners

From: JoAnn Townsend *JoAnn*
Watauga County Register of Deeds

Re: 2011 NCARD Annual Conference

Date: July 25, 2011

The 59th Annual North Carolina Association of Register of Deeds conference will be held September 10-13th, 2011 at the Broyhill Inn and Conference Center on the campus of Appalachian State University. It has been sometime since the conference has been in the western part of the state and as conference coordinator it is my goal to make this one especially meaningful and memorable.

As Watauga County is serving as host for this conference, it would be an honor to have the Watauga County Board of Commissioners to attend the opening banquet which will be held Sunday night, September 11th. This will be a special night as we will have a time of remembrance of 9/11. The banquet will begin at 6:30 pm and typically ends at 9:00 pm.

Per normal county policy the cost of your dinner will be covered by my department. Your spouse is welcome to attend at a cost of \$40.

Please let me know by August 15th if you will be able to attend.

Thank you for your support of the Register of Deeds office.

AGENDA ITEM 17:

Public Comment

MANAGER'S COMMENTS:

Time has been reserved to allow citizen comment to address the Board for any area of interest or concern.

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AGENDA ITEM 18:

Break

AGENDA ITEM 18:

Break

MANAGER'S COMMENTS:

None

AGENDA ITEM 19:

Closed Session

MANAGER'S COMMENTS:

Attorney/Client Matters – G. S. 143-318.11(a)(3)